

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

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.

Response:

Please find comparable residential, commercial and industrial month-end accounts receivable aging information for EnergyNorth and Granite State for February through May 2020 and 2019 in Attachment 1. Data has been provided in both dollar and percentage terms. Information regarding changes in payment behaviors is addressed in the response to question number 2.

ENNG Residential			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	76,179	74,506	1,673
A/R Balance	14,542,409	18,803,581	(4,261,173)
Current	9,663,433	12,940,866	(3,277,433)
1 - 30 Days	2,731,311	3,466,738	(735,427)
31 - 60 Days	877,453	1,015,112	(137,658)
61 - 90 Days	371,445	331,023	40,422
91 - 120	157,945	189,432	(31,487)
121 - 150	160,487	104,715	55,772
151+	1,567,359	1,615,730	(48,371)
Unapplied	(987,024)	(860,033)	(126,991)
ENNG Commerical			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,979	10,541	438
A/R Balance	8,258,685	10,118,210	(1,859,525)
Current	7,196,227	8,968,609	(1,772,383)
1 - 30 Days	885,757	992,139	(106,382)
31 - 60 Days	227,160	198,343	28,817
61 - 90 Days	77,520	113,964	(36,444)
91 - 120	9,271	15,437	(6,166)
121 - 150	7,868	7,389	479
151+	166,478	39,143	127,335
Unapplied	(311,595)	(216,813)	(94,782)
ENNG Total AR			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	87,158	85,047	2,111
A/R Balance	22,801,094	28,921,791	(6,120,698)
Current	16,859,659	21,909,475	(5,049,816)
1 - 30 Days	3,617,068	4,458,876	(841,809)
31 - 60 Days	1,104,613	1,213,455	(108,841)
61 - 90 Days	448,965	444,987	3,978
91 - 120	167,216	204,868	(37,652)
121 - 150	168,355	112,104	56,251
151+	1,733,837	1,654,873	78,964
Unapplied	(1,298,619)	(1,076,846)	(221,773)

ENNG Residential			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	73,025	74,156	(1,131)
A/R Balance	13,339,607	18,407,880	(5,068,273)
Current	7,748,721	10,630,015	(2,881,294)
1 - 30 Days	2,779,009	4,581,716	(1,802,707)
31 - 60 Days	1,272,324	1,623,091	(350,767)
61 - 90 Days	626,911	649,381	(22,470)
91 - 120	304,536	197,292	107,245
121 - 150	112,680	149,051	(36,371)
151+	1,525,977	1,442,069	83,908
Unapplied	(1,030,552)	(864,734)	(165,817)
ENNG Commerical			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,441	10,460	(19)
A/R Balance	6,545,056	8,973,227	(2,428,171)
Current	5,362,894	7,348,661	(1,985,767)
1 - 30 Days	828,268	1,254,358	(426,090)
31 - 60 Days	274,589	355,459	(80,870)
61 - 90 Days	156,576	98,743	57,832
91 - 120	40,928	111,204	(70,276)
121 - 150	3,071	11,624	(8,553)
151+	163,187	32,477	130,709
Unapplied	(284,457)	(239,300)	(45,157)
ENNG Total AR			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	83,466	84,616	(1,150)
A/R Balance	19,884,663	27,381,107	(7,496,444)
Current	13,111,615	17,978,676	(4,867,061)
1 - 30 Days	3,607,277	5,836,074	(2,228,797)
31 - 60 Days	1,546,914	1,978,551	(431,637)
61 - 90 Days	783,486	748,124	35,362
91 - 120	345,464	308,495	36,969
121 - 150	115,752	160,675	(44,924)
151+	1,689,163	1,474,546	214,617
Unapplied	(1,315,008)	(1,104,034)	(210,974)

ENNG Residential			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	72,391	77,869	(5,478)
A/R Balance	11,341,119	15,516,789	(4,175,669)
Current	5,632,931	7,258,307	(1,625,376)
1 - 30 Days	2,525,374	3,904,630	(1,379,256)
31 - 60 Days	1,341,268	2,391,008	(1,049,740)
61 - 90 Days	900,138	942,470	(42,332)
91 - 120	476,969	446,591	30,378
121 - 150	249,091	137,455	111,636
151+	1,479,484	1,356,938	122,546
Unapplied	(1,264,137)	(920,610)	(343,527)
ENNG Commerical			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,512	11,137	(625)
A/R Balance	5,625,388	6,340,138	(714,751)
Current	4,044,451	4,858,917	(814,466)
1 - 30 Days	908,328	1,055,637	(147,309)
31 - 60 Days	428,986	465,990	(37,004)
61 - 90 Days	210,711	216,408	(5,697)
91 - 120	128,388	66,943	61,445
121 - 150	34,753	93,996	(59,242)
151+	161,999	23,783	138,216
Unapplied	(292,229)	(441,534)	149,306
ENNG Total AR			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	82,903	89,006	(6,103)
A/R Balance	16,966,507	21,856,927	(4,890,420)
Current	9,677,382	12,117,224	(2,439,842)
1 - 30 Days	3,433,702	4,960,267	(1,526,565)
31 - 60 Days	1,770,254	2,856,998	(1,086,743)
61 - 90 Days	1,110,850	1,158,878	(48,029)
91 - 120	605,357	513,534	91,824
121 - 150	283,844	231,450	52,394
151+	1,641,483	1,380,721	260,762
Unapplied	(1,556,365)	(1,362,144)	(194,221)

ENNG Residential			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	75,116	71,206	3,910
A/R Balance	9,509,603	12,489,418	(2,979,814)
Current	3,763,413	4,360,769	(597,355)
1 - 30 Days	1,947,929	2,719,093	(771,164)
31 - 60 Days	1,496,860	2,765,485	(1,268,625)
61 - 90 Days	922,226	1,279,104	(356,878)
91 - 120	689,900	695,999	(6,098)
121 - 150	395,239	319,929	75,309
151+	1,594,124	1,319,985	274,139
Unapplied	(1,300,088)	(970,945)	(329,142)
ENNG Commerical			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,974	9,559	1,415
A/R Balance	4,439,113	3,655,478	783,635
Current	2,901,785	2,719,172	182,613
1 - 30 Days	750,453	564,816	185,637
31 - 60 Days	440,980	352,072	88,908
61 - 90 Days	244,352	188,281	56,071
91 - 120	155,900	78,397	77,503
121 - 150	90,565	69,458	21,107
151+	185,650	94,469	91,181
Unapplied	(330,572)	(411,188)	80,616
ENNG Total AR			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	86,090	80,765	5,325
A/R Balance	13,948,716	16,144,895	(2,196,179)
Current	6,665,198	7,079,941	(414,743)
1 - 30 Days	2,698,382	3,283,909	(585,527)
31 - 60 Days	1,937,839	3,117,557	(1,179,718)
61 - 90 Days	1,166,578	1,467,385	(300,807)
91 - 120	845,800	774,396	71,404
121 - 150	485,804	389,387	96,417
151+	1,779,775	1,414,454	365,321
Unapplied	(1,630,660)	(1,382,133)	(248,527)

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

2. Provide the following data for each utility rate class:
  - a. The number, and percentage, of customers who made partial or no payment in March, April, and May of 2019 and 2020.
  - b. The number, and percentage, of customers who made partial or no payment in March, April, and May of 2019 and 2020 and did not have an outstanding balance during the prior six months.

Response:

System constraints have prevented us from retrieving the granular level of data requested – however, included are charts outlining received payments by customer class for each company. As indicated, the number of incoming payments received over the months of March, April and May for both companies are down on average approximately 10%. Furthermore, the dollar amount received from those payments are lower on average by 40%, reflecting a negative variance of \$19.9m total for the three months when compared to 2019.

Energy North:

# 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)	-3%	(1,445)	-2%	(7,751)	-10%
Commercial	12,245	13,147	12,230	12,037	11,159	11,445	(208)	-2%	(1,988)	-15%	(785)	-6%
<b>Total</b>	<b>88,115</b>	<b>89,281</b>	<b>87,635</b>	<b>85,691</b>	<b>85,848</b>	<b>79,099</b>	<b>(2,424)</b>	<b>-5%</b>	<b>(3,433)</b>	<b>-17%</b>	<b>(8,536)</b>	<b>-17%</b>

\$ 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)	-17%	\$(2,808,432)	-23%	\$(2,307,893)	-26%
Commercial	\$11,939,690	\$10,391,738	\$ 7,692,443	\$10,020,518	\$ 6,936,459	\$ 5,204,405	\$(1,919,172)	-16%	\$(3,455,279)	-33%	\$(2,488,038)	-32%
<b>Total</b>	<b>\$25,678,285</b>	<b>\$22,530,977</b>	<b>\$16,615,798</b>	<b>\$21,444,026</b>	<b>\$16,267,266</b>	<b>\$11,819,868</b>	<b>\$(4,234,260)</b>	<b>-33%</b>	<b>\$(6,263,711)</b>	<b>-56%</b>	<b>\$(4,795,930)</b>	<b>-58%</b>

Granite State:

# 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	3%	(1,602)	-5%	(1,205)	-4%
Commercial	6,841	7,270	6,606	7,248	6,608	6,387	407	6%	(662)	-9%	(219)	-3%
Industrial	187	200	189	198	193	185	11	6%	(7)	-4%	(4)	-2%
<b>Total</b>	<b>41,567</b>	<b>42,806</b>	<b>40,580</b>	<b>43,068</b>	<b>40,535</b>	<b>39,152</b>	<b>1,501</b>	<b>15%</b>	<b>(2,271)</b>	<b>-17%</b>	<b>(1,428)</b>	<b>-9%</b>

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)	-7%	\$ (538,622)	-11%	\$ (538,622)	-3%
Commercial	\$ 5,127,401	\$ 5,137,631	\$ 4,187,312	\$ 4,532,489	\$ 3,852,903	\$ 3,547,897	\$ (594,912)	-12%	\$ (1,284,728)	-25%	\$ (1,284,728)	-15%
Industrial	\$ 964,006	\$ 988,018	\$ 1,173,885	\$ 845,004	\$ 1,014,243	\$ 1,064,723	\$ (119,002)	-12%	\$ 26,225	3%	\$ 26,225	-9%
<b>Total</b>	<b>\$11,102,360</b>	<b>\$11,005,567</b>	<b>\$ 9,559,028</b>	<b>\$10,061,862</b>	<b>\$ 9,208,442</b>	<b>\$ 8,679,495</b>	<b>\$ (1,040,498)</b>	<b>-30%</b>	<b>\$ (1,797,125)</b>	<b>-33%</b>	<b>\$ (1,797,125)</b>	<b>-28%</b>

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

3. Describe any programs or initiatives undertaken to assist customers specifically as a result of the COVID-19 pandemic, the State of Emergency, Emergency Order #3, and the related stay-at-home restrictions.

Response:

Liberty Utilities has taken part in the following steps and initiatives to assist our customers affected by the pandemic.

- Restrictions surrounding field visits, PPE and discontinuing visits that require technician to enter customer premise unless absolutely necessary.
- Outbound calls
  - Identified potential customers affected by COVID
  - Geared specifically to setting up payment arrangements and ensuring customers were aware of potential assistance
- Adjusted payment plans
  - Commercial arrangements (6 months)
  - Extensions to typically offered payment arrangements for Residential and Low Income customers (8-12 months)
  - Potential for \$0 down payments
- Multiple avenues of Customer Outreach
  - Social Media posts
  - Radio PSA
  - Website updates
  - IVR up from messages
  - Emails to customers who utilize electronic communications

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

4. Provide a detailed description of customer outreach undertaken to date.

Response:

During the pandemic, Liberty Utilities has continued to perform outreach to past due customers to ensure they remain aware of their account's balance and status. This includes outbound IVR calls, past due notices, and manual outbound outreach performed by our Collection Specialists. There is no threat of disconnection at any point of the current process. The goal of this outreach is to set customers up on payment plans and ensure they are aware of any potential assistance programs who could help them with their bill.

Liberty Utilities' customer outreach also includes:

- Additional outbound calls from Customer Service Representatives with goal of setting up payment plans and ensure they are aware of potential assistance available.
- Website updates
- Radio PSA
- An up-front message on our IVR system advising customers that our Walk in Centers are currently closed.
- Emails to customers.
- Social Media posts on Facebook advising customers that they can call our contact center at any time to discuss payment plan options, assistance, etc.

Please see Attachment 4 for the outreach undertaken to date.

COVID -19 Customer Communications	March	April	May	
Customer Emails (6)	2	2	1	Established regular emails with customers to keep them informed of changes due to COVID-19 (e.g. Collections suspended, late fees suspended, Walk in centers closing, Safety precautions)
Updates on Website (9)	5	2	1	Created a COVID-19 Update page on our website. We have an alert on our homepage that directs visitors to the page
Social Media Updates (19)	7	5	5	We post updates and savings tips for customers on Facebook and Twitter
Radio Public Service Announcements (1)			1	In March we ran a Public Service Announcement on WGIR-FM that covers most of the state.
Walk-in Center Closed Posters	1	1	1	Created signage for our our walk-in centers with information on alternative payment/ways to reach us
Email to First Responders (1)	1			We informed first responders of our commitment to continue to respond to emergencies throughout the crisis
Email to City/Town Officials (1)	1			We informed City/Town officials of our change in operating procedues and response to COVID-19 to keep the public and our employees safe
Press Release (1)		1		We created a press release announcing our support for community organizations and reinforcing our message regarding suspension of disconnects and late fees
Call Script (outbound) for payment Arrangements (1)		1		Created outbound call script for our CSRs to use in order to encourage customers who may be having difficulty paying bills, to get on a payment arrangement
Call Script (inbound) explaining city/town inspections suspended (1)	1			Many cities and towns stopped doing inspections for construction projects. We developed scripts to aide our CSRs in explaining the situation
Email to police and traffic detial contractors regarding social distancing (1)		1		Some flag detial personnel were getting too close to our crews that were working in public areas. We needed to address the issue and reinforce our desire to maintain a 6ft separation between crew members and flag personnel
IVR upfront message - Walk-in Centers Closed (1)	1			Scripted an upfront message for our IVR system to inform customers that our walk-in centers are closed until further notice.

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

5. Describe the Utility's review and evaluation of best practices and successful initiatives undertaken in other states.

Response:

As a utility company we participated in many calls with our peers companies. The calls were set up through the American Gas Association (AGA) and the Northeast Gas Association (NGA). Many things were discussed on the calls including customer premise entering protocols, the type of work that was being performed, isolating crews, having crews report from home, having those who can work from home do so and other important critical information. A local Crisis Team was formed and discussed what other utilities were doing. If the process was felt to be a good practice and one that would be beneficial for our employees and customers the process would be created and adopted.

As we have progressed through this pandemic one of the things we decided to do was add a doctor to be part of the process. We worked with one of our local Occupational Health vendors and they offered the services of Dr. John Burrell. Dr. Burrell has participated on our weekly Regional Crisis Team calls and has made himself available to assist in determining next steps in regards to employees needing quarantine, testing, instituting safeguards and other pertinent information we may need assistance on in dealing with COVID19.

John W. Burrell, MD, MPH, FCOEM; Principal  
OccMed Consulting and Injury Care, LLC  
10 Hawthorne Place, Suite 114  
Boston, MA 02114

Some of the things we have done since March 2020 are included below:

- Facility cleaning was discussed on many of the calls. We hired a company that provides a level 2 cleaning process which include a fogging and electromagnetic spray. This was done inside our facilities initially and as part of our positive COVID-19 procedure. This same process has been performed on the majority of our company vehicles.
- Attachment 5.1: Procedure for Entering Premises (002) Not Scheduled Work: This procedure is being used by field employees who have to enter homes or businesses for work that does not get set up through Customer Service or Dispatch.



- and the questions Dispatch and CSRs are to ask the customers. Also included is the procedure to be followed when a customer answers yes to one of the questions.
- Attachment 5.5: COVID-19 Response Protocol for Asymptomatic, Symptomatic: This is a guidance document used by the triage teams to help navigate when someone comes in contact with a COVID positive individual, has symptoms, and other related COVID situations.
- Attachment 5.6: Temperature Taking Protocol: This was created in response to the Governor's Emergency Order #40. It was communicated to our employees so that they follow the process and everyone who reported to a facility or the field took their temperature prior to arrival.



## PROCEDURE FOR ENTERING CUSTOMER'S PREMISES

1. Don nitrile gloves and face-covering/mask prior to approaching the customer's premise.
2. Prior to entering the customer's premise, the employee shall ask the following questions to the customer(s):
  - a. Have you or any person in your household travelled on a cruise ship or by airplane in the last 14 days?
  - b. Have you been diagnosed with COVID-19, or are you waiting for test results and/or have symptoms\* of COVID-19?
  - c. Have you recently had contact with a person with COVID-19?
    - If yes to any of these questions, the employee shall contact their Supervisor for next steps before proceeding.
    - If the customer refuse to answer any of the questions, the employee shall contact their Supervisor for next steps before proceeding
    - If no to all of these questions, the employee can proceed into the premise with their donned PPE (glove and face-cover/mask)
    - If customer has bulk head opt to use to reduce risk
3. For any time an employee is walking around living quarters within the premise, PPE (nitrile gloves and face-covering/mask) shall be worn at all times
4. A minimum social distance of 6' from occupants shall be maintained at all times
5. If the basement and/or utility room is vacant where the work is to take place, the employee may remove face-covering/mask. Keep the face covering/mask nearby in the event a customer approaches them
6. After exiting the property, remove the nitrile gloves in a hygienic manner
7. Dispose of nitrile gloves
8. Clean hands by washing with soap and water (if available) and/or the use of hand sanitizer

\*Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, and Diarrhea

### Disclaimer

If any of the conditions change, including but not limited to person(s) not surveyed at the initial interaction with the customer; don all PPE (nitrile glove and face-covering/mask), repeat step 2, along with maintaining a minimum of 6' social distance from all person(s).

## Liberty Utilities Contractor / Visitor Pandemic Checklist Site Access Verification Form

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Have you traveled by airplane, cruise ship, or train?	Yes	No
Have you been in a public setting where you couldn't maintain your social distance of 6 feet or less when you and the other person(s) within 6 feet were not wearing a face covering?	Yes	No
Have you been in close personal contact with a person who is a confirmed positive for COVID19 in the past 14 days?	Yes	No
Have you been in contact with anyone (including household/ family members) who has visited a current CDC identified hot spot in the past 14 days?	Yes	No
Do you feel any symptoms including cold/flu-like symptoms, cough, persistent pain or pressure in the chest, loss of sense of smell or taste, bluish lips or face, chills, repeated shaking with chills, muscle pain, headache, or sore throat?	Yes	No

---

**Please note:** If you have answered yes to any of the questions listed above; access to this site and customer locations will be **strictly prohibited**, unless it's been reviewed and authorized by EHS and HR.

**International Travel:**

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>

**Travel in the US:**

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>

USE OF SITE ACCESS VERIFICATION FORM

1. This Form must be completed by the individual for every first time visit each week.
  - a. Subsequent visits in the same week do not require completion of a form.
    1. Single Visitor / Contractor – The LU Host will verbally ask the person the questions to ensure no changes from the previous visit within the week.
    2. Contractor Crews – The LU Host (Inspector/Supervisor/Operator) will contact the Crew Foreman to ensure the questions were reviewed during the daily pre-job brief and all have answered NO.

Signature: \_\_\_\_\_

**Note: if signee reports daily, they will make the company aware of any changes to their previous answers.**

## Protective Measures Against Coronavirus (COVID-19)

The following guidance provides employees with protective measures against Coronavirus (COVID-19) when entering customer homes. These basic actions will help protect you and prevent the spread of infections, including COVID-19, in the workplace. This guidance is based on the best practice recommendations from the Centers for Disease Control (CDC), which is subject to change.

### **Engage customers when you arrive onsite**

Use talking points below prior to entry to engage the customer to advise of the social distancing practices that should be followed.

- “One of the best ways to protect yourself from exposure to the new coronavirus is by **maintaining** at least 6 feet distance between you and others, and avoiding handshaking. Do you mind if I follow that procedure with you today?”
- “If you are feeling sick today, would you mind remaining in a room other than where I am working? This is a best practice recommendation from my company and I’d like to follow it. If you can tell me where your equipment is located, I’ll do my job and let you know when I’m done.”

### **Maintain social distancing in customer homes.**

Maintain at least 6 feet distance between yourself and customers at all times, if possible.

### **PPE**

- Surgical masks are not required as they do not provide measurable protection, are not recommended by the CDC and will not be distributed. Company-issued respirators **should only be worn if needed** based on the job task.
- If entering a customer’s premises that is known to be quarantined, prior to performing any job function that would require additional hand protection, wear disposable latex or nitrile gloves to prevent touching contaminated surfaces. Remove gloves after use and throw away. For the best protection, put gloves on prior to entering a customer’s home.

### **Hygiene Practices**

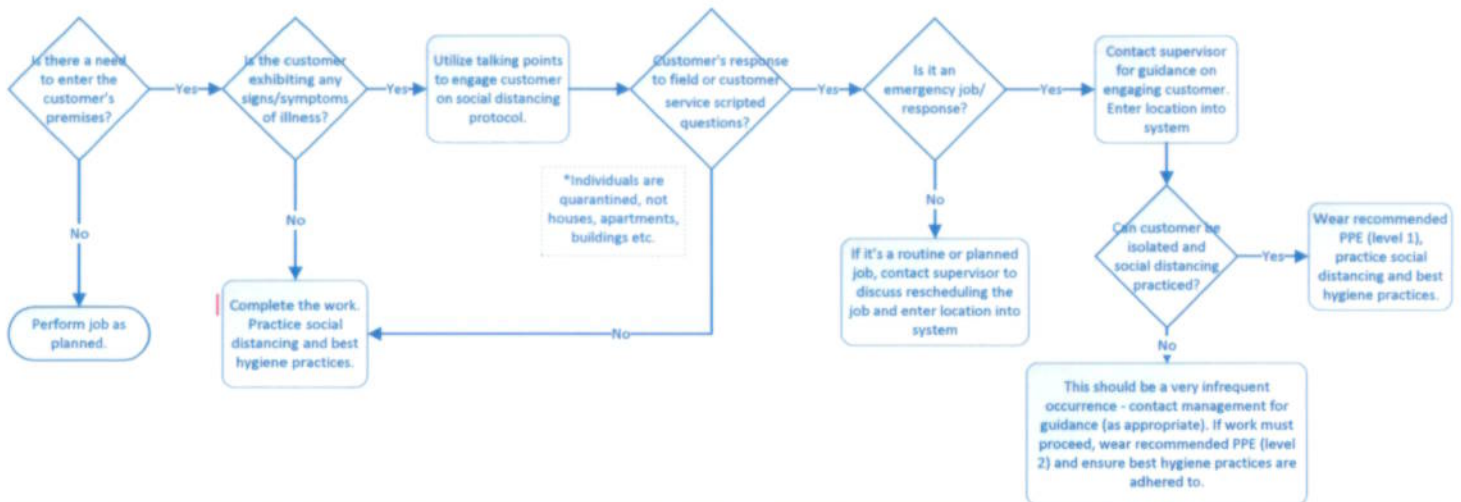
- Use alcohol-based hand sanitizer (i.e. Purell wipes) available in Storerooms. **immediately** before and after each customer home entry.
- If hand sanitizer is unavailable, wash hands using soap and water for a minimum of 20 seconds.
- Avoid touching eyes, nose and mouth. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth.
- Practice respiratory hygiene. Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose of the used tissue immediately.

### **General Cleaning Guidelines**

- Pay special attention to frequently touched surfaces in common areas and bathrooms. Frequently contacted items, such as drinking fountains, faucet handles, door hardware, push plates and light switches, should be wiped down regularly with cleaners.
- For vehicles, pay special attention to disinfecting surfaces and objects that are touched often, such as door handles, arm rests, steering wheel, and seatbelts, as appropriate.
- Use regular cleaning and disinfection products (e.g., Clorox wipes or Purell products).

## Guidance for Field Employees Against Coronavirus (COVID-19)

UPDATED 03/24 Rev 1.1



### Talking Points for Customer Engagement on Social Distancing

Use these talking points when engaging with customer prior to entry. Maintain at least 6 feet distance between yourself and customers at all times if possible.

- "One of the best ways to protect yourself from exposure to the new coronavirus is by maintaining at least 6 feet distance between you and others, and avoiding handshaking. Do you mind if I follow that procedure with you today?"
- "If you are feeling sick today, would you mind remaining in a room other than where I am working? This is a best practice recommendation from my company and I'd like to follow it. If you can tell me where your equipment is located, I'll do my job and let you know when I'm done."

### Recommended PPE When Entering Customer Premises

- Surgical masks are not required and will not be distributed. Company-issued respirators should only be worn if needed based on the job task.
- Level 1 PPE – Prior to performing any job function that would require additional hand protection, wear disposable latex or nitrile gloves to prevent touching contaminated surfaces. Remove gloves after use and throw away. For the best protection, put gloves on prior to entering a customer's home.
- Level 2 PPE – In addition to Level 1 hand protection (latex or nitrile gloves), wear N95 or higher-level respirator and eye protection.

*This guidance is based on the best practice recommendations from the Centers for Disease Control (CDC), which is subject to change.*

## Q&A for Using a Respirator for COVID-19 Response

**Q: When do I need to wear a filtering facepiece respirator?**

**A:** A respirator (N-95 or higher-level filter facepiece) is available for use if you are entering into a customer premises where there is a confirmed or suspected COVID-19 case, and you cannot keep 6 ft social distancing. Please refer to the latest "Guidance for Field Employees Against Coronavirus (COVID-19)" flowchart.

**Q: How do I get a filtering facepiece respirator?**

**A:** They are available through your Supervisor or Stockroom.

**Q: Do I need Medical Clearance and Fit Testing before wearing a filtering facepiece respirator?**

**A:** No you do not. You are expected to follow the manufacturer's instructions and the practices listed in Appendix D of the OSHA Respirator Standard which are: 1) Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations. 2) Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you. 3) Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke. 4) Keep track of your respirator so that you do not mistakenly use someone else's respirator.

**Q: What types of filtering facepiece respirators are effective against COVID-19?**

**A:** Disposable respirators (also known as N95respirators). All respirators must be NIOSH approved.

**Q: How do I use an N95 respirator correctly in a COVID-19 situation?**

**A:** Follow this N95 Respirator use guidance:

- Use hand hygiene/sanitation when donning and doffing
- Use a pair of clean latex or nitrile gloves when donning an N95 respirator
- Discard gloves after donning and making any adjustments to ensure the respirator is sitting comfortably on your face with a good seal.
- Avoid touching the inside of the respirator

**Q: Can I reuse an N95 filtering facepiece respirator?**

**A:** No These are intended as single use respirators and must be discarded after use.

**Q: How do I store and dispose of an N95 respirator?**

**A:** Store respirators in a bag labeled with "your name." Dispose of the storage bag after each use. Discard spent gloves, respirators, and storage bags as regular trash.

**Q What do I do if my respirator is damaged?**

**A:** Do not use any damaged equipment. Discard all damaged respirators and components, and request a new one from your supervisor.

### Instructions to the Field Worker:

Due to the concerns around the spread of the coronavirus and to protect you and help prevent you from bringing the virus home to your loved ones, we're recommending that you follow these steps:

1. Don nitrile gloves prior to entering the customer's dwelling and maintain a minimum distance of at least 6' from occupants
2. Prior to putting on the nitrile gloves wash hands thoroughly with soap and water (if available) and/or the use of hand sanitizer
3. After exiting the property, remove the nitrile gloves in a hygienic manner (video attached)
4. <https://www.youtube.com/watch?v=xueBYfEIFEg>
5. Dispose of nitrile gloves
6. Clean hands by washing with soap and water (if available) and/or the use of hand sanitizer
7. Repeat steps 2 & 5 each time you put on or take off the nitrile gloves
8. As always, if you don't feel comfortable entering the home, take two, assess the situation, and contact your supervisor.

Following these steps will help reduce the likelihood of contracting and spreading the virus.

### Instructions to the Customer Service Rep:

To support the safety and well-being of our field workers, we are recommending the following script when issuing a service order that requires a visit to a customer's dwelling.

We want to make your service appointment as safe as possible. We are doing our part to help prevent the spread of the Coronavirus.

In preparation for your appointment, I need to ask you a few questions.

- 1) Have you or any person in your household travelled on a cruise ship or by airplane in the last 14 days?
- 2) Are you or any person in your household under self-quarantine?
- 3) Have you or anyone in your household been exposed to the Corona Virus?

If yes, to any of the questions above please let the Customer know that a Supervisor will contact. Provide the details to your Supervisor or Manager, and they will reach out to the Field Supervisor or Manager.

If no, continue with script:

When the technician arrives, they may be wearing nitrile gloves and other personal protective equipment. They will be very happy to meet you; however, they will not be shaking your hand. We ask that you keep a social distance of at least 6 feet from the technician. We hope you understand the measures we're taking to protect everyone involved

## Response Protocol for Asymptomatic, Symptomatic and Positive COVID-19 Cases

The following guidelines have been developed to help manage COVID-19 cases in the workplace. These guidelines may not cover all potential exposure scenarios and should not replace an individual (case-by-case) risk assessment for the purpose of decision making or human resource management. This guidance is based on available information about COVID-19 and subject to change as additional information becomes available.

### Reducing Transmission among Employees

- Employees who are presumptive or have symptoms or combinations of symptoms<sup>1</sup> (i.e., cough, or shortness of breath or difficulty breathing, etc.) should immediately notify their supervisor and stay home, except to get medical care.
- Employees should not return to work until the criteria to discontinue self-isolation are met or otherwise directed by Supervisor/Manager in consultation with HR, and/or EHS, healthcare providers and state/local health departments.
- Employees sent home should follow CDC-recommended steps and strictly follow self-isolation requirements (see below).
- Employees awaiting testing results for COVID-19 should remain in isolation at home or in a healthcare facility until their test results are known and directed by their Supervisor/Manager following consultation with HR, EHS, healthcare providers and state/local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should also notify their supervisor.

COVID-19 Symptoms: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

What To Do If You Are Sick: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Prevent the Spread in Homes: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html#precautions>

### Guidance for Supervisors/Managers (See Flowchart)

- Employees who appear to have symptoms or combinations of symptoms<sup>1</sup> (i.e., cough, or shortness of breath or difficulty breathing, etc.) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- Supervisor/Manager immediately notifies local senior leadership, HR & EHS (see contact info below).
- Supervisor/Manager immediately initiates cleaning and disinfection:
  - **Close off areas used by the sick employee.**
  - **Open outside doors and windows to increase air circulation in the area.** Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
  - **Clean and disinfect all areas used by the sick employee and all high touch surfaces belonging to or used by sick employee.** Wear faceshield or safety glasses and disposable mask, disposable gloves and Tyvek suit for all tasks in the cleaning process, including handling trash. Additional personal protective equipment (PPE) might be required based on the cleaning/disinfecting products being used and whether there is a risk of splash. Practice routine cleaning of frequently touched surfaces using soap and water or another detergent if it is dirty. Then, use disinfectant. A full list of EPA-registered household disinfectants can be found [here](#).



- High touch surfaces include: Offices, bathrooms bathroom fixtures, toilets, common areas, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, sinks, phones, shared electronic equipment like tablets, remote controls; Sanitize any other items received from or used by customers or contractors.
- Tools and Equipment: such as wrenches, pliers, leak equipment, cell phones, hard hats and safety goggles/glasses, should also be sanitized.
- Vehicles: In cab, sanitize door handles, seat belts, steering wheel, knobs and computer/Toughbook; where multiple employees travel together in a company vehicle as part of normal work, it is imperative that actions are taken to sanitize the vehicle before and after use to limit exposure.

Region	HR Leads	EHS Leads
Oakville	Theresa Pettos (416 578 0535)	Gary Sommer (905-334-8515)
Liberty Power		Matthew MacDonald (647-530-5916)
East including NB	Frank Dobrinski (508 320 9321)	Kevin Spottiswood (603-765-1794)
Central	Dale Harrington (417 835 8281)	Cody Bandy (417-825-0372)
West	Greg Schumacher (530 307 5611)	Tim Hill (623-300-8440)
Communication	Stephanie Bose (289 795 6230)	Ester Di Giovanni (289-242-1658)
Legal	Sarah Knowlton (603-327-9857)	Timothy Deppmeyer (603-443-0790)

- Supervisor/Manager sets up a call with local senior leadership, HR, and EHS to triage case-by-case activities to follow and clearly define next steps. Corporate Communications and Legal may also need to be notified based on the circumstances (i.e., risk to the public, external communications).
  - Identify source of potential exposure
  - Review staffing requirements
  - Initiate contact tracing: Review employee’s personal log of interactions for the **48hrs before symptoms onset** to determine who may need to be notified internally and externally
  - If an employee continues to have symptoms (i.e., fever, cough, or shortness of breath) for 3 days since initial onset or is confirmed to have COVID-19 infection, proceed with informing fellow employees (**Follow HR’s Speaking Notes**) of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by ADA, HIPPA and Canada Privacy Act.
  - Fellow employees may be instructed to self-quarantine and should always be instructed to self-monitor for symptoms: Check temperature twice daily; watch for fever, cough, and shortness of breath.

### **Discontinuation of Self-Isolation for Employees with COVID-19**

The decision to discontinue self-isolation should be made in the context of local circumstances and in consultation with HR, EHS and Local Leadership. Workers Compensation/Insurance providers, Healthcare providers and state/local health departments may also need to be consulted. The following CDC Guidance will assist in decision-making:

**1) Non-test-based strategy:**

Persons with COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms; and,

- At least 7 days have passed since symptoms first appeared.

**2) Test-based strategy (swab sampling):**

Persons who have COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- Resolution of fever without the use of fever-reducing medications and
- Improvement in respiratory symptoms (e.g., cough, shortness of breath) and
- Two negative specimen results collected  $\geq 24$  hours apart, if available.

- 3) Individuals with laboratory-confirmed COVID-19 who have not had any symptoms** may discontinue home isolation when at least 7 days have passed since the date of their first positive COVID-19 diagnostic test and have had no subsequent illness. Prior to returning to the work environment, employees should obtain a clean bill of health by a medical practitioner whenever possible.

### **Crisis Strategies to Mitigate Staffing Shortages**

As an “Essential Critical Infrastructure Workforce”, Operations and HR may determine that the above recommended approaches cannot be followed due to the need to mitigate staffing shortages. In such scenarios, follow HR Guidelines and local Minimum Staffing Plans, as applicable.

### **Self-Isolation Requirements**

To protect others and delay or stop the spread of COVID-19 you need to limit the number of people you come into contact with for 14 days. This means:

- Stay at home.
- Don't go to work, school, shops, or any public areas.
- Don't use public transport.
- Don't have visitors: if friends or neighbors are dropping off food or medicine, avoid contact with them.
- Stay in one room that's well ventilated and keep the door closed.
- Stay away from pets: if you can't wash your hands before and after touching them.
- Avoid other members of your family or house:
- Use a separate bathroom if possible.
- Clean shared surfaces regularly.
- Wash your hands regularly and make sure they do too.
- Wash your hands regularly and make sure they do too.
- Wear a face mask if you've been told to.
- Avoid shared spaces while others are in them e.g.: kitchen: make food and take it back to your room.
- Wash up dishes and cutlery as soon as you've used them.
- Don't share cups/glasses/plates/cutlery etc.
- Cover coughs and sneezes with a tissue and throw it away, then wash your hands immediately.
- Put waste like tissues and facemasks into a plastic bag, seal when full and put into a second bag, and place them in the trash.

1 - For the purpose of this document, symptomatic includes: cough, shortness of breath or difficulty breathing; or at least two of these symptoms: subjective or measured fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new [loss of anosmia & dysgeusia](#) (sense of taste and smell).

# COVID-19 Case Response Protocol



## A. Have you recently travelled?

Have you visited a country or domestic location with ongoing transmission in the last 14 days? Or in close-contact with anyone who has?

**Symptomatic**

**Asymptomatic**



**Seek Medical Assessment**  
 Testing is encouraged.



**Self-Isolate for 14 days.** Refer to HR Guidelines for requirements



**Self-Quarantine for 14 days\***. Do NOT visit stores, family or friends.



**Practice social distancing.** Keep a safe distance between yourself and others (6 feet).



**Active self-monitoring.** Check temperature twice a day; Watch for fever, cough, shortness of breath.



## B. Premise exposures

Are you living in the same household as a person with presumptive, symptomatic laboratory-confirmed COVID-19 infection?  
 OR  
 Have you come into **close-contact** with a person with symptomatic laboratory-confirmed COVID-19?



## C. Employees are encouraged to screen daily for signs and symptoms of COVID-19:

- Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Lost sense of smell or taste
  - Headache
  - Chills
  - Repeated shaking with chills
  - Sore throat
  - Muscle pain
- Or at least two of these symptoms:

**Asymptomatic\***

**Symptomatic\***

**Asymptomatic\***



**Self-Quarantine for 14 days\***. Do NOT visit stores, family or friends.



**Practice social distancing.** Keep a safe distance between yourself and others (6 feet).



**Active self-monitoring.** Check temperature twice a day; Watch for fever, cough, shortness of breath.



**Immediately notify local senior leadership, HR, EHS**



**Seek Medical Assessment**  
 Testing is encouraged.



**Self-Isolate until:**

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications; **and**,
- Improvement in respiratory symptoms; **and**,
- At least 7 days have passed since symptoms first appeared.



### \* Essential Staff Earlier Return to Work

See Crisis Strategies to Mitigate Staffing Shortages

### Low Risk/No Identifiable Risk Scenarios:

- Workers exposed to asymptomatic people with potential exposures to COVID-19 (such as close-contact in a household), i.e., "contacts of contacts;" per CDC, these people are not considered exposed to COVID-19.
- Being in the same indoor environment (e.g., a classroom, waiting room) as a person with symptomatic laboratory-confirmed COVID-19 for a prolonged period of time but not meeting the definition of close contact or walking by the person.

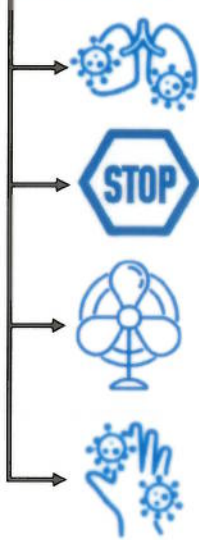
**Return to Work\***



**Follow HR Guidelines:**  
 to Manage Return to Work

## COVID-19 Case Response Protocol

### Symptomatic/ Confirmed COVID



**Immediate Response for Supervisors/Managers:** Symptomatic employees, who appear to have symptoms (i.e., fever, cough, or shortness of breath, lost sense of taste or smell) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.

**Close off areas used by the sick employee.** Including rooms, office areas, and vehicles/equipment.

**Open outside doors and windows to increase air circulation in the area.** Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.

**Clean and disinfect all areas used by the sick employee and all high touch surfaces belonging to or used by sick employee.** Wear disposable gloves and Tyvek suit for all tasks in the cleaning process, including handling trash. Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used. A full list of EPA-registered household disinfectants can be found [here](#).



**Follow HR Guidelines:**  
Immediately initiate required notifications per HR Guidelines.



**High touch surfaces include:** Offices, bathrooms bathroom fixtures, toilets, common areas, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, sinks, phones, shared electronic equipment like tablets, remote controls; Sanitize any other items received from or used by customers or contractors.

**Tools and Equipment:** such as wrenches, pliers, leak equipment, cell phones, hard hats and safety goggles/glasses, should also be sanitized.

**Vehicles:** In cab, sanitize door handles, seat belts, steering wheel, knobs and computer/Toughbook; where multiple employees travel together in a company vehicle as part of normal work, it is imperative that actions are taken to sanitize the vehicle before and after use to limit exposure.



**If an employee continues to have symptoms for 3 days since initial onset or is confirmed to have COVID-19 infection, contact HR/EHS to coordinate:**

- Contact tracing: Review employee's personal log of interactions for the 48hrs before symptoms onset
- Inform fellow employees (follow HR's speaking notes) of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Fellow employees should then self-monitor for symptoms.



### Crisis Strategies to Mitigate Staffing Shortages

As an "Essential Critical Infrastructure Workforce", Operations and HR **may** determine that the above recommended approaches cannot be followed due to the need to mitigate staffing shortages. In such scenarios, follow HR Guidelines and local Minimum Staffing Plans, as applicable.

## TEMPERATURE SCREENING PROTOCOL

The following protocol is per the State of NH Governor's Emergency Order 40: Extending and modifying Emergency Order #17 (Closure of non-essential businesses and requiring Granite Staters to stay at home). Employee's working from home office do not need to complete protocol. Only when visiting field location or company facility does an employee need to complete the protocol.

### If employee reports to the field from home:

1. Take your temperature and record on log (page 3) prior to coming in to work. Only one reading per day is required (i.e., employee takes temp at 6AM, works until 3PM, and gets called into work at 8PM, the first reading will suffice)
2. Review 5 prescreening questions below and record on log.
3. If temperature is 100°F or below, and employee answers no to all 5 questions, employee can proceed into work for the day. If employee's temp. is above 100°F and/or the employee answers yes to any of the 5 prescreening questions below, then the employee must contact their direct supervisor immediately.
4. Log is to be held in confidentiality by all employees. Employees may be asked to provide to Human Resources to place into their medical file for documentation as there is a high probability of a state audit.

### If employee reports directly to the office:

1. Upon arrival to the facility, go to the designated location to have your temperature taken and record on log. If there is a line, please make sure you maintain a distance of 6 feet from the person in front of you. Employee getting their temperature taken by a screener must wear a mask.
2. Review 5 prescreening questions below and record on log.
3. If temperature is 100°F or below, and employee answers no to all 5 questions, employee can proceed into work for the day. If employee's temp is above 100°F and/or the employee answers yes to any of the 5 prescreening questions below, then the employee must contact their direct supervisor immediately.
4. Log is to be held in confidentiality by all employees. Employees may be asked to provide to Human Resources to place into their medical file for documentation as there is a high probability of a state audit.

*NOTE 1:* Employees temperature must be taken daily. If designated person is not available to take temperature, an alternate must be provided or employee must take and document their own temperature and answers to prescreening questions.

*NOTE 2:* If employee reports to a facility during off hours or when someone is not available to screen them, they are to follow the first set of guidelines of taking their own temperature and logging

<b><i>5 prescreening questions that must be reviewed and captured on daily log</i></b>
Have you been in close contact with a confirmed case of COVID-19?
Have you had a fever or felt feverish in the last 72 hours?
Are you experiencing any respiratory symptoms including runny nose, sore throat, cough, or shortness of breath?
Are you experiencing any new muscle aches or chills?
Have you experienced any new change in your sense of taste or smell?

## How to take your temperature

*By Mayo Clinic Staff*

Always use a digital thermometer to check your temperature. Because of the potential for mercury exposure or ingestion, glass mercury thermometers have been phased out and are no longer recommended.

No matter which type of thermometer you use, take these precautions:

- Read the instructions that came with the thermometer.
- Wash your hands with soap and warm water before using the thermometer.
- Clean the thermometer before and after each use with rubbing alcohol or soap and lukewarm water.
- Wait at least 6 hours after taking medications that can lower your temperature, like acetaminophen (Tylenol, others), ibuprofen (Advil, Motrin IB, others) or aspirin.

### Oral temperature

You'll need an oral thermometer, used in the mouth.

1. If you've been eating or drinking, wait 30 minutes before you take a temperature by mouth.
2. Turn on the digital thermometer. Place the thermometer tip under your tongue.
3. Close your mouth around the thermometer for the recommended amount of time or until the thermometer beeps indicating it's done.
4. Remove the thermometer and read the number.

### Ear temperature

A digital ear thermometer uses an infrared ray to measure the temperature inside the ear canal.

1. Turn on the digital thermometer. Gently place it in your ear canal no further than indicated by the instructions that came with the device.
2. Hold the thermometer tightly in place until you hear the thermometer beep indicating it's done.
3. Remove the thermometer and read the number.

### Temporal artery temperature

Temporal artery thermometers use an infrared scanner to measure the temperature of the temporal artery in your forehead.

1. Turn on the digital thermometer.
2. Depending on the device either gently sweep it across your forehead or position it the recommended distance from your forehead, point and shoot, and read the number.

### Armpit temperature

A digital thermometer can be used in your armpit, if necessary. But armpit temperatures are typically less accurate than oral temperatures.

1. Turn on the digital thermometer. Place the thermometer under your armpit, making sure it touches skin, not clothing.
2. Hold the thermometer tightly in place until you hear the thermometer beep indicating it's done.
3. Remove the thermometer and read the number.

***NOTE: Review the manufacturing guidelines for the thermometer that you are using to record your temperature to make sure that you're using it accurately.***



Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

6. Describe whether the Utility has updated its sales forecasts in light of the pandemic and its effects on the economy.

Response:

Consistent with its presentation at the June 17, 2020, status conference in this docket, Liberty is in the process of preparing its annual update of its long-term sales forecast which will cover the years 2020 – 2026. That updated forecast will be completed by July 30 and will reflect the expected annual sales at a granular level, including the longer-term impact of the COVID-19 pandemic.



Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

7. Describe any operational changes the Utility is making or planning to make in response to the effects of the pandemic, including changes in budgets or personnel.

Response:

The COVID-19 Pandemic has delayed the hiring of two open Engineering positions, an Electric Engineering Project Manager and a GIS Mapping Technician. OMark Consultants will not be completing inside inspections for our gas Walking Survey. Customer Metering Services Technicians will be completing inside inspections. We kept our same Construction and Maintenance crews together for each yard and for off-hour coverage. This resulted in two additional crews on call each week. We also added three Damage Prevention Technicians for Digsafe emergencies for each yard.

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

8. Describe any changes to capital projects and related planning budgets the Utility has made or is planning to make in response to the effects of the pandemic.

Response:

There have been no impacts to Gas Operations with respect to Capital Work due to COVID-19.

There have been no impacts to Electric Operations with respect to Capital Work due to COVID-19.

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

9. Describe any supply chain disruptions the Utility is experiencing or expects may occur and the effects of such supply chain disruptions.

Response:

To date we have not experienced any significant supply chain disruptions with the exception being obtaining PPE supplies related to addressing the impacts of COVID19. These supply disruptions have leveled off over the past several weeks. We continue to monitor materials and supplies used for construction and maintenance operations and have not experienced any significant delays in shipments. Regular dialogues are occurring with suppliers to understand any longer term disruptions on finished goods and components and to date no critical issues have arisen.

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

10. Describe whether the Utility and/or its parent company has adequate access to capital or has been negatively affected in accessing the capital markets or has been downgraded by any credit rating services.

Response:

Regarding the current situation, the Utility (meaning Liberty Utilities (Granite State Electric Company) Corp. and/or Liberty Utilities (Energy North Natural Gas Company) Corp.) and/or its parent company do have adequate access to capital in the form of bank credit facilities. However, conditions in the equity markets have been less attractive but appear to be improving with the passage of time. Neither the Utility nor its parent company have suffered any credit rating agency downgrade as a result of COVID-19.

Docket No. IR 20-089

Liberty Utilities (EnergyNorth Natural Gas) Corp. and  
Liberty Utilities (Granite State Electric) Corp.

Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers  
Monthly Reporting Requirements

June 30, 2020 Report

11. Describe incremental costs associated with the COVID-19 pandemic since the State of Emergency order, how the cost is calculated, cost to date, accounting treatment, impact on earnings, and proposed or planned rate treatment.

Response:

The incremental costs (which do not include waived late fees) are tracked by establishing work orders by departments to which all COVID-19 related expenses are charged. These work orders are mapped to the Miscellaneous General Expense Account (FERC 930.2). The use of work orders allows the Company to track these incremental costs by the categories described below:

- Labor consists of labor cost for field employees who cannot work from home, are not ill but have been exposed to the virus and have been asked to self-quarantine.
- Non-labor expenses principally relate to personal protective equipment and cleaning agents and fees (sanitizers and towel wipes).
- Waived fees represent waived customer late fees. These fees, although they are not an expense, represent a cost of the pandemic because they represent revenue that the Company would ordinarily receive from fees that have been approved by the Commission. By not being allowed to charge those fees, the loss of revenue has the same impact to the Company's financials as the incurrence of an expense

**Cost to date (Amount is based on Actual costs Incurred)****COVID-19 Expenses**  
YTD May 2020

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

<sup>1</sup> Non-productive time for quarantined employees

<sup>2</sup> Principally personal protection equipment, which includes masks, gloves and hand sanitizer

<sup>3</sup> Waived customer late fees

5

**Accounting treatment, impact on earnings, and proposed or planned rate treatment.**

Earnings impact (pre-tax) is equal to the amounts charged to expenses for the incremental COVID-19 costs and the amount of waived late fees that have not been recorded on the books. This impact amounts to \$602,456 for March through May 2020. The Company proposes that the Commission establish a regulatory asset in which these incremental costs can be deferred with future rate recovery of the costs to be determined at a later date. Taking into consideration things like quarterly and annual financial reporting, establishing a regulatory asset in the near future would allow for more clarity as to the financial impacts associated with the pandemic and would eliminate the effects of any inconsistent patterns in costs and revenue impacts that may be experienced as the pandemic continues over time.