

**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.**

Since the declaration of the State of Emergency on March 13, and issuance of Governor's Emergency Order #3 on March 17, Lakes Region Water Company (LRWC) has notice a 50% increase in A/R over 30 days, 65% decrease in A/R over 60 days and 786% decrease in A/R over 90 days. We really have not noticed a major payment change or different pattern within our customers at this time. LRWC has a residential customer base with one utility rate class

Please see tables below

<b>A/R over 30 Days</b>		
	<b>2020</b>	<b>2019</b>
Jan	\$4,099	\$3,774
Feb	\$3,646	\$2,585
Mar	\$2,825	\$2,832
Apr	\$5,617	\$2,843
May	\$5,601	\$3,163
Jun	\$6,713	\$3,764
Average YTD	\$4,750	\$3,160
% Increase	50%	
<b>A/R over 60 Days</b>		
	<b>2020</b>	<b>2019</b>
Jan	\$ 711	\$1,867
Feb	\$ 476	\$ 476
Mar	\$ 506	\$1,816
Apr	\$ 963	\$1,779
May	\$ 530	\$2,176
Jun	\$ 347	\$1,975
Average YTD	\$ 589	\$1,682
% Decrease	65%	
<b>A/R over 90 Days</b>		
	<b>2020</b>	<b>2019</b>
Jan	\$ 266	\$3,234
Feb	\$ 164	\$ 164
Mar	\$ 164	\$4,083
Apr	\$ 395	\$3,676
May	\$ 597	\$3,841
Jun	\$ 597	\$3,971
Average YTD	\$ 357	\$3,162
% Decrease	786%	

**2. Provide the following data for each utility rate class:**

- **The number, and percentage, of customers who made partial or no payment in March, April, and May of 2019 and 2020.**

*LRWC's customer count in 2020 was 1813 and in 2019 it was 1806.*

- **Below is information from our delinquent list.**

<b>Total # Customer list = 56 or 3.09%</b>	<b>March, April, May 2020</b>	
	<u>Delinquent Customers</u>	<u>Delinquency Percentage</u>
No Payments	18	.99%
Partial Payments	22	1.21%
Paid in Full	16	.88%

<b>Total # of Customers list= 116 or 6.42%</b>	<b>March, April, May 2019</b>	
	<u>Delinquent Customers</u>	<u>Delinquency Percentage</u>
No Payments	12	.66%
Partial Payments	69	3.82%
Paid in Full	35	1.94%

**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.**

In response to COVID-19 pandemic, effective March 16, 2020, LRWC has waived all late fees and has not disconnect any customers for past due balances. LRWC will continue to provide the opportunity to make reasonable payments arrangements for all customers that have incurred past due balances during this COVID-19 pandemic in accordance with Emergency Order #3.

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

LRWC has communicated changes to its policies to adhere to the Emergency Order #3 with bill inserts during the month of April, May, and June.

Website has a note regarding the Office Closure and Emergency Orders from the Governor.

LRWC also has been available to answer any customer's concerns by phone and a payment "drop off" at the office is still available.

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

LRWC has been part of several webinars hosted by their insurance agent and NH DES teleconferences. LRWC will continue to review and evaluate best practices and successful initiatives undertaken in other states as this pandemic continues to unfold.

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

LRWC has not updated its sales forecast in light of the pandemic or its effects on the economy. Our customer base is predominantly "Seasonal". LRWC did notice an increase in usage over the Memorial Day weekend and just completed their June billing, a comparison has not been performed at this time. LRWC will have a comparison prepared for the July 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.**

LRWC has made some operational changes and are as follows.

- The office is closed to the public to limit contact with office staff.
- The option to work remotely is available to those who choose to do so.
- Sanitization and cleaning procedures for both the office and field staff vehicles/equipment where implemented.
- March, April and May meter reading were suspended to minimize any unnecessary contact with customers. Estimated usage was performed for those months.
- There was no employee furloughs or payroll changes in response to the pandemic.
- Applied for and received a PPP loan in the amount of \$82,300 from Bank of NH. The funds were used for payroll and utilities during an 8-week period. LRWC will be applying for principal forgiveness in the next few months.

**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.**

LRWC has not made any changes to any capital projects or related planning budgets at this time due to the pandemic.

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

LRWC has not experienced any supply chain disruptions and does not expect any to occur at this time, this does include access to PPE.

**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.**

LRWC has adequate access to capital at this time and has not been negatively affected. LRWC has not been contacted by the rating agency requesting information.

**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.**

LRWC has not calculated any incremental cost associated with the COVID-19 pandemic since the State of Emergency order. LRWC has not seen an increase in bad debt from non-payment from customers. With a field staff total of four (4) the initial investment of PPE is \$342.60. LRWC will continue to monitor all cost in the up coming months and will formulate a plan at that time.