

IR 20-089
**Pennichuck Water Works, Inc., Pennichuck East Utilities, Inc., Pittsfield Aqueduct
Company, Inc.**

Responses Reporting Period June 30, 2020
Filing Period July 30, 2020

Item # 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 see the attached file as it relates to this requested data.

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Item # 2

Provide the following data for each utility rate class:

- a) The number, and percentage, of customers who made partial or no payment in June 2019 and 2020.
- b) The number, and percentage, of customers who made partial or no payment in June 2019 and 2020 and did not have an outstanding balance during the prior six months.

Response:

- a) Files and data are attached with regards to this requested information for the period cited.
- b) The attached files include the analysis requested for this item for the period cited.

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Item # 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:

June:

No specific programs or initiatives have been undertaken, as it relates to payment delinquencies due to COVID-19, and no customers have contacted us at this juncture with regards to request extended payment plans at this time. They will be arranged on a customer by customer basis, as needed. With regards to customer safety, the Company has instituted a process as it relates to customer contact, to minimize physical contact with customers and/or entry into their residences or premises. A definition of essential versus non-essential duties has been established in conformity with the Company's pandemic response protocols, and as such, entry into customer premises is only done for emergency procedures. And, when needing to be done, is done with full PPE equipment and socially distancing protocols observed. All Company personnel that can work remotely from home, have done so since the beginning of March. Any field personnel that cannot perform their duties from home, have been working in an isolated and segregated manner in order to fully comply with the orders, while still performing necessary and essential duties.

July Update:

There have been no further changes.

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Item # 4

Provide a detailed description of customer outreach undertaken to date.

Response:

June:

As detailed in the presentation given in the hearing on June 17th, the Company has undertaken several outreach initiatives to alert customers to pandemic response protocols in place, including:

- An automated phone message to all customers for which we have phone numbers
- An update and message on our website about protocols
- An outreach and updates to customers using Facebook

July Update:

There have been no further changes.

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Item # 5

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

Response:

June:

Pennichuck has been attended in numerous local (City of Nashua, Granite State Rural Water) , regional (NEWWA) and national (AWWA and USEPA) webinars regarding how utilities are responding the COVID-19 pandemic. Pennichuck reviews the weekly updates from the NHDES regarding best practices for utility operations during COVID-19.

July Update:

Pennichuck continues to review the weekly updated form the NHDES regarding best practices for utility operations during COVID-19. Pennichuck has actively participated in the NHPUC's IR20-089 docket tech sessions over the past month.

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Item # 6

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

Response:

June:

The Company has not updated its budget at this time, as the impact of COVID-19 to date on revenues of the Company, have not been material, especially in light of the fact that the summer watering season has started with a “dry” environment where residential consumption levels have been at or in excess of expected levels. As to forecasts that were provided to our credit rating agency for our most recent bond issuance, for a conservative outlook, we did temper our forecasted revenues for our Pennichuck Water Works, Inc. subsidiary by \$1.5 million, but that was done as much for the timing of getting our current rate case in pendency completed, as it was for the impacts of COVID-19.

July Update:

There have been no further updates or adjustments to revenue forecasts in July, based upon current consumption trends.

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Item # 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:

June:

We have not made any changes in budgets or personnel. In fact, the Company has been able to keep its entire workforce employed through this period of time. Operational changes have all been centered on the definition of essential versus non-essential operations activities, and due to that certain operational activities were temporarily deferred or altered. Examples of this is deferral of meter PTs in residences and facilities during this period of time, that alteration of timing of certain non-critical flushing activities from Spring of this year to the Fall, ceasing shut-offs for non-payment in compliance with the emergency orders, and extending the period of time for which estimated billings would be issued to customers that have a “non report” meter in their residence (this is where the meter is continuing to measure water flows for consumption, but data is not being transmitted properly thru radio reads; typically a 1-2 month estimated read process would be observed as we are able to get into a residence to fix the radio read problem...this is now elongated to a period of 3-5 months of estimates, as we are not going into residences for this non-emergency purpose).

July Update:

The Company’s disconnection technician was vacated in February of 2020. The Company has not yet replaced that technician due to the fact that disconnections have not been occurring and are not anticipated to resume before year end.

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Item # 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:

June:

The Company did have to defer one large capital project out of 2020 to 2021. That being the replacement of the Kessler Farm Tank in Nashua. The timing and delays associated with COVID-19 did not allow for that project to start early enough in the Spring to be completed during this year and be operational before winter started. As such, this project is now slated for a start in early 2021, and completion in the fall of 2021. In order to offset this deferral, several other projects for water main replacement and/or booster station upgrades, that were slated for 2021, have been moved forward into 2020, to rebalance the overall workload for capital projects for the two years, as a part of the Company's comprehensive an ongoing infrastructure replacement programs.

July Update:

There have been no further changes to the Company's 2020 capital projects or related planning budgets over the past month.

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Item # 9

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

Response:

June:

The Company has not experienced any supply chain disruptions, other than a temporary disruption in the ability to obtain some PPE supplies to maintain a full stock of those supplies (which has been fully rectified at this time). And, we have not been given any notice by key suppliers that a disruption in supply chain distribution is anticipated at this time. Please note that per information provided by the joint USEPA/AWWA webinar on June 10th that the Federal Government has deemed producers and suppliers of water treatment chemicals as essential businesses which has helped ensure that these businesses will remain open.

July Update:

The Company has not experienced any impacts on its supply chain in July, and as of this response has no further knowledge of anticipated disruptions or concerns.

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Item # 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:

June:

The Company did experience a delay in its ability to issue its annual Tax-exempt bonds into the market in April. The bonds were originally slated to price and close in the April 2-9 timeframe, but due to disruption in the bond markets from COVID-19, the bonds did not actually price and close until April 29. However, when they did sell in late April, the monetary impact on the issued bonds was very minimal, in that the bonds issued at that time were issued at an all-in TIC (total interest cost) of 4.29%, up from the equivalent experienced for bonds issued in April 2019 at an all-in TIC of 4.22%. And the difference in those rates could be solely attributed to the fact that the Company was rated as an A+ credit in April 2019, but as an A credit in 2020 (all due to liquidity concerns for the Company itself, and for the markets in general). The Company has had ongoing discussions with its primary bank during this COVID-19 period, as it relates to ongoing negotiations relating to the extension and renewal of its line of credit facilities. And, as rate relief and another bond issuance is pending (Docket No. DW 20-089) the Company had concerns about liquidity resources to continue to remain financially viable during COVID, and as such, applied for and received a PPP loan, which has accomplished the needed backstop for the Company and its ability to fully employ its workforce, and continue to provide full services for its customers.

July Update:

The Company's current overall financial and capital levels have not materially changed during July.

On July 24, Pennichuck Water Works, Inc. received an Order from the NHPUC allowing it to proceed with a taxable bond financing/refinancing, to be consummated at the beginning of

September, as well as an Order approving a modified rate structure for the Company. These are key items which will contribute to the overall financial status of the Company, and the update to its bond credit rating will be issued and obtained in conjunction with the bond issuance, during the month of August.

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Item # 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:

June:

Schedules are attached detailing the incremental costs for supplies associated with COVID-19, as well as the cost of labor to maintain a full workforce during this pandemic, in a “ready state” to respond to and complete essential services to our customers. At this juncture and based upon the overall impact and nature of these expenditures, even though these costs have been individually tracked in work orders, the Company contemplates they will be recorded as period expenses in 2020, and no deferred treatment will be sought or required. This is due to the overall nature of the expenditures, their magnitude, and the rate structure that exists for the regulated utility companies in our consolidated group. As an ROE component does not exist for our companies, allowed and earned revenues are earmarked for three distinct buckets of cash flow needs: the CBFRR, the DSRR and the OERR. And, as the labor costs described in the attached, are a part of the base wages that would normally be inclusive on the OERR portion of allowed revenues, no special treatment would be required. Outside of labor costs, the specific incremental costs spent to date on PPE and supplies is less than \$10k. As such, without an ROE component and based upon our rate structure, there is currently no adverse impact on earnings of any material nature due to COVID-19.

July Update:

The Company has no updates to this response based upon activity during the month of July.

PWW/CWS	Current	1-30	Jun-20				Over 120
			31-60	61-90	91-120		
General Metered	1,529,663.42	273,656.90	59,309.25	59,912.12	58,503.26	55,660.40	
Priv FS	54,699.02	10,954.14	1,252.15	1,405.62	1,845.66	9,733.30	
Municipal FS	306,152.71	-	-	-	-	-	

Total Over 60 Days Due \$ 187,060.36

Total	PWW/CWS	Current	May-20	
			1-30	31-60
2,036,705.35	General Metered	1,556,358.56	112,437.92	102,669.77
79,889.89	Priv FS	79,119.13	4,435.32	4,283.50
306,152.71	Municipal FS	290,678.11	-	-

Total Over 60 Days Due \$ 163,229.22

61-90	91-120	Over 120	Total
80,171.52	20,894.25	49,767.51	1,922,299.53
2,538.58	299.99	9,557.37	100,233.89
-	-	-	290,678.11

PWW/CWS	Current
General Metered	992,719.00
Priv FS	47,854.14
Municipal FS	290,678.11

	Apr-20					
1-30	31-60	61-90	91-120	Over 120	Total	
206,141.95	129,483.10	29,474.77	24,857.65	35,220.91	1,417,897.38	
11,395.69	3,437.50	507.44	188.32	9,391.26	72,774.35	
-	-	-	-	-	290,678.11	

Total Over 60 Days Due \$ 99,640.35

PWW/CWS	Current	Mar-20			
		1-30	31-60	61-90	91-120
General Metered	1,027,911.50	282,684.70	48,567.08	32,943.59	19,922.36
Priv FS	53,265.99	8,899.71	723.43	298.20	270.19
Municipal FS	271,730.72	-	-	-	-

Total Over 60 Days Due \$ 82,010.91

Over 120	Total
19,455.50	1,431,484.73
9,121.07	72,578.59
-	271,730.72

June 2019 AR Evaluation by Rate Class

<u>Rate Class</u>		<u>Count of Accounts Billed</u>	<u>Count of Partial or No Payment</u>	<u>% of Partial or No Payment</u>	<u>Count of Customers that did not have Outstanding Balance in last 6 months</u>	<u>% of Customers that did not have Outstanding Balance in last 6 months</u>	
PAC	General Metered	4	3	75%	3	100%	
	Private Fire			0%	-	0%	
	Public Fire			0%	-	0%	
PEU	General Metered	5,425	392	7%	385	98%	
	Private Fire	107		0%	-	0%	
	Public Fire	821	7	1%	4	57%	
						0%	
PWW/CWS	General Metered	19,157	808	4%	801	99%	
	Private Fire	619	1	0%	-	0%	
	Public Fire	5	-	0%	-	0%	
	Anheuser Busch Contract	2	-	0%	-	0%	
	Milford Contract	1	-		-	0%	
	Hudson Contract	1	-	0%	-	0%	
	Tyngsboro Contract	1	1	100%	1	100%	
	PEU Interconnect Contract	1	-	0%	-	0%	

June 2020 AR Evaluation by Rate Class

<u>Rate Class</u>		<u>Count of</u> <u>Accounts Billed</u>	<u>Count of Partial or</u> <u>No Payment</u>	<u>% of Partial or</u> <u>No Payment</u>	<u>Count of</u> <u>Customers that</u> <u>did not have</u> <u>Outstanding</u> <u>Balance in last 6</u> <u>months</u>	<u>% of Customers</u> <u>that did not have</u> <u>Outstanding</u> <u>Balance in last 6</u> <u>months</u>
PAC	General Metered	604	158	26%	141	89%
	Private Fire	12	-	0%	-	0%
	Public Fire	1	-	0%	-	0%
PEU	General Metered	7,632	1,041	14%	943	91%
	Private Fire	309	22	7%	13	59%
	Public Fire	891	70	8%	56	80%
PWW/CWS	General Metered	27,081	3,322	12%	2,911	88%
	Private Fire	929	39	4%	35	90%
	Public Fire	5	-	0%	-	0%
	Anheuser Busch Contract	2	-	0%	-	0%
	Milford Contract	1	-	0%	-	0%
	Hudson Contract	1	-	0%	-	0%
	Tyngsboro Contract	1	1	100%	1	100%
	PEU Interconnect Contract	1	-	0%	-	0%

Request #11 June

Department	Descriptions	GL Account
Operations	Labor (excused pay Operations Plant)	
WTP	Labor (excused pay Treatment Plant)	
Various	Supplies	
Total		

The accounting is as follows:

Labor	Paid time for employees during pandemic-OPS	
	Paid time for employees during pandemic-WTP	
Supplies	Clorox & Lysol wipes	673222-2106-001-Contractor Clearing
	Clorox wipes & gloves	673222-2106-001-Contractor Clearing
	Powder free gloves	673222-2106-001-Contractor Clearing
	Computer for working remotely	673222-2106-001-Contractor Clearing
	4 sets of gaiters	673222-2106-001-Contractor Clearing
	Powder free latex gloves	673222-2106-001-Contractor Clearing
	Gloves & masks	673222-2106-001-Contractor Clearing
	3-Ply disposable facemasks & gloves	673222-2106-001-Contractor Clearing
Total		

Amount

1,128.12

-

2,255.06 (see detail below)

\$ 3,383.18

1,128.12

-

64.24

292.68

224.48

722.27

79.88

138.60

77.94

654.97

\$ 3,383.18

WORK ORDER DETAIL REPORT

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Report Select Criteria: TASK_STATUS LIKE ACTIVE% AND
WORK_ORDER_NO LIKE 2002009% AND
PLANT = 01

Report Ordered By: TASK_STATUS, WORK_ORDER_NO, WORK_ORDER_TASK_NO

Submitted by: DOUGLASL

Synergen Associates, Inc.
Report s_rpt132 v19-3

WORK ORDER DETAIL REPORT

Work Order No.: 007-2002009/01

Task Description: Pandemic Protocol Implementation Costs

Service Req. No.: -

Problem Description:

Customer ID: -

Task Status: ACTIVE

Downtime? N

Company:

Service No.:

Held For Parts? N

Est. Start Date:

Bill Customer?

Finished Date:

Priority: 0

Crew/Backlog: SPECL/

Lot No.:

Asset Type/ID/Desc: -/

Location: MERRIMACK, NH

Comp ID/Desc: /

Part No	Part Desc	Quantity	Unit Cost	Total Cost	Transaction Date
2000003215-002	USABLUEBK	127.43	\$1.00	\$127.43	
2000003215-003	ULINE	90.74	\$1.00	\$90.74	
2000003298-001	HOMEDEPOT	159.61	\$1.00	\$159.61	
2000003298-002	HOMEDEPOT	56.38	\$1.00	\$56.38	
2000003424-001	TI-SALES	1,030.26	\$1.00	\$1,030.26	
2000003425-012	USABLUEBK	272.28	\$1.00	\$272.28	
2000003425-013	MESQUIVEL	40.00	\$1.00	\$40.00	
2000003425-014	RTMCOMM	80.00	\$1.00	\$80.00	
2000003425-020	HOMEDEPOT	30.09	\$1.00	\$30.09	
2000003425-023	AMEX	870.92	\$1.00	\$870.92	
2000003755-002	KLJACKCO	456.78	\$1.00	\$456.78	
2000003996-001	REDMONDFLE	192.00	\$1.00	\$192.00	
2000004193-007	TI-SALES	875.36	\$1.00	\$875.36	
2000004502-007	KLJACKCO	278.78	\$1.00	\$278.78	
2000005571-016	USABLUEBK	118.58	\$1.00	\$118.58	
2000005571-017	KLJACKCO	524.58	\$1.00	\$524.58	
2000005571-018	AMEX	14.25	\$1.00	\$14.25	
2000005571-035	KLJACKCO	398.34	\$1.00	\$398.34	
2000005571-037	USABLUEBK	449.80	\$1.00	\$449.80	

WORK ORDER DETAIL REPORT

Work Order No.: 007-2002009/01

Task Description: Pandemic Protocol Implementation Costs

Service Req. No.: -

Problem Description:

Part No	Part Desc	Quantity	Unit Cost	Total Cost	Transaction Date
2000005571-042	CINTAS	75.14	\$1.00	\$75.14	
2000005571-050	AMEX	612.48	\$1.00	\$612.48	
2000005571-051	HOMEDEPOT	221.84	\$1.00	\$221.84	
2000006186-012	JOHNSONSUP	138.60	\$1.00	\$138.60	
2000006186-013	MESQUIVEL	77.94	\$1.00	\$77.94	
2000006186-014	USABLUEBK	292.68	\$1.00	\$292.68	
2000006186-015	DELL	722.27	\$1.00	\$722.27	
2000006186-021	USABLUEBK	654.97	\$1.00	\$654.97	
2000006835-004	AMEX	64.24	\$1.00	\$64.24	
2000006835-011	HOMEDEPOT	79.88	\$1.00	\$79.88	
2000006836-002	CCPINDUSTR	224.48	\$1.00	\$224.48	
				<i>Total for Work Order Task:</i>	\$9,230.70
				Total for Work Order:	\$9,230.70
				Total for Report:	\$9,230.70

WORK ORDER DETAIL REPORT

Report Select Criteria: WORK_ORDER_NO LIKE 2002012% AND
PLANT = 01

Report Ordered By: TASK_STATUS, WORK_ORDER_NO, WORK_ORDER_TASK_NO

Work Order No.: 070-2002012/01

Task Description: 070 - Pandemic 2020 - Excused Pay: Treatment Plant

Service Req. No.: -

Problem Description:

Customer ID: -

Task Status: ACTIVE

Downtime? N

Company:

Service No.:

Held For Parts? N

Est. Start Date:

Bill Customer?

Finished Date:

Priority: 0

Crew/Backlog: WTP/

Lot No.:

Asset Type/ID/Desc: -/

Location: ,

Comp ID/Desc: /

<u>Part No</u>	<u>Part Desc</u>	<u>Quantity</u>	<u>Unit Cost</u>	<u>Total Cost</u>	<u>Transaction Date</u>
LABOR	TOTAL LABOR	2,063.25	\$0.00	\$67,315.10	
2000002686-001	TRUCK	0.00	\$0.00	\$0.00	
2000002699-004	TRUCK	0.00	\$0.00	\$0.00	
2000002724-003	TRUCK	0.00	\$0.00	\$0.00	
2000002751-003	TRUCK	0.00	\$0.00	\$0.00	
2000002752-002	TRUCK	3.00	\$11.00	\$33.00	
2000002789-002	TRUCK	0.00	\$0.00	\$0.00	
2000003010-001	TRUCK	-3.00	\$11.00	-\$33.00	
2000003076-001	TRUCK	0.00	\$0.00	\$0.00	
2000003094-001	TRUCK	0.00	\$0.00	\$0.00	
2000003419-001	TRUCK	0.00	\$0.00	\$0.00	
2000003462-001	TRUCK	0.00	\$0.00	\$0.00	
2000003505-001	TRUCK	0.00	\$0.00	\$0.00	
2000003507-001	TRUCK	0.00	\$0.00	\$0.00	
2000004257-001	TRUCK	0.00	\$0.00	\$0.00	
2000004286-001	TRUCK	0.00	\$0.00	\$0.00	
<i>Total for Work Order Task:</i>				<u>\$67,315.10</u>	

WORK ORDER DETAIL REPORT

Total for Work Order:	\$67,315.10
Total for Report:	\$67,315.10

WORK ORDER DETAIL REPORT

Report Select Criteria: WORK_ORDER_NO LIKE 2002013% AND
PLANT = 01

Report Ordered By: TASK_STATUS, WORK_ORDER_NO, WORK_ORDER_TASK_NO

Work Order No.: 080-2002013/01

Task Description: 080 - Pandemic 2020 - Excused Pay: Operations

Service Req. No.: -

Problem Description:

Customer ID: -

Task Status: ACTIVE

Downtime? N

Company:

Service No.:

Held For Parts? N

Est. Start Date:

Bill Customer?

Finished Date:

Priority: 0

Crew/Backlog: OPS/

Lot No.:

Asset Type/ID/Desc: -/

Location: ,

Comp ID/Desc: /

<u>Part No</u>	<u>Part Desc</u>	<u>Quantity</u>	<u>Unit Cost</u>	<u>Total Cost</u>	<u>Transaction Date</u>
LABOR	TOTAL LABOR	2,916.75	\$0.00	\$89,139.24	
2000003152-001	VAN	0.00	\$0.00	\$0.00	
2000003153-001	TRUCK	0.00	\$0.00	\$0.00	
2000003187-001	VAN	0.00	\$0.00	\$0.00	
2000003194-001	VAN	0.00	\$0.00	\$0.00	
2000003195-001	VAN	8.00	\$11.00	\$88.00	
2000003278-001	SUV	0.00	\$0.00	\$0.00	
2000003562-001	VAN	0.00	\$0.00	\$0.00	
2000004061-001	VAN	0.00	\$0.00	\$0.00	
2000004101-001	VAN	1.00	\$11.00	\$11.00	
2000004235-001	VAN	0.00	\$0.00	\$0.00	
2000004268-001	VAN	0.00	\$0.00	\$0.00	
2000004422-001	VAN	-8.00	\$11.00	-\$88.00	
2000004423-001	VAN	-1.00	\$11.00	-\$11.00	
2000005421-001	VAN	0.00	\$0.00	\$0.00	
Total for Work Order Task:				\$89,139.24	
Total for Work Order:				\$89,139.24	

WORK ORDER DETAIL
 (ORDERED BY RECEIVED DATE) FOR PERIOD 2020/2006

Project Reference	Vendor Code	Vendor Name	Journal Date	Journal Item Spend	Journal Reference	Journal Item Transfere
2002009	JOHNSONSUP	JOHNSON SUPPLY COMPANY INC	6/30/2020	\$138.60	00000003048	\$0.00
2002009	MESQUIVEL	ESQUIVEL, MELISSA	6/30/2020	\$77.94	00000003069	\$0.00
2002009	USABLUEBK	USA BLUEBOOK LLC	6/30/2020	\$292.68	00000003070	\$0.00
2002009	DELL	DELL MARKETING, LP	6/30/2020	\$722.27	00000003071	\$0.00
2002009	USABLUEBK	USA BLUEBOOK LLC	6/30/2020	\$654.97	00000003074	\$0.00
2002009	HOMEDEPOT	HOME DEPOT CREDIT SERVICES	6/30/2020	\$79.88	00000003111	\$0.00
2002009	AMEX	AMERICAN EXPRESS	6/30/2020	\$64.24	00000003123	\$0.00
2002009	CCPINDUSTR	CCP INDUSTRIES INC	6/30/2020	\$224.48	00000003125	\$0.00
6/30/2020				\$2,255.06		\$0.00
Report Total				\$2,255.06		\$0.00