## 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

August 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 see Attachment 1 for the requested information.

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

	ENNO	Residential	
			Change over Prior Year
	2/29/2020	2/28/2019	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	
			Change over Prior Year
	2/29/2020	2/28/2019	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)
	ENN	G Total AR	
	LIVIV	G Total AIX	
	2/20/2020	2/20/2040	Change over Prior Year
Customer Count	2/29/2020	<b>2/28/2019</b> 85,047	Increase / (Decrease) 2,111
	87,158		
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)

Aging Doll		ebruary 2020 t Residential	hrough April 2020
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			Change over Prior Year
Country on Count	3/31/2020	3/31/2019	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 - 150 151+	112,680	149,051	(36,371)
	1,525,977	1,442,069	83,908
Unapplied	(1,030,552)	(864,734)	(165,817)
	ENNG	i Commerical	
			Change over Prior Year
	3/31/2020	3/31/2019	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)
	ENN	G Total AR	
			Change over Prior Year
	3/31/2020	3/31/2019	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)

	ENNO	Residential	
			Change over Prior Year
	4/30/2020	4/30/2019	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	
			Change over Prior Year
	4/30/2020	4/30/2019	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
	ENN	G 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

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

Aging Dollars Summary May 2020 through July 2020

	ENNO	3 Residential	
			Change over Prior Year
	5/31/2020	5/31/2019	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	i Commerical	
			Change over Prior Year
	5/31/2020	5/31/2019	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
	ENN	G Total AR	
	F /24 /2020	F /24 /2010	Change over Prior Year
Customer Count	<b>5/31/2020</b> 86,090	<b>5/31/2019</b> 80,765	Increase / (Decrease) 5,325
			•
A/R Balance Current	13,948,716	16,144,895	(2,196,179)
	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)

Aging Dollars Summary May 2020 through July 2020									
		Residential							
			Change over Prior Year						
	6/30/2020	6/30/2019	Increase / (Decrease)						
Customer Count	72,033	74,254	(2,221)						
Balance	6,804,714	10,229,370	(3,424,656)						
Current	2,167,082	2,826,566	(659,484)						
1 - 30 Days	1,192,180	1,652,219	(460,039)						
31 - 60 Days	1,083,032	2,062,161	(979,129)						
61 - 90 Days	809,231	1,867,399	(1,058,168)						
91 - 120	704,574	867,848	(163,274						
121 - 150	573,410	549,149	24,260						
151+	1,796,395	1,439,313	357,082						
			,						
Unapplied	(1,521,190)	(1,035,286)	(485,904)						
	ENNG	Commerical							
			Change over Prior Year						
	6/30/2020	6/30/2019	Increase / (Decrease)						
Customer Count	10,209	10,298	(89)						
Balance	2,709,572	2,885,778	(176,206)						
Current	1,620,743	2,198,371	(577,628						
1 - 30 Days	364,254	356,514	7,741						
31 - 60 Days	298,228	252,672	45,557						
61 - 90 Days	281,382	192,079	89,303						
91 - 120	185,563	110,807	74,756						
121 - 150	125,155	41,151	84,004						
151+	239,314	141,081	98,233						
Unapplied	(405,068)	(406,896)	1,828						
	ENN	G Total AR							
			Change over Prior Year						
	6/30/2020	6/30/2019	Increase / (Decrease)						
Customer Count	82,242	84,552	(2,310						
A/R Balance	9,514,286	13,115,148	(3,600,862						
Current	3,787,825	5,024,937	(1,237,112						
1 - 30 Days	1,556,435	2,008,733	(452,299						
31 - 60 Days	1,381,260	2,314,832	(933,572						
61 - 90 Days	1,090,612	2,059,478	(968,866						
91 - 120	890,137	978,655	(88,518						
121 - 150	698,565	590,300	108,265						
151+	2,035,710	1,580,394	455,315						
Unapplied	(1,926,258)	(1,442,182)	(484,076						

ENNG Residential									
			Change over Prior Year						
	7/31/2020	7/31/2019	Increase / (Decrease)						
Customer Count	73,434	71,867	1,567						
Balance	5,485,489	7,878,512	(2,393,023)						
Current	1,764,321	2,009,586	(245,266)						
1 - 30 Days	632,890	1,061,306	(428,416)						
31 - 60 Days	749,250	1,055,016	(305,766)						
61 - 90 Days	556,570	1,456,139	(899,569)						
91 - 120	630,044	1,114,213	(484,169)						
121 - 150	639,992	701,394	(61,402)						
151+	2,179,533	1,714,304	465,229						
Unapplied	(1,667,111)	(1,233,446)	(433,665)						
	ENNG	Commerical							
			Change over Prior Year						
	7/31/2020	7/31/2019	Increase / (Decrease)						
Customer Count	10,557	9,862	695						
Balance	2,192,364	2,141,727	50,637						
Current	1,611,857	1,529,153	82,704						
1 - 30 Days	239,848	329,723	(89,876)						
31 - 60 Days	205,922	127,397	78,525						
61 - 90 Days	143,073	157,143	(14,070)						
91 - 120	236,925	134,730	102,195						
121 - 150	161,161	84,883	76,278						
151+	167,456	170,298	(2,841)						
Unapplied	(573,877)	(391,599)	(182,278)						
	ENNO	Total AR							
			Change over Prior Year						
	7/31/2020	7/31/2019	Increase / (Decrease)						
Customer Count	83,991	81,729	2,262						
A/R Balance	7,677,852	10,020,239	(2,342,387)						
Current	3,376,177	3,538,739	(162,562)						
1 - 30 Days	872,738	1,391,030	(518,292)						
31 - 60 Days	955,172	1,182,413	(227,241)						
61 - 90 Days	699,643	1,613,282	(913,639)						
91 - 120	866,969	1,248,943	(381,974)						
121 - 150	801,153	786,277	14,876						
151+	2,346,989	1,884,602	462,387						
Unapplied	(2,240,988)	(1,625,045)	(615,943)						

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities
Aging Percent Summary February 2020 through April 2020

	FNNG	Residential			Aging re		Residential	through April 2020			FNNG	Residential	
	Little	residential				Liviv	3 Nesiaemiai				Litito	residential	
			Change over Prior Year					Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	А	/R Balance	100.0%	100.0%	0.0%		A/R Balance	100.0%	100.0%	0.0%
Current %	66.5%	68.8%	-2.4%		urrent	58.1%	57.7%	0.3%	5	Current	49.7%	46.8%	2.9%
1 - 30 Days %	18.8%	18.4%	0.3%	1	- 30 Days	20.8%	24.9%	-4.1%	5	1 - 30 Days	22.3%	25.2%	-2.9%
31 - 60 Days %	6.0%	5.4%	0.6%	3	1 - 60 Days	9.5%	8.8%	0.7%	5	31 - 60 Days	11.8%	15.4%	-3.6%
61 - 90 Days %	2.6%	1.8%	0.8%	6	1 - 90 Days	4.7%	3.5%	1.2%	5	61 - 90 Days	7.9%	6.1%	1.9%
91 - 120 %	1.1%	1.0%	0.1%	9	1 - 120	2.3%	1.1%	1.2%	5	91 - 120	4.2%	2.9%	1.3%
121 - 150 %	1.1%	0.6%	0.5%	1	21 - 150	0.8%	0.8%	0.0%	5	121 - 150	2.2%	0.9%	1.3%
151+ %	10.8%	8.6%	2.2%	1	51+	11.4%	7.8%	3.6%	5	151+	13.0%	8.7%	4.3%
Unapplied %	-6.8%	-4.6%	-2.2%	U	Inapplied	-7.7%	-4.7%	-3.0%	5	Unapplied	-11.1%	-5.9%	-5.2%
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	ENNG	Commerical				ENNC	6 Commerical				ENNG	Commerical	
			Change over Prior Year					Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	Δ	/R Balance	100.0%	100.0%	0.0%		A/R Balance	100.0%	100.0%	0.0%
Current	87.1%	88.6%	-1.5%		Current	81.9%	81.9%	0.0%		Current	71.9%	76.6%	-4.7%
1 - 30 Days	10.7%	9.8%	0.9%		- 30 Days	12.7%	14.0%	-1.3%		1 - 30 Days	16.1%	16.7%	-0.5%
31 - 60 Days	2.8%	2.0%	0.8%		1 - 60 Days	4.2%	4.0%	0.2%		31 - 60 Days	7.6%	7.3%	0.3%
61 - 90 Days	0.9%	1.1%	-0.2%		1 - 90 Days	2.4%	1.1%	1.3%		61 - 90 Days	3.7%	3.4%	0.3%
91 - 120	0.1%	0.2%	0.0%		1 - 120	0.6%	1.2%	-0.6%		91 - 120	2.3%	1.1%	1.2%
121 - 150	0.1%	0.1%	0.0%		21 - 150	0.0%	0.1%	-0.1%		121 - 150	0.6%	1.5%	-0.9%
151+	2.0%	0.4%	1.6%		51+	2.5%	0.4%	2.1%		151+	2.9%	0.4%	2.5%
Unapplied	-3.8%	-2.1%	-1.6%		Inapplied	-4.3%	-2.7%	-1.7%		Unapplied	-5.2%	-7.0%	1.8%
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	ENN	G Total AR				ENN	IG Total AR				ENNO	Total AR	
			Change over Prior Year					Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A	/R Balance	100.0%	100.0%	0.0%		A/R Balance	100.0%	100.0%	0.0%
Current	73.9%	75.8%	-1.8%		urrent	65.9%	65.7%	0.3%		Current	57.0%	55.4%	1.6%
1 - 30 Days	15.9%	15.4%	0.4%	1	- 30 Days	18.1%	21.3%	-3.2%	5	1 - 30 Days	20.2%	22.7%	-2.5%
31 - 60 Days	4.8%	4.2%	0.6%		1 - 60 Days	7.8%	7.2%	0.6%		31 - 60 Days	10.4%	13.1%	-2.6%
61 - 90 Days	2.0%	1.5%	0.4%	6	1 - 90 Days	3.9%	2.7%	1.2%		61 - 90 Days	6.5%	5.3%	1.2%
91 - 120	0.7%	0.7%	0.0%	9	1 - 120	1.7%	1.1%	0.6%		91 - 120	3.6%	2.3%	1.2%
121 - 150	0.7%	0.4%	0.4%	1	21 - 150	0.6%	0.6%	0.0%	5	121 - 150	1.7%	1.1%	0.6%
151+	7.6%	5.7%	1.9%	1	51+	8.5%	5.4%	3.1%	5	151+	9.7%	6.3%	3.4%
Unapplied	-5.7%	-3.7%	-2.0%	U	Inapplied	-6.6%	-4.0%	-2.6%	5	Unapplied	-9.2%	-6.2%	-2.9%
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Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

Aging Percent Summary May 2020 through July 2020

	ENNG	Residential			ENNG Residential				ENNG Residential			
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020 5	/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	Bala	lance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	39.6%	34.9%	4.7%	Cur	rrent	31.8%	27.6%	4.2%	Current	32.2%	25.5%	6.7%
1 - 30 Days	20.5%	21.8%	-1.3%	1 - 3	30 Days	17.5%	16.2%	1.4%	1 - 30 Days	11.5%	13.5%	-1.9%
31 - 60 Days	15.7%	22.1%	-6.4%	31 -	- 60 Days	15.9%	20.2%	-4.2%	31 - 60 Days	13.7%	13.4%	0.3%
61 - 90 Days	9.7%	10.2%	-0.5%	61 -	- 90 Days	11.9%	18.3%	-6.4%	61 - 90 Days	10.1%	18.5%	-8.3%
91 - 120	7.3%	5.6%	1.7%	91 -	- 120	10.4%	8.5%	1.9%	91 - 120	11.5%	14.1%	-2.7%
121 - 150	4.2%	2.6%	1.6%	121	1 - 150	8.4%	5.4%	3.1%	121 - 150	11.7%	8.9%	2.8%
151+	16.8%	10.6%	6.2%	151	1+	26.4%	14.1%	12.3%	151+	39.7%	21.8%	18.0%
Unapplied	-13.7%	-7.8%	-5.9%	Una	applied	-22.4%	-10.1%	-12.2%	Unapplied	-30.4%	-15.7%	-14.7%
	ENNG (	Commerical				ENNG	Commerical			ENNG	i Commerical	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020 5	/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	Bala	lance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	65.4%	74.4%	-9.0%	Cur	rrent	59.8%	76.2%	-16.4%	Current	73.5%	71.4%	2.1%
1 - 30 Days	16.9%	15.5%	1.5%	1 - 3	30 Days	13.4%	12.4%	1.1%	1 - 30 Days	10.9%	15.4%	-4.5%
31 - 60 Days	9.9%	9.6%	0.3%	31 -	- 60 Days	11.0%	8.8%	2.3%	31 - 60 Days	9.4%	5.9%	3.4%
61 - 90 Days	5.5%	5.2%	0.4%	61 -	- 90 Days	10.4%	6.7%	3.7%	61 - 90 Days	6.5%	7.3%	-0.8%
91 - 120	3.5%	2.1%	1.4%	91 -	- 120	6.8%	3.8%	3.0%	91 - 120	10.8%	6.3%	4.5%
121 - 150	2.0%	1.9%	0.1%	121	1 - 150	4.6%	1.4%	3.2%	121 - 150	7.4%	4.0%	3.4%
151+	4.2%	2.6%	1.6%	151	1+	8.8%	4.9%	3.9%	151+	7.6%	8.0%	-0.3%
Unapplied	-7.4%	-11.2%	3.8%	Una	applied	-14.9%	-14.1%	-0.8%	Unapplied	-26.2%	-18.3%	-7.9%
	ENNG	i Total AR				ENNO	G Total AR			ENN	IG Total AR	
	Livino	rotal Ait				Livivo	o rotal Alt			LINIX	io rotaran	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020 5	/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R	R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	47.8%	43.9%	3.9%	Cur	rrent	39.8%	38.3%	1.5%	Current	44.0%	35.3%	8.7%
1 - 30 Days	19.3%	20.3%	-1.0%	1 - 3	30 Days	16.4%	15.3%	1.0%	1 - 30 Days	11.4%	13.9%	-2.5%
31 - 60 Days	13.9%	19.3%	-5.4%	31 -	- 60 Days	14.5%	17.7%	-3.1%	31 - 60 Days	12.4%	11.8%	0.6%
61 - 90 Days	8.4%	9.1%	-0.7%		- 90 Days	11.5%	15.7%	-4.2%	61 - 90 Days	9.1%	16.1%	-7.0%
91 - 120	6.1%	4.8%	1.3%	91	- 120	9.4%	7.5%	1.9%	91 - 120	11.3%	12.5%	-1.2%
121 - 150	3.5%	2.4%	1.1%		1 - 150	7.3%	4.5%	2.8%	121 - 150	10.4%		2.6%
151+	12.8%	8.8%	4.0%	151	1+	21.4%	12.1%	9.3%	151+	30.6%	18.8%	11.8%
Unapplied	-11.7%	-8.6%	-3.1%	Una	applied	-20.2%	-11.0%	-9.2%	Unapplied	-29.2%	-16.2%	-13.0%

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Aging Dollars Summary February 2020 through April 2020

	GSE	Residential	
			Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)
Customer Count	34,619	34,238	381
A/R Balance	5,705,890	6,511,881	(805,991)
Current	3,880,911	4,287,354	(406,443)
1 - 30 Days	787,812	906,705	(118,893)
31 - 60 Days	244,963	300,792	(55,830)
61 - 90 Days	140,315	148,699	(8,384)
91 - 120	83,576	110,888	(27,312)
121 - 150	71,219	102,046	(30,827)
151+	745,724	854,695	(108,971)
Unapplied	(248,631)	(199,299)	(49,332)
опарриса			(+3,332)
	GSE	Commerical	
	- / /	- / /	Change over Prior Year
Contamor Co	2/29/2020	2/28/2019	Increase / (Decrease)
Customer Count	6,925	6,963	(38)
Balance	4,455,692	5,288,626	(832,934)
Current	3,958,578	4,645,704	(687,125)
1 - 30 Days	559,526	528,339	31,187
31 - 60 Days	92,472	125,856	(33,384)
61 - 90 Days	34,832	20,438	14,394
91 - 120	18,312	13,841	4,471
121 - 150	22,570	8,668	13,902
151+	22.026	28,641	(5,805)
151+	22,836	20,041	
	(253,434)	(82,861)	(170,573)
Unapplied	(253,434) GSE	(82,861)	(170,573)  Change over Prior Year
Unapplied	(253,434) GSE 2/29/2020	(82,861) E Industrial 2/28/2019	(170,573)  Change over Prior Year Increase / (Decrease)
Unapplied  Customer Count	(253,434)  GSE  2/29/2020  171	(82,861) E Industrial  2/28/2019  178	(170,573)  Change over Prior Year Increase / (Decrease)  (7)
Unapplied  Customer Count A/R Balance	(253,434)  GSE  2/29/2020  171  922,290	(82,861) E Industrial  2/28/2019  178  941,666	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376)
Unapplied  Customer Count A/R Balance Current	(253,434)  GSE  2/29/2020  171  922,290 850,284	(82,861)  E Industrial  2/28/2019  178  941,666 894,200	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917)
Customer Count A/R Balance Current 1 - 30 Days	(253,434)  GSE  2/29/2020  171  922,290  850,284 70,856	(82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	2/29/2020 171 922,290 850,284 70,856 1,250	(82,861) E Industrial  2/28/2019  178  941,666 894,200 38,578 674	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	2/29/2020 171 922,290 850,284 70,856 1,250 466	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	2/29/2020 171 922,290 850,284 70,856 1,250 466 372	2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137	2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	2/28/2019 178 941,666 894,200 38,578 674 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease)  (7)  (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR	Change over Prior Year Increase / (Decrease)  (7)  (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count	2/29/2020  171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715 11,083,872	(82,861)  2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593) E Total AR  2/28/2019 41,379 12,742,173	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773	2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593) E Total AR  2/28/2019 41,379 12,742,173 9,827,258	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195	(82,861)  2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019 41,379 12,742,173 9,827,258 1,473,622	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684	(82,861)  2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019 41,379 12,742,173 9,827,258 1,473,622 427,323	Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease)  336 (1,658,301) (1,137,485) (55,427) (88,638)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 9	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379 12,742,173 9,827,258 1,473,622 427,323 170,731	Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684	(82,861)  2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019 41,379 12,742,173 9,827,258 1,473,622 427,323	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638)
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 9	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613	(82,861)  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379 12,742,173 9,827,258 1,473,622 427,323 170,731	Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882
Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613 102,260	2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593) E Total AR  2/28/2019 41,379 12,742,173 9,827,258 1,473,622 427,323 170,731 125,924	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882 (23,664)

Aging Dollars Summary February 2020 through April 2020									
	GSE	Residential							
			Change over Prior Year						
	3/31/2020	3/31/2019	Increase / (Decrease)						
Customer Count	33,215	34,160	(945)						
A/R Balance	5,321,142	6,366,720	(1,045,578)						
Current	3,436,134	4,070,799	(634,665)						
1 - 30 Days	710,588	896,295	(185,707)						
31 - 60 Days	326,523	359,491	(32,968)						
61 - 90 Days	173,956	193,564	(19,608)						
91 - 120	110,271	107,639	2,633						
121 - 150	67,075	80,349	(13,275)						
151+	752,794	862,175	(109,381)						
Unapplied	(256,199)	(203,592)	(52,607)						
	( , ,	(, ,	(- / /						
	GSE	Commerical							
			Change over Prior Year						
	3/31/2020	3/31/2019	Increase / (Decrease)						
Customer Count	6,717	6,933	(216)						
Balance	4,257,471	5,024,781	(767,310)						
Current	3,612,521	4,177,065	(564,544)						
1 - 30 Days	527,020	750,785	(223,764)						
31 - 60 Days	98,312	114,962	(16,651)						
61 - 90 Days	52,033	36,366	15,666						
91 - 120	25,956	10,020	15,936						
121 - 150	13,544	8,209	5,335						
151+	56,996	31,005	25,991						
Unapplied	(128,911)	(103,632)	(25,279)						
	GSE	Industrial							
	2/24/2020	2/24/2040	Change over Prior Year						
Contains Carret	3/31/2020	3/31/2019	Increase / (Decrease)						
Customer Count	168	177	(9)						
A/R Balance	997,971	988,147	9,823						
Current	820,643	937,247	(116,603)						
1 - 30 Days	177,969	45,084	132,885						
31 - 60 Days	1,224	54	1,170						
61 - 90 Days	120	423	(303)						
91 - 120	137	1,455	(1,318)						
121 - 150	87	1,110	(1,023)						
151+	- (2.225)	4,270	(4,270)						
Unapplied	(2,209)	(1,496)	(713)						
	GSI	Total AR							
			Change over Prior Year						
	3/31/2020	3/31/2019	Increase / (Decrease)						
Customer Count	40,100	41,270	(1,170)						
A/R Balance	10,576,584	12,379,648	(1,803,064)						
Current	7,869,299	9,185,110	(1,315,812)						
1 - 30 Days	1,415,577	1,692,164	(276,587)						
31 - 60 Days	426,059	474,508	(48,449)						
61 - 90 Days	226,109	230,354	(4,245)						
91 - 120	136,364	119,114	17,250						
121 - 150	80,705	89,668	(8,963)						
151+	809,790	897,450	(87,660)						
Unapplied	(387,319)	(308,720)	(78,599)						

	GSE	Residential	
			Change over Brier Veer
	4/20/2020	4/20/2010	Change over Prior Year
Contains Carret	4/30/2020	4/30/2019	Increase / (Decrease)
Customer Count	33,392	32,880	512
A/R Balance	5,259,325	5,463,152	(203,828
Current	3,426,523	3,334,765	91,757
1 - 30 Days	598,739	766,247	(167,508
31 - 60 Days	304,638	331,212	(26,574
61 - 90 Days	211,774	203,132	8,642
91 - 120	132,788	131,695	1,093
121 - 150	89,141	76,156	12,985
151+	755,519	836,518	(80,999
Unapplied	(259,797)	(216,573)	(43,224
	GSE (	Commerical	
			Change over Prior Year
	4/30/2020	4/30/2019	Increase / (Decrease)
Customer Count	6,719	6,733	(14
Balance	4,030,748	4,165,188	(134,441
Current	3,155,498	3,753,386	(597,888
1 - 30 Days	685,609	369,178	316,431
31 - 60 Days	148,665	83,913	64,752
61 - 90 Days	75,386	32,786	42,600
91 - 120	38,834		
121 - 150	,	16,261	22,573
121 - 150	15,357	4,141	11,216
	F2 2F2		
151+	52,353	17,770	,
	(140,954)	17,770 (112,246) Industrial	34,583 (28,708
151+	(140,954) GSE	(112,246)	(28,708 Change over Prior Year
151+ Unapplied	(140,954) GSE 4/30/2020	(112,246) Industrial 4/30/2019	(28,708 Change over Prior Year Increase / (Decrease)
151+ Unapplied Customer Count	(140,954)  GSE  4/30/2020  165	(112,246)	(28,708  Change over Prior Year Increase / (Decrease) (6
151+ Unapplied  Customer Count Balance	(140,954)  GSE  4/30/2020  165  947,258	(112,246) EIndustrial  4/30/2019  171  924,289	Change over Prior Year Increase / (Decrease) (6 22,969
151+ Unapplied  Customer Count Balance Current	(140,954)  GSE  4/30/2020  165	(112,246) Eindustrial  4/30/2019  171	Change over Prior Year Increase / (Decrease) (6 22,969
151+ Unapplied Customer Count	(140,954)  GSE  4/30/2020  165  947,258	(112,246) EIndustrial  4/30/2019  171  924,289	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263
151+ Unapplied  Customer Count Balance Current	(140,954)  GSE  4/30/2020  165  947,258 850,984	(112,246) E Industrial  4/30/2019  171  924,289 901,247	(28,708  Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840
151+ Unapplied  Customer Count Balance Current 1 - 30 Days	(140,954)  GSE  4/30/2020  165  947,258 850,984 95,663	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823	Change over Prior Year Increase / (Decrease)  6  22,969 (50,263 67,840 1,316
Customer Count Balance Current 1 - 30 Days 31 - 60 Days	4/30/2020 165 947,258 850,984 95,663 1,695	(112,246) E Industrial  4/30/2019  171  924,289 901,247 27,823 379	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840 1,316 448
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020 165 947,258 850,984 95,663 1,695 462	4/30/2019 171 924,289 901,247 27,823 379 14	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840 1,316 448 105
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107	4/30/2019 171 924,289 901,247 27,823 379 14	Change over Prior Year Increase / (Decrease) (50,263 67,840 1,316 448 105 136
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136	4/30/2019 171 924,289 901,247 27,823 379 14	(28,708 Change over Prior Year
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  -	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840 1,316 448 105 136
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  -  (5,174)	Change over Prior Year Increase / (Decrease)
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+	(140,954)  GSE  4/30/2020  165  947,258  850,984  95,663  1,695  107  136  86  (1,875)	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840 1,316 448 105 136 86 3,300
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	(140,954)  GSE  4/30/2020  165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)  Total AR	Change over Prior Year Increase / (Decrease)  (6)  22,969 (50,263 67,840 1,316 448 105 136 86 3,300
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)  E Total AR  4/30/2019  39,784	Change over Prior Year Increase / (Decrease)  (6)  (22,969  (50,263  67,840  1,316  448  105  136  86  3,300  Change over Prior Year Increase / (Decrease)
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE 4/30/2020 40,276	(112,246)  4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)  Total AR  4/30/2019 39,784 10,552,630	Change over Prior Year Increase / (Decrease)  (6)  22,969 (50,263 67,840 1,316 448 105 136 86 3,300  Change over Prior Year Increase / (Decrease)  492 (315,299
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE 4/30/2020 40,276 10,237,331 7,433,005	(112,246)  4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)  E Total AR  4/30/2019 39,784 10,552,630 7,989,399	Change over Prior Year Increase / (Decrease) (6 22,969 (50,263 67,840 1,316 448 105 136 86 3,300 Change over Prior Year Increase / (Decrease) 492 (315,299 (556,394
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days	4/30/2020  165 947,258 850,984 95,663 1,695 107 136 86 (1,875)  GSE  4/30/2020 40,276 10,237,331 7,433,005 1,380,011	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  (5,174)  E Total AR  4/30/2019  39,784  10,552,630 7,989,399 1,163,247	Change over Prior Year Increase / (Decrease) (60,263 67,846 1,316 448 105 136 86 3,300 Change over Prior Year Increase / (Decrease) 492 (315,299 (556,394) 216,764
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	4/30/2020  165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)  GSE  4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997	(112,246)  4/30/2019 171 924,289 901,247 27,823 379 14 1 (5,174)  E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503	Change over Prior Year Increase / (Decrease)  (6) (50,263 (50,263 (67,846 1,316 448 (105 (33,300)  Change over Prior Year Increase / (Decrease) (315,299 (556,394 216,764 39,494
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020  165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)  GSE  4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)  E Total AR  4/30/2019  39,784  10,552,630  7,989,399  1,163,247  415,503  235,932	Change over Prior Year Increase / (Decrease)  (50,263 67,840 1,316 448 105 136 86 3,300  Change over Prior Year Increase / (Decrease) 492 (315,299 (556,394 216,764 39,494 51,690
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621 171,729	(112,246)  4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)  E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503 415,503 147,957	Change over Prior Year Increase / (Decrease)
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020  165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)  GSE  4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621	(112,246)  Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)  E Total AR  4/30/2019  39,784  10,552,630  7,989,399  1,163,247  415,503  235,932	Change over Prior Year Increase / (Decrease)  (50,263 67,840 1,316 448 105 136 86 3,300  Change over Prior Year Increase / (Decrease) 492 (315,299 (556,394 216,764 39,494 51,690
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSE 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621 171,729	(112,246)  4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)  E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503 415,503 147,957	Change over Prior Year Increase / (Decrease)

#### Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Aging Percent Summary May 2020 through July 2020

Unapplied

				Aging Pe	rcent Summar	y iviay 2020 tr	rough July 2020
	GSE	Residential			GSE	Residential	
			Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	34,420	33,456	964	Customer Count	33,326	31,591	1,735
A/R Balance	5,017,596	5,071,474	(53,878)	A/R Balance	5,275,258	4,465,999	809,259
Current	3,052,156	3,085,352	(33,196)	Current	3,511,898	2,587,348	924,550
1 - 30 Days	668,675	648,139	20,536	1 - 30 Days	485,641	568,602	(82,962)
31 - 60 Days	291,955	326,035	(34,080)	31 - 60 Days	275,627	266,923	8,704
51 - 90 Days	211,427	199,073	12,354	61 - 90 Days	189,360	219,894	(30,535)
91 - 120	165,185	143,068	22,117	91 - 120	158,390	148,632	9,758
121 - 150	107,635	97,329	10,306	121 - 150	128,876	108,706	20,170
151+	796,430	823,942	(27,511)	151+	824,387	837,108	(12,721)
Jnapplied	(275,867)	(251,463)	(24,404)	Unapplied	(298,919)	(271,214)	(27,705)
парриса	(273,007)	(231,403)	(24,404)	опарриса	(230,313)	(271,214)	(27,703)
	GSE	Commerical			GSE (	Commerical	
			Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	6,907	6,790	117	Customer Count	6,558	6,769	(211)
Balance	3,751,399	3,919,278	(167,880)	Balance	4,090,377	3,645,267	445,110
Current	2,878,300	3,583,242	(704,942)	Current	3,161,133	3,066,025	95,108
L - 30 Days	608,603	284,695	323,909	1 - 30 Days	461,295	587,545	(126,250)
31 - 60 Days	214,653	79,082	135,570	31 - 60 Days	392,937	44,686	348,251
61 - 90 Days	91,957	40,823	51,134	61 - 90 Days	109,147	33,024	76,123
91 - 120	40,503	10,035	30,468	91 - 120	63,444	13,933	49,510
121 - 150	21,481	5,105	16,376	121 - 150	26,650	6,417	20,233
151+	52,206	19,727	32,479	151+	61,796	20,182	41,615
Unapplied	(156,304)	(103,431)	(52,873)	Unapplied	(186,025)	(126,545)	(59,480)
	GSI	E Industrial			GSE	Industrial	
	E /24 /2020	E /24 /2040	Change over Prior Year		c (20 (2020	c /20 /2010	Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)	6 1	6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	169	166	(200 505)	Customer Count	162	166	(4)
Balance	556,169	865,674	(309,505)	Balance	784,022	712,020	72,002
Current	535,613	855,829	(320,216)	Current	757,581	615,364	142,216
1 - 30 Days	20,647	14,929	5,717	1 - 30 Days	26,921	99,440	(72,519)
31 - 60 Days	1,496	161	1,336	31 - 60 Days	1,384	98	1,286
61 - 90 Days	402	14	387	61 - 90 Days	433	81	352
91 - 120	46	1	45	91 - 120	97	1	96
121 - 150	22	-	22	121 - 150	9	-	9
151+	17	- (E 200)	17	151+	- (2.402)	- (2.065)	-
Unapplied	(2,073)	(5,260)	3,187	Unapplied	(2,402)	(2,965)	562
	GS	E Total AR			GSE	Total AR	
			Change over Prior Year			a land to the	Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	41,496	40,412	1,084	Customer Count	40,046	38,526	1,520
A/R Balance	9,325,164	9,856,426	(531,262)	A/R Balance	10,149,657	8,823,286	1,326,371
Current	6,466,069	7,524,423	(1,058,354)	Current	7,430,612	6,268,738	1,161,874
1 - 30 Days	1,297,925	947,763	350,162	1 - 30 Days	973,857	1,255,588	(281,731)
31 - 60 Days	508,104	405,277	102,826	31 - 60 Days	669,948	311,707	358,241
61 - 90 Days	303,785	239,910	63,875	61 - 90 Days	298,939	252,999	45,940
91 - 120	205,734	153,105	52,629	91 - 120	221,931	162,566	59,364
121 - 150	129,138	102,435	26,703	121 - 150	155,534	115,123	40,412
151+	040 653			1			
101	848,653	843,668	4,985	151+	886,183	857,289	28,893

	GSE	Residential	
			Change over Prior Year
	7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	34,412	30,315	4,097
A/R Balance	6,489,956	4,808,547	1,681,409
Current	4,561,593	3,066,358	1,495,234
1 - 30 Days	601,410	545,788	55,622
31 - 60 Days	245,734	183,690	62,043
61 - 90 Days	186,083	168,954	17,129
91 - 120	154,256	168,185	(13,929
121 - 150	138,790	112,765	26,02
151+	890,280	831,521	58,759
Unapplied	(288,190)	(268,715)	(19,476
	GSE (	Commerical	
			Change over Prior Year
	7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	6,697	6,501	19
Balance	4,613,082	3,964,687	648,39
Current	3,849,688	3,720,403	129,28
1 - 30 Days	499,486	281,769	217,71
31 - 60 Days	170,357	46,564	123,79
61 - 90 Days	81,976	19,898	62,078
91 - 120	58,689	10,646	48,043
121 - 150	41,958	7,854	34,104
151+	76,963	20,024	56,939
Unapplied	(166,034)	(142,471)	(23,563
	GSE	Industrial	
	GSE	Industrial	Change over Prior Year
	GSE <b>7/31/2020</b>	7/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count			Increase / (Decrease)
	7/31/2020	7/31/2019	Increase / (Decrease)
Balance	<b>7/31/2020</b>	<b>7/31/2019</b>	Increase / (Decrease) 8,940
Balance Current	<b>7/31/2020</b> 167 1,001,829	<b>7/31/2019</b> 164 992,884	Increase / (Decrease) 8,944 92,730
Balance Current 1 - 30 Days	<b>7/31/2020</b> 167 1,001,829 914,293	<b>7/31/2019</b> 164 992,884 821,563	Increase / (Decrease) 8,940 92,730 (24,02)
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	7/31/2020 167 1,001,829 914,293 88,851 1,813 143	7/31/2019 164 992,884 821,563 112,874 61,217 82	Increase / (Decrease) 8,944 92,733 (24,02; (59,40-
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130	7/31/2019 164 992,884 821,563 112,874 61,217 82 95	Increase / (Decrease)  8,944  92,731  (24,02: (59,404)  6: 3:
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	7/31/2020 167 1,001,829 914,293 88,851 1,813 143	7/31/2019 164 992,884 821,563 112,874 61,217 82	Increase / (Decrease)  8,944  92,731  (24,02: (59,404)  6: 3:
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1	8,941 92,732 (24,02) (59,404 60 33 50
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130	7/31/2019 164 992,884 821,563 112,874 61,217 82 95	Increase / (Decrease)  8,944 92,73 (24,02) (59,404 66 33 54
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1	Increase / (Decrease)  8,944 92,73 (24,02) (59,404 66 33 54
Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948)	Increase / (Decrease)
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457) GSE	7/31/2019  164 992,884 821,563 112,874 61,217 82 95 1 - (2,948)  Total AR	S,94    \$9,273    \$(24,02)   \$(59,40)   \$6    \$3    \$5    \$-   \$(50)   Change over Prior Year Increase / (Decrease)
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied Customer Count	7/31/2020  167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)  GSE  7/31/2020	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) E Total AR  7/31/2019	Increase / (Decrease)  8,944 92,73( (24,022 (59,404 66 33 55 - (509)  Change over Prior Year Increase / (Decrease) 4,296
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	7/31/2020  167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)  GSE  7/31/2020 41,276 12,104,868	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) Total AR  7/31/2019 36,980 9,766,117	Increase / (Decrease)  8,944 92,736 (24,022 (59,404 66 33 5-4 (505)  Change over Prior Year Increase / (Decrease) 4,296 2,338,75:
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current	7/31/2020  167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)  GSE  7/31/2020 41,276 12,104,868 9,325,573	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) Total AR  7/31/2019 36,980 9,766,117 7,608,325	Increase / (Decrease)
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days	7/31/2020  167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)  GSE  7/31/2020 41,276 12,104,868 9,325,573 1,189,748	7/31/2019  164 992,884 821,563 112,874 61,217 82 95 1 (2,948)  Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430	Increase / (Decrease)
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457) GSE 7/31/2020 41,276 12,104,868 9,325,573 1,189,748 417,903	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) E Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430 291,471	Increase / (Decrease)  8,944 92,731 (24,02) (59,40-6) 33 55 - (50)  Change over Prior Year Increase / (Decrease) 4,296 2,338,75: 1,717,244 249,311 126,43:
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457) GSE 7/31/2020 41,276 12,104,868 9,325,573 1,189,748 417,903 268,202	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430 291,471 188,934	Increase / (Decrease)  8,944 92,736 (24,02) (59,404 66 33 55 - (509)  Change over Prior Year Increase / (Decrease) 4,291 2,338,75 1,717,244 249,31 126,43 79,266
Balance Current 1 - 30 Days 31 - 60 Days 51 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457) GSE  7/31/2020 41,276 12,104,868 9,325,573 1,189,748 417,903 268,202 213,076	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430 291,471 188,934 178,926	Increase / (Decrease)  8,944 92,736 (24,022 (59,404 66 33 56 (506)  Change over Prior Year Increase / (Decrease) 4,294 249,31 126,433 79,266 34,156
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150	7/31/2020  167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457)  GSE  7/31/2020 41,276 41,276 42,104,868 9,325,573 1,189,748 417,903 268,202 213,076 180,804	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 (2,948) Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430 291,471 188,934 178,926 120,620	8,944 92,733 (24,022 (59,404 66,33 54 - (506)  Change over Prior Year Increase / (Decrease) 4,296 2,338,75; 1,717,244 249,31; 126,43; 79,266 34,155 60,184
Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	7/31/2020 167 1,001,829 914,293 88,851 1,813 143 130 55 - (3,457) GSE  7/31/2020 41,276 12,104,868 9,325,573 1,189,748 417,903 268,202 213,076	7/31/2019 164 992,884 821,563 112,874 61,217 82 95 1 - (2,948) Total AR  7/31/2019 36,980 9,766,117 7,608,325 940,430 291,471 188,934 178,926	Increase / (Decrease)  8,944 92,736 (24,022 (59,404 66 33 56 (506)  Change over Prior Year Increase / (Decrease) 4,294 249,31 126,433 79,266 34,156

(457,681)

(414,133)

(43,548)

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

<u>Aging Dollars Summary February 2020 through April 2020</u>

	GS	SE Residentia	I			GS	E Residentia			G	SE Residentia	I
			a					a				al
	2/20/2020	2/20/2010	Change over Prior Year Increase / (Decrease)			2/24/2020	2/24/2010	Change over Prior Year Increase / (Decrease)		4/20/2020	4/20/2010	Change over Prior Year Increase / (Decrease)
A/R Balance	<b>2/29/2020</b> 100.0%	100.0%	0.0%	A /D D:	alance	<b>3/31/2020</b> 100.0%	100.0%	0.0%	A/R Balance	<b>4/30/2020</b> 100.0%	100.0%	0.0%
Current	68.0%	65.8%	2.2%	Currei		64.6%	63.9%	0.6%	Current	65.2%	61.0%	4.1%
1 - 30 Days	13.8%	13.9%	-0.1%	1 - 30		13.4%	14.1%	-0.7%	1 - 30 Days	11.4%	14.0%	-2.6%
31 - 60 Days	4.3%	4.6%	-0.3%	31 - 60	•	6.1%	5.6%	0.5%	31 - 60 Days	5.8%	6.1%	-0.3%
61 - 90 Days	2.5%	2.3%	0.2%	61 - 90		3.3%	3.0%	0.2%	61 - 90 Days	4.0%	3.7%	0.3%
91 - 120	1.5%	1.7%	-0.2%	91 - 12	•	2.1%	1.7%	0.4%	91 - 120	2.5%	2.4%	0.1%
121 - 150	1.2%	1.6%	-0.3%	121 - 1		1.3%	1.3%	0.0%	121 - 150	1.7%	1.4%	0.3%
151+	13.1%	13.1%	-0.1%	151+	250	14.1%	13.5%	0.6%	151+	14.4%	15.3%	-0.9%
Unapplied	-4.4%	-3.1%	-1.3%	Unapp	olied	-4.8%	-3.2%	-1.6%	Unapplied	-4.9%	-4.0%	-1.0%
	GS	E Commerica	il			GS	E Commerica	ıl		GS	E Commerica	al
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Ba	alance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	88.8%	87.8%	1.0%	Currei		84.9%	83.1%	1.7%	Current	78.3%	90.1%	-11.8%
1 - 30 Days	12.6%	10.0%	2.6%	1 - 30	Days	12.4%	14.9%	-2.6%	1 - 30 Days	17.0%	8.9%	8.1%
31 - 60 Days	2.1%	2.4%	-0.3%	31 - 60	Days	2.3%	2.3%	0.0%	31 - 60 Days	3.7%	2.0%	1.7%
61 - 90 Days	0.8%	0.4%	0.4%	61 - 90	Days	1.2%	0.7%	0.5%	61 - 90 Days	1.9%	0.8%	1.1%
91 - 120	0.4%	0.3%	0.1%	91 - 12	20	0.6%	0.2%	0.4%	91 - 120	1.0%	0.4%	0.6%
121 - 150	0.5%	0.2%	0.3%	121 - :	150	0.3%	0.2%	0.2%	121 - 150	0.4%	0.1%	0.3%
151+	0.5%	0.5%	0.0%	151+		1.3%	0.6%	0.7%	151+	1.3%	0.4%	0.9%
Unapplied	-5.7%	-1.6%	-4.1%	Unapp	olied	-3.0%	-2.1%	-1.0%	Unapplied	-3.5%	-2.7%	-0.8%
	G	SE Industrial				G	SE Industrial			G	iSE Industrial	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Ba	alance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	92.2%	95.0%	-2.8%	Currei		82.2%	94.8%	-12.6%	Current	89.8%	97.5%	-7.7%
1 - 30 Days	7.7%	4.1%	3.6%	1 - 30		17.8%	4.6%	13.3%	1 - 30 Days	10.1%	3.0%	7.1%
31 - 60 Days	0.1%	0.1%	0.1%	31 - 60	,	0.1%	0.0%	0.1%	31 - 60 Days	0.2%	0.0%	0.1%
61 - 90 Days	0.1%	0.2%	-0.1%	61 - 90		0.0%	0.0%	0.0%	61 - 90 Days	0.0%	0.0%	0.0%
91 - 120	0.0%	0.1%	-0.1%	91 - 12		0.0%	0.1%	-0.1%	91 - 120	0.0%	0.0%	0.0%
121 - 150	0.0%	0.2%	-0.2%	121 - 1		0.0%	0.1%	-0.1%	121 - 150	0.0%	0.0%	0.0%
151+	0.0%	0.5%	-0.5%	151+		0.0%	0.4%	-0.4%	151+	0.0%	0.0%	0.0%
Unapplied	-0.1%	-0.2%	0.1%	Unapp	olied	-0.2%	-0.2%	-0.1%	Unapplied	-0.2%	-0.6%	0.4%
	G	SE Total AR				G	SE Total AR			G	SE Total AR	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)			3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Ba	alance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	78.4%	77.1%	1.3%	Curre	nt	74.4%	74.2%	0.2%	Current	72.6%	75.7%	-3.1%
1 - 30 Days	12.8%	11.6%	1.2%	1 - 30	Days	13.4%	13.7%	-0.3%	1 - 30 Days	13.5%	11.0%	2.5%
31 - 60 Days	3.1%	3.4%	-0.3%	31 - 60	Days	4.0%	3.8%	0.2%	31 - 60 Days	4.4%	3.9%	0.5%
61 - 90 Days	1.6%	1.3%	0.2%	61 - 90	Days	2.1%	1.9%	0.3%	61 - 90 Days	2.8%	2.2%	0.6%
91 - 120	0.9%	1.0%	-0.1%	91 - 12	20	1.3%	1.0%	0.3%	91 - 120	1.7%	1.4%	0.3%
121 - 150	0.8%	0.9%	0.0%	121 - :	150	0.8%	0.7%	0.0%	121 - 150	1.0%	0.8%	0.3%
151+	6.9%	7.0%	0.0%	151+		7.7%	7.2%	0.4%	151+	7.9%	8.1%	-0.2%
Unapplied	-4.5%	-2.2%	-2.3%	Unapp	lied	-3.7%	-2.5%	-1.2%	Unapplied	-3.9%	-3.2%	-0.8%

#### Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Aging Dollars Summary May 2020 through July 2020

	GS	E Residentia	ı		GS	SE Residentia	I		GS	E Residential	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	60.8%	60.8%	0.0%	Current	66.6%	57.9%	8.6%	Current	70.3%	63.8%	6.5%
1 - 30 Days	13.3%	12.8%	0.5%	1 - 30 Days	9.2%	12.7%	-3.5%	1 - 30 Days	9.3%	11.4%	-2.1%
31 - 60 Days	5.8%	6.4%	-0.6%	31 - 60 Days	5.2%	6.0%	-0.8%	31 - 60 Days	3.8%	3.8%	0.0%
61 - 90 Days	4.2%	3.9%	0.3%	61 - 90 Days	3.6%	4.9%	-1.3%	61 - 90 Days	2.9%	3.5%	-0.6%
91 - 120	3.3%	2.8%	0.5%	91 - 120	3.0%	3.3%	-0.3%	91 - 120	2.4%	3.5%	-1.1%
121 - 150	2.1%	1.9%	0.2%	121 - 150	2.4%	2.4%	0.0%	121 - 150	2.1%	2.3%	-0.2%
151+	15.9%	16.2%	-0.4%	151+	15.6%	18.7%	-3.1%	151+	13.7%	17.3%	-3.6%
Unapplied	-5.5%	-5.0%	-0.5%	Unapplied	-5.7%	-6.1%	0.4%	Unapplied	-4.4%	-5.6%	1.1%
	GSI	E Commerica	ıl		GS	E Commerica	ıl		GS	E Commerica	I
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	76.7%	91.4%	-14.7%	Current	77.3%	84.1%	-6.8%	Current	83.5%	93.8%	-10.4%
1 - 30 Days	16.2%	7.3%	9.0%	1 - 30 Days	11.3%	16.1%	-4.8%	1 - 30 Days	10.8%	7.1%	3.7%
31 - 60 Days	5.7%	2.0%	3.7%	31 - 60 Days	9.6%	1.2%	8.4%	31 - 60 Days	3.7%	1.2%	2.5%
61 - 90 Days	2.5%	1.0%	1.4%	61 - 90 Days	2.7%	0.9%	1.8%	61 - 90 Days	1.8%	0.5%	1.3%
91 - 120	1.1%	0.3%	0.8%	91 - 120	1.6%	0.4%	1.2%	91 - 120	1.3%	0.3%	1.0%
121 - 150	0.6%	0.1%	0.4%	121 - 150	0.7%	0.2%	0.5%	121 - 150	0.9%	0.2%	0.7%
151+	1.4%	0.5%	0.9%	151+	1.5%	0.6%	1.0%	151+	1.7%	0.5%	1.2%
Unapplied	-4.2%	-2.6%	-1.5%	Unapplied	-4.5%	-3.5%	-1.1%	Unapplied	-3.6%	-3.6%	0.0%
	G	SE Industrial			G	SE Industrial			G	SE Industrial	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	96.3%	98.9%	-2.6%	Current	96.6%	86.4%	10.2%	Current	91.3%	82.7%	8.5%
1 - 30 Days	3.7%	1.7%	2.0%	1 - 30 Days	3.4%	14.0%	-10.5%	1 - 30 Days	8.9%	11.4%	-2.5%
31 - 60 Days	0.3%	0.0%	0.3%	31 - 60 Days	0.2%	0.0%	0.2%	31 - 60 Days	0.2%	6.2%	-6.0%
61 - 90 Days	0.1%	0.0%	0.1%	61 - 90 Days	0.1%	0.0%	0.0%	61 - 90 Days	0.0%	0.0%	0.0%
91 - 120	0.0%	0.0%	0.0%	91 - 120	0.0%	0.0%	0.0%	91 - 120	0.0%	0.0%	0.0%
121 - 150	0.0%	0.0%	0.0%	121 - 150	0.0%	0.0%	0.0%	121 - 150	0.0%	0.0%	0.0%
151+	0.0%	0.0%	0.0%	151+	0.0%	0.0%	0.0%	151+	0.0%	0.0%	0.0%
Unapplied	-0.4%	-0.6%	0.2%	Unapplied	-0.3%	-0.4%	0.1%	Unapplied	-0.3%	-0.3%	0.0%
	G	SE Total AR			G	SE Total AR			G	SE Total AR	
	F /24 /2025	F /24 /224	Change over Prior Year		c /20 /202	C /20 /2015	Change over Prior Year		7/24/2022	7/24/2010	Change over Prior Year
A /D Dc!	5/31/2020		Increase / (Decrease)	A /D D-1	6/30/2020		Increase / (Decrease)	A/R Balance		7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0% 2.2%		100.0% 77.0%	100.0%	0.0% -0.9%
Current 1 - 30 Days	69.3%	76.3% 9.6%	-7.0% 4.3%	Current 1 - 30 Days	73.2% 9.6%	71.0% 14.2%	2.2% -4.6%	Current 1 - 30 Days	77.0% 9.8%	77.9% 9.6%	-0.9% 0.2%
		9.0%	4.3%		6.6%	3.5%	-4.6% 3.1%	31 - 60 Days	9.8% 3.5%	3.0%	0.2%
	13.9%	/1 10/	1 20/			3.3/0	5.1%	,	3.3%	3.0/0	0.5%
31 - 60 Days	5.4%	4.1%	1.3%	31 - 60 Days		2 9%	n 1%	61 - 90 Dave	2 20/	1 0%	U 3%
31 - 60 Days 61 - 90 Days	5.4% 3.3%	2.4%	0.8%	61 - 90 Days	2.9%	2.9%	0.1%	61 - 90 Days	2.2%	1.9%	0.3% -0.1%
31 - 60 Days 61 - 90 Days 91 - 120	5.4% 3.3% 2.2%	2.4% 1.6%	0.8% 0.7%	61 - 90 Days 91 - 120	2.9% 2.2%	1.8%	0.3%	91 - 120	1.8%	1.8%	-0.1%
31 - 60 Days 61 - 90 Days	5.4% 3.3%	2.4%	0.8%	61 - 90 Days	2.9%			,			

### 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

August 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 rate class for each company. As indicated, the number of incoming payments received over the months of March, April and May for both companies were down on average. Furthermore, the dollar amount received from those payments are low as well, reflecting an overall negative variance for the three months when compared to 2019.

The month of June showed improvement related to number of incoming payments over the previous months, and also when compared to June of 2019. The total dollars reflected in those payments, however, are still below expected when compared to last year, especially for Granite State Electric commercial and industrial customers.

The month of July shows continued negative impact on both payment count and dollar amounts received, with the exception of a slight increase in residential Granite State Electric customer payment dollar amounts over July 2019.

## Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Payment Count and Dollars Summary March and April 2020

	ENNO	G Residential			ENNO	G Residential	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	73,654	75,870	(2,216)	Payment #	74,689	76,134	(1,445)
Payment \$	11,691,688	13,995,502	(2,303,814)	Payment \$	9,571,602	12,273,165	(2,701,563)
	ENNG	Commerical			ENNG	Commerical	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	12,037	12,245	(208)	Payment #	11,159	13,147	(1,988)
Payment \$	10,047,413	12,056,985	(2,009,572)	Payment \$	6,831,911	10,764,618	(3,932,707)
	EN	ING Total			EN	ING Total	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	85,691	88,115	(2,424)	Payment #	85,848	89,281	(3,433)
Payment \$	21,739,101	26,052,487	(4,313,386)	Payment \$	16,403,513	23,037,783	(6,634,270)

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## Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Payment Percent Change Summary March through April

<u>March</u>	<u>April</u>
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	<u>ivial cil</u>		<u>/ (priii</u>
	ENNG Residential	E	NNG Residential
	Change over Prior Year Increase / (Decrease)		Change over Prior Ye Increase / (Decrease
Payment #	-3%	Payment #	-2%
Payment \$	-16%	Payment \$	-22%
	ENNG Commerical	E	NNG Commerical
	Change over Prior Year Increase / (Decrease)		Change over Prior Ye Increase / (Decrease
Payment #	-2%	Payment #	-15%
Payment \$	-17%	Payment \$	-37%

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

Payment Count and Dollar Summary May 2020 through July 2020

	EN	NG Residentia					
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)				
Payment #	67,654	75,405	(7,751)				
Payment \$	6,880,472	9,096,136	(2,215,664)				
	ENNG Commerical						
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)				
Payment #	11,445	12,230	(785)				
Payment \$	5,388,848	7,492,440	(2,103,592)				
		ENNG Total					
			Change over Prior Year				
	5/31/2020	5/31/2019	Increase / (Decrease)				
Payment #	79,099	87,635	(8,536)				
Payment \$	12,269,320	16,588,576	(4,319,256)				

Payment Cou	nt and Dollar S	Summary May	y 2020 through July 2020
	EN	ING Residenti	al
	6/30/2020	6/30/2019	Change over Prior Year Increase / (Decrease)
Payment # Payment \$	77,115 5,563,926	62,458 5,665,249	14,657 (101,323)
	EN	NG Commeric	al
Payment #	<b>6/30/2020</b> 13,059 4,159,038	6/30/2019 10,125 3,918,362	Change over Prior Year Increase / (Decrease) 2,934 240,676
		ENNG Total	
	6/30/2020	6/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	90,174	72,583	17,591
Payment \$	9,722,964	9,583,611	139,353

	ENNG Residential						
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)				
Payment #	68,780	72,444	(3,664)				
Payment \$	3,658,090	4,913,587	(1,255,497)				
ENNG Commerical							
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)				
Payment # Payment \$	10,948 2,411,566	•	(1,723) (789,295)				
ayment 9	2,411,300	3,200,001	(103,233)				
		ENNG Total					
			Change over Prior Year				
	7/31/2020	7/31/2019	Increase / (Decrease)				
Payment #	79,728	85,115	(5,387)				
Payment \$	6,069,656	8,114,448	(2,044,792)				

# Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Payment Percent Change Summary May through July

<u>N</u>	<u>⁄Iay</u>	 	<u>June</u>
ENNG R	Residential	ENN	G Residential
	Change over		Change over Prior
	Prior Year		Year
	Increase /		Increase /
	(Decrease)		(Decrease)
Payment #	-10%	Payment #	23%
Payment \$	-24%	Payment \$	-2%
ENNG C	ommerical	ENN	G Commerical
	Change over		Change over Prior
	Prior Year		Year
	Increase /		Increase /
	(Decrease)		(Decrease)
Payment #	-6%	Payment #	29%
Payment \$	-28%	Payment \$	6%

	<u>July</u>			
ENN	G Residential			
Change over Prior				
	Year			
	Increase /			
	(Decrease)			
Payment #	-5%			
Payment \$	-26%			
ENNO	G Commerical			
	Change over Prior			
	Year			
	Increase /			
	(Decrease)			
Payment #	-14%			
Payment \$	-25%			

## Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

Payment Count and Dollar Summary March 2020 through April 2020

	GSE	Residential				
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)			
Payment #	35,622	34,539	1,083			
Payment \$	4,684,369	5,010,953	(326,584)			
	GSE	Commerical				
			Change over Prior Year			
	3/31/2020	3/31/2019	Increase / (Decrease)			
Payment #	7,248	6,841	407			
Payment \$	4,532,489	5,127,401	(594,912)			
	GSE	E Industrial				
			Change over Prior Year			
	3/31/2020	3/31/2019	Increase / (Decrease)			
Payment #	198	187	11			
Payment \$	845,004	964,006	(119,002)			
GSE Total						
			Change over Prior Year			
	3/31/2020	3/31/2019	Increase / (Decrease)			
Payment #	43,068	41,567	1,501			
Payment \$	10,061,862	11,102,360	(1,040,498)			

	GSE Residential					
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)			
Payment #	33,734	35,336	(1,602)			
Payment \$	4,341,296	4,879,918	(538,622)			
	GSE	Commerical				
			Change over Prior Year			
	4/30/2020	4/30/2019	Increase / (Decrease)			
Payment #	6,608	7,270	(662)			
Payment \$	3,852,903	5,137,631	(1,284,728)			
	GSI	E Industrial				
	4/20/2020	. /20 /20 /	Change over Prior Year			
	4/30/2020	4/30/2019	Increase / (Decrease)			
Payment #	193	200	(7)			
Payment \$	1,014,243	988,018	26,225			
	G	SE Total				
			Change over Prior Year			
	4/30/2020	4/30/2019	Increase / (Decrease)			
Payment #	40,535	42,806	(2,271)			
Payment \$	9,208,442	11,005,567	(1,797,125)			

# Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Payment Percent Change Summary March through April

March April

	<u>IVIAI CII</u>
	ENNG Residential
	Change over Prior Year
	Increase / (Decrease)
Payment #	3%
Payment \$	-7%
r aymene y	,,,
	ENNG Commerical
	Change over Prior Year
	Increase / (Decrease)
Payment #	6%
, Payment \$	-12%
	/
	ENNG Industrial
	Change over Prior Year
	Increase / (Decrease)
Payment #	6%
Payment \$	-12%

EI	NNG Residential
	Change over Prior Year Increase / (Decrease)
Payment #	-5%
Payment \$	-11%
EN	ING Commerical
	Change over Prior Year
	Increase / (Decrease)
Payment #	-9%
Payment \$	-25%
E	NNG Industrial
	Change over Prior Year
	Increase / (Decrease)
Daymant #	-4%
Payment #	

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

GSE Residential					
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)		
Payment #	32,580	33,785	(1,205)		
Payment \$	4,066,875	4,197,831	(130,956)		
	G	SSE Commeric	cal		
			Change over Prior Year		
	5/31/2020	5/31/2019	Increase / (Decrease)		
Payment #	6,387	6,606	(219)		
Payment \$	3,547,897	4,187,312	(639,415)		
		GSE Industria	I		
			Change over Prior Year		
	5/31/2020	5/31/2019	Increase / (Decrease)		
Payment #	185	189	(4)		
Payment \$	1,064,723	1,173,885	(109,162)		
		GSE Total			
			Change over Prior Year		
	5/31/2020	5/31/2019	Increase / (Decrease)		
Payment #	39,152	40,580	(1,428)		
Payment \$	8,679,495	9,559,028	(879,533)		

Payment Count and Dollars Summary May 2020 through July 202					
GSE Residential					
			Change over Prior Year		
	6/30/2020	6/30/2019	Increase / (Decrease)		
Payment #	35,782	32,082	3,700		
Payment \$	4,085,184	3,714,374	370,810		
	C	GSE Commeric	cal		
			Change over Prior Year		
	6/30/2020	6/30/2019	Increase / (Decrease)		
Payment #	7,154	6,927	227		
Payment \$	3,399,578	3,876,021	(476,443)		
		GSE Industria	ıl		
			Change over Prior Year		
	6/30/2020	6/30/2019	Increase / (Decrease)		
Payment #	201	171	30		
Payment \$	861,784	978,960	(117,176)		
		GSE Total			
			Change over Prior Year		
	6/30/2020	6/30/2019	Increase / (Decrease)		
Payment #	43,137	39,180	3,957		
Payment \$	8,346,546	8,569,355	(222,809)		

GSE Residential					
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)		
Payment #	32,885	36,423	(3,538)		
Payment \$	4,355,438	4,209,379	146,059		
	G	SSE Commerio	cal		
			Change over Prior Year		
	7/31/2020	7/31/2019	Increase / (Decrease)		
Payment #	6,786	7,171	(385)		
Payment \$	3,772,285	4,177,703	(405,418)		
		GSE Industria	ıl		
			Change over Prior Year		
	7/31/2020	7/31/2019	Increase / (Decrease)		
Payment #	177	186	(9)		
Payment \$	826,400	946,372	(119,972)		
		GSE Total			
			Change over Drier Veer		
	7/24/2020	7/24/2010	Change over Prior Year		
D	7/31/2020	7/31/2019	Increase / (Decrease)		
Payment #	39,848	43,780	(3,932)		
Payment \$	8,954,123	9,333,454	(379,331)		

# Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Payment Percent Change Summary May through July

	<u>May</u>	_		<u>lune</u>
ENNG I	Residential		ENNG	Residential
	Change over			Change over
	Prior Year			Prior Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-4%		Payment #	12%
Payment \$	-3%		Payment \$	10%
FNNG (	Commerical		FNNG (	Commerical
Litito	Change over		Livito	Change over
	_			_
	Prior Year			Prior Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-3%		Payment #	3%
Payment \$	-15%		Payment \$	-12%
ENNG	Industrial		ENNG	Industrial
	Change over			Change over
	Prior Year			Prior Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-2%		Payment #	18%
Payment \$	-9%		Payment \$	-12%

<u>July</u>						
ENNG Residential						
	Change over					
	Prior Year					
	Increase /					
	(Decrease)					
Payment #	-10%					
Payment \$	-5%					
ENNG Commerical						
Change over						
	Prior Year					
	Increase /					
	(Decrease)					
Payment #	-5%					
Payment \$	-10%					
ENNG	Industrial					
	Change over					
	Prior Year					
	Increase /					
	(Decrease)					
Payment #	-5%					
Payment \$	-13%					

## 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

#### August 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
- Outbound calls
  - Continue to identify 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)
  - o Potential for \$0 down payments
- Multiple avenues of Customer Outreach
  - o Social Media posts
  - Website updates

### 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

August 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 during 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. Please see Attachment 4 for more details.

Special attention has been made when speaking with our customers surrounding the additional state housing assistance that is available through the end of this year. While focused on housing specifically, utility bills are included in any potential grants customers may receive.

Liberty Utilities' customer outreach for the month of July 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
- Social Media posts on Facebook advising customers that they can call our contact center at any time to discuss payment plan options, assistance, etc.
- Posters indicating that our Walk-in Centers remain closed at this time.

COVID -19 Customer Communications	March /	April	May J	lune .	July
Customer Emails (6)	2	2	1	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)  Created a COVID-19 Update page on our website. We have an alert on our homepage that directs visitors to the
Updates on Website (10)	5	2	1	1	1 page
Social Media Updates (21)	7	5	5	2	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.
					Created signage for our our walk-in centers with information on alternative payment/ways to reach us
Walk-in Center Closed Posters	1	1	1	1	1
					We informed first responders of our commitment to continue to respond to emergencies throughout the crisis
Email to First Responders	1				
					We informed City/Town officials of our change in operating procedues and response to COVID-19 to keep the
Email to City/Town Officials	1				public and our employees safe
					We created a press release announcing our support for community organizations and reinforcing our message
Press Release		1			regarding suspension of disconnects and late fees
Call Cariat (authorized) for a surrout Association		4			Created outbound call script for our CSRs to use in order to encourage customers who may be having difficulty
Call Script (outbound) for payment Arrangements		1			paying bills, to get on a payment arrangement
Call Seriet (inhaund) avalaining situ/taum inspections suspended	1				Many cities and towns stopped doing inspections for construction projects. We developed scripts to aide our CSRs
Call Script (inbound) explaining city/town inspections suspended	1				in explaining the situation  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
Email to police and traffic detial contractors regarding social distancing		1			address the issue and remotee our desire to maintain a off separation between crew members and hag personner
Email to police and dame action contractors regarding social distancing		-			Scripted an upfront message for our IVR system to inform customers that our walk-in centers are closed until
IVR upfront message - Walk-in Centers Closed	1				further notice.
	-				

## 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

August 30, 2020 Report

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

### Response:

Liberty Utilities has continued to work closely, both within and outside of the organization, to assess the evolving situation and ensure that we are providing as consistent as possible management of accounts across the country and across the state. Recurring check in meetings with the other 3 large NH utilities have occurred since March. Liberty has been attending meetings with larger groups specifically surrounding this docket, as well as recurring meetings with Liberty counterparts across the country. Liberty Utilities has also been participating in weekly NGA calls with other utility companies, and has been involved with multiple meetings specifically regarding this docket and the discussions surrounding resumption of collections processing here in New Hampshire.

### 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

### August 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:

Yes, the company has recently completed the 2020 sales forecasts for its New Hampshire utilities as per its annual budget process.

Please see below the projected percentage reduction in the 2020 sales forecast for the 2020/21 planning year vs 2019 sales forecast:

Energy North: -5.3%

Keene: -6.6%

Granite State: -2.0%

The company continues monitoring actual sales each month as mitigation and reopening efforts related to Covid-19 continue to evolve.

## 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

August 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:

Gas Operations: OMark Consultants will not be completing inside inspections for our Walking Survey. CMS Technicians will be completing inside inspections. This resulted in 2 additional crews on call each week. We also added three Damage Prevention Technicians for Digsafe emergencies for each yard. All crews have continued to stay separated from each other. With regards to Off Hour Coverage, we have our same Construction and Maintenance crews together for each yard and for off-hour coverage.

Electric Operations: Electric Operations split the workforce into groups of four to limit contact and potential spread of COVID-19. We are still running normal operations.

## 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

August 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.

## 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

August 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:

Based on a meeting held with the supply chain team on August 18, 2020, we have not experienced any significant supply chain disruptions in supporting the Utility operations. We are aware of minor increases in materials lead time, but after review, current stocking at our locations is adequate for historical demand and upcoming work. Supply Chain continues to monitor materials and supplies used for construction & 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.

Our COVID related supplies are substantial and adequate, noting that the availability of items remains limited due to global demand. Disinfecting wet wipes (Clorox Wipes) continue to be scarce and are forecasted to be in short supply well into to 2021. Supply Chain is ordering in limited numbers when they are available to meet & sustain our pandemic plan.

## 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

August 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:

The response provided in the prior month's report (see below) is still valid.

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. On July 17, 2020, the Utility's ultimate parent, Algonquin Power & Utilities Corp. closed on its equity offering of additional common shares which raised total proceeds of CAD 983 million before fees and commissions (USD equivalent is approximately \$724 million). Neither the Utility nor its parent company have suffered any credit rating agency downgrade as a result of COVID-19.

### 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

#### August 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, cleaning agents (sanitizers and towel wipes) and fees.
- 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)

NH COVID-19 Expense YTD JULY 2020							
	EnergyNorth	GSE	Total				
Labor	129,962	60,661	190,623				
Non-Labor	184,019	65,260	249,279				
Waived Fees	243,387	37,968	281,355				
Total	557,367	163,889	721,256				

#### 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 \$721,256 for March through July 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.

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

	ENNG Residential					
			Character Builder Vacou			
	2/20/2020	2/20/2010	Change over Prior Year			
Customer Count	<b>2/29/2020</b> 76,179	<b>2/28/2019</b> 74,506	Increase / (Decrease) 1,673			
A/R Balance						
Current	14,542,409	18,803,581	(4,261,173)			
1 - 30 Days	9,663,433 2,731,311	12,940,866 3,466,738	(3,277,433)			
•			(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				
			Change over Prior Year			
	2/29/2020	2/28/2019	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)			
	ENN	G Total AR				
			Change over Prior Year			
	2/29/2020	2/28/2019	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)			

Aging Doll			hrough April 2020
	ENNO	Residential	
			Change over Prior Year
	3/31/2020	3/31/2019	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	
			Change over Prior Year
	3/31/2020	3/31/2019	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)
	FNN	G Total AR	
	Liviv	G Total Alt	
			Change over Prior Year
	3/31/2020	3/31/2019	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)

	ENNO	Residential	
			Change over Prior Year
	4/30/2020	4/30/2019	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	
			Change over Prior Year
	4/30/2020	4/30/2019	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
	ENN	G Total AR	
			Change over Prior Year
	4/30/2020	4/30/2019	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

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

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

<u>Aging</u>	Dollars Summa	ry May 2020 tl	nrough July 2020
	ENNO	Residential	
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	72,033	74,254	(2,221)
Balance	6,804,714	10,229,370	(3,424,656)
Current	2,167,082	2,826,566	(659,484)
1 - 30 Days	1,192,180	1,652,219	(460,039)
31 - 60 Days	1,083,032	2,062,161	(979,129)
61 - 90 Days	809,231	1,867,399	(1,058,168)
91 - 120	704,574	867,848	(163,274)
121 - 150	573,410	549,149	24,260
151+	1,796,395	1,439,313	357,082
Unapplied	(1,521,190)	(1,035,286)	(485,904)
	ENNG	i Commerical	
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Customer Count	10,209	10,298	(89)
Balance	2,709,572	2,885,778	(176,206)
Current	1,620,743	2,198,371	(577,628)
1 - 30 Days	364,254	356,514	7,741
31 - 60 Days	298,228	252,672	45,557
61 - 90 Days	281,382	192,079	89,303
91 - 120	185,563	110,807	74,756
121 - 150	125,155	41,151	84,004
151+	239,314	141,081	98,233
Unapplied	(405,068)	(406,896)	1,828
	ENN	G Total AR	
	6/30/2020	6/30/2010	Change over Prior Year Increase / (Decrease)
Customer Count	<b>6/30/2020</b> 82,242	<b>6/30/2019</b> 84,552	(2,310)
A/R Balance	9,514,286	13,115,148	(3,600,862)
Current	3,787,825	5,024,937	(1,237,112)
1 - 30 Days	1,556,435	2,008,733	(452,299)
31 - 60 Days	1,381,260	2,314,832	(933,572)
61 - 90 Days	1,090,612	2,059,478	(968,866)
91 - 120	890,137	978,655	(88,518)
121 - 150	698,565	590,300	108,265
151+	2,035,710	1,580,394	455,315
Unapplied	(1,926,258)	(1,442,182)	(484,076)

	ENNG	Residential	
			Change over Prior Year
	7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	73,434	71,867	1,567
Balance	5,485,489	7,878,512	(2,393,023)
Current	1,764,321	2,009,586	(245,266)
1 - 30 Days	632,890	1,061,306	(428,416)
31 - 60 Days	749,250	1,055,016	(305,766)
61 - 90 Days	556,570	1,456,139	(899,569)
91 - 120	630,044	1,114,213	(484,169)
121 - 150	639,992	701,394	(61,402)
151+	2,179,533	1,714,304	465,229
Unapplied	(1,667,111)	(1,233,446)	(433,665)
	ENNG	Commerical	
			Change over Prior Year
	7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	10,557	9,862	695
Balance	2,192,364	2,141,727	50,637
Current	1,611,857	1,529,153	82,704
1 - 30 Days	239,848	329,723	(89,876)
31 - 60 Days	205,922	127,397	78,525
61 - 90 Days	143,073	157,143	(14,070)
91 - 120	236,925	134,730	102,195
121 - 150	161,161	84,883	76,278
151+	167,456	170,298	(2,841)
Unapplied	(573,877)	(391,599)	(182,278)
	ENNO	Total AR	
			Change over Prior Year
	7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	83,991	81,729	2,262
A/R Balance	7,677,852	10,020,239	(2,342,387)
Current	3,376,177	3,538,739	(162,562)
1 - 30 Days	872,738	1,391,030	(518,292)
31 - 60 Days	955,172	1,182,413	(227,241)
61 - 90 Days	699,643	1,613,282	(913,639)
91 - 120	866,969	1,248,943	(381,974)
121 - 150	801,153	786,277	14,876
151+	2,346,989	1,884,602	462,387
Unapplied	(2,240,988)	(1,625,045)	(615,943)

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Aging Percent Summary February 2020 through April 2020

	ENNG	Residential		ENNG Residential			tillough April 2020			ENNO	3 Residential	
			Change over Prior Year				Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A /D Dalamas			, , , ,	A /D Delevee	-	-	, , , ,		A /D Dalamas			· ·
A/R Balance	100.0% 66.5%	100.0% 68.8%	0.0%	A/R Balance	100.0% 58.1%	100.0% 57.7%	0.0% 0.3%		A/R Balance	#REF! #REF!	#REF! #REF!	#REF! #REF!
Current % 1 - 30 Days %	18.8%	18.4%	-2.4% 0.3%	Current 1 - 30 Days	20.8%	57.7% 24.9%	-4.1%		Current 1 - 30 Days	#REF!	#REF!	#REF!
	6.0%	5.4%		31 - 60 Days	9.5%	8.8%	0.7%		31 - 60 Days	#REF!	#REF!	#REF!
31 - 60 Days %	2.6%	1.8%	0.6% 0.8%	,		8.8% 3.5%	1.2%		· ·	#REF!	#REF!	#REF!
61 - 90 Days % 91 - 120 %	1.1%	1.0%	0.8%	61 - 90 Days 91 - 120	4.7% 2.3%	3.5% 1.1%	1.2%		61 - 90 Days 91 - 120	#REF!	#REF!	#REF!
121 - 150 %	1.1%	0.6%	0.1%	121 - 150	0.8%	0.8%	0.0%		121 - 150	#REF!	#REF!	#REF!
151+ %	10.8%	8.6%	2.2%	151+	11.4%	7.8%	3.6%		151+	#REF!	#REF!	#REF!
	-6.8%	-4.6%	-2.2%	Unapplied	-7.7%	-4.7%	-3.0%		Unapplied	#REF!	#REF!	#REF!
Unapplied %	-0.8%	-4.0%	-2.270	Onapplied	-7.770	-4.7%	-3.0%		Onapplied	#KEF!	#KEF!	#KEF!
	ENNG	Commerical			ENNG	Commerical				ENNG	Commerical	
			Change over Prior Year				Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%		A/R Balance	#REF!	#REF!	#REF!
Current	87.1%	88.6%	-1.5%	Current	81.9%	81.9%	0.0%		Current	#REF!	#REF!	#REF!
1 - 30 Days	10.7%	9.8%	0.9%	1 - 30 Days	12.7%	14.0%	-1.3%		1 - 30 Days	#REF!	#REF!	#REF!
31 - 60 Days	2.8%	2.0%	0.8%	31 - 60 Days	4.2%	4.0%	0.2%		31 - 60 Days	#REF!	#REF!	#REF!
61 - 90 Days	0.9%	1.1%	-0.2%	61 - 90 Days	2.4%	1.1%	1.3%		61 - 90 Days	#REF!	#REF!	#REF!
91 - 120	0.1%	0.2%	0.0%	91 - 120	0.6%	1.2%	-0.6%		91 - 120	#REF!	#REF!	#REF!
121 - 150	0.1%	0.1%	0.0%	121 - 150	0.0%	0.1%	-0.1%		121 - 150	#REF!	#REF!	#REF!
151+	2.0%	0.4%	1.6%	151+	2.5%	0.4%	2.1%		151+	#REF!	#REF!	#REF!
Unapplied	-3.8%	-2.1%	-1.6%	Unapplied	-4.3%	-2.7%	-1.7%		Unapplied	#REF!	#REF!	#REF!
	ENN	G Total AR			ENN	G Total AR				ENN	IG Total AR	
			Change over Prior Year				Change over Prior Year					Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)			4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%		A/R Balance	#REF!	#REF!	#REF!
Current	73.9%	75.8%	-1.8%	Current	65.9%	65.7%	0.3%		Current	#REF!	#REF!	#REF!
1 - 30 Days	15.9%	15.4%	0.4%	1 - 30 Days	18.1%	21.3%	-3.2%		1 - 30 Days	#REF!	#REF!	#REF!
31 - 60 Days	4.8%	4.2%	0.6%	31 - 60 Days	7.8%	7.2%	0.6%		31 - 60 Days	#REF!	#REF!	#REF!
61 - 90 Days	2.0%	1.5%	0.4%	61 - 90 Days	3.9%	2.7%	1.2%		61 - 90 Days	#REF!	#REF!	#REF!
91 - 120	0.7%	0.7%	0.0%	91 - 120	1.7%	1.1%	0.6%		91 - 120	#REF!	#REF!	#REF!
121 - 150	0.7%	0.4%	0.4%	121 - 150	0.6%	0.6%	0.0%		121 - 150	#REF!	#REF!	#REF!
151+	7.6%	5.7%	1.9%	151+	8.5%	5.4%	3.1%		151+	#REF!	#REF!	#REF!
Unapplied	-5.7%	-3.7%	-2.0%	Unapplied	-6.6%	-4.0%	-2.6%		Unapplied	#REF!	#REF!	#REF!
- F F			2.5%	- 1-1-				1	T.F.			*

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

Aging Percent Summary May 2020 through July 2020

	ENNG	Residential			ENNG	Residential			ENNG	Residential	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	39.6%	34.9%	4.7%	Current	31.8%	27.6%	4.2%	Current	32.2%	25.5%	6.7%
1 - 30 Days	20.5%	21.8%	-1.3%	1 - 30 Days	17.5%	16.2%	1.4%	1 - 30 Days	11.5%	13.5%	-1.9%
31 - 60 Days	15.7%	22.1%	-6.4%	31 - 60 Days	15.9%	20.2%	-4.2%	31 - 60 Days	13.7%	13.4%	0.3%
61 - 90 Days	9.7%	10.2%	-0.5%	61 - 90 Days	11.9%	18.3%	-6.4%	61 - 90 Days	10.1%	18.5%	-8.3%
91 - 120	7.3%	5.6%	1.7%	91 - 120	10.4%	8.5%	1.9%	91 - 120	11.5%	14.1%	-2.7%
121 - 150	4.2%	2.6%	1.6%	121 - 150	8.4%	5.4%	3.1%	121 - 150	11.7%	8.9%	2.8%
151+	16.8%	10.6%	6.2%	151+	26.4%	14.1%	12.3%	151+	39.7%	21.8%	18.0%
Unapplied	-13.7%	-7.8%	-5.9%	Unapplied	-22.4%	-10.1%	-12.2%	Unapplied	-30.4%	-15.7%	-14.7%
	ENNG	Commerical			ENNG	Commerical	I		ENNG	Commerical	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	65.4%	74.4%	-9.0%	Current	59.8%	76.2%	-16.4%	Current	73.5%	71.4%	2.1%
1 - 30 Days	16.9%	15.5%	1.5%	1 - 30 Days	13.4%	12.4%	1.1%	1 - 30 Days	10.9%	15.4%	-4.5%
31 - 60 Days	9.9%	9.6%	0.3%	31 - 60 Days	11.0%	8.8%	2.3%	31 - 60 Days	9.4%	5.9%	3.4%
61 - 90 Days	5.5%	5.2%	0.4%	61 - 90 Days	10.4%	6.7%	3.7%	61 - 90 Days	6.5%	7.3%	-0.8%
91 - 120	3.5%	2.1%	1.4%	91 - 120	6.8%	3.8%	3.0%	91 - 120	10.8%	6.3%	4.5%
121 - 150	2.0%	1.9%	0.1%	121 - 150	4.6%	1.4%	3.2%	121 - 150	7.4%	4.0%	3.4%
151+	4.2%	2.6%	1.6%	151+	8.8%	4.9%	3.9%	151+	7.6%	8.0%	-0.3%
Unapplied	-7.4%	-11.2%	3.8%	Unapplied	-14.9%	-14.1%	-0.8%	Unapplied	-26.2%	-18.3%	-7.9%
	ENNO	G Total AR			ENN	G Total AR			ENN	G Total AR	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)		6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	47.8%	43.9%	3.9%	Current	39.8%	38.3%	1.5%	Current	44.0%	35.3%	8.7%
1 - 30 Days	19.3%	20.3%	-1.0%	1 - 30 Days	16.4%	15.3%	1.0%	1 - 30 Days	11.4%	13.9%	-2.5%
31 - 60 Days	13.9%	19.3%	-5.4%	31 - 60 Days	14.5%	17.7%	-3.1%	31 - 60 Days	12.4%	11.8%	0.6%
61 - 90 Days	8.4%	9.1%	-0.7%	61 - 90 Days	11.5%	15.7%	-4.2%	61 - 90 Days	9.1%	16.1%	-7.0%
91 - 120	6.1%	4.8%	1.3%	91 - 120	9.4%	7.5%	1.9%	91 - 120	11.3%	12.5%	-1.2%
121 - 150	3.5%	2.4%	1.1%	121 - 150	7.3%	4.5%	2.8%	121 - 150	10.4%	7.8%	2.6%
151+	12.8%	8.8%	4.0%	151+	21.4%	12.1%	9.3%	151+	30.6%	18.8%	11.8%
Unapplied	-11.7%	-8.6%	-3.1%	Unapplied	-20.2%	-11.0%	-9.2%	Unapplied	-29.2%	-16.2%	-13.0%

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Aging Dollars Summary February 2020 through April 2020

Change over Prior Year

Change over Prior Year

Increase / (Decrease)

Change over Prior Year

Increase / (Decrease)

Change over Prior Year

4/30/2019 Increase / (Decrease)

512

(203,828)

91,757

(167,508)

(26,574)

8,642

1,093

12,985

(80,999)

(43,224)

(134,441)

(597,888)

316,431 64,752

42,600

22,573

11,216

34,583

(28,708)

(6)

22,969

(50,263)

67,840

1,316

448 105

136 86

3,300

492

(315,299)

(556,394)

216,764

39,494 51,690

23,771

24,337

(46,330)

(68,632)

Increase / (Decrease)

					ars Summary Fo					
	GSE	Residential			GSE	Residential			GSE	Residential
			a				a			
	- / /	- / /	Change over Prior Year		- / /	- / /	Change over Prior Year		. / /	. / /
Customer Count	2/29/2020	2/28/2019	Increase / (Decrease)	Custa man Causat	3/31/2020	3/31/2019	Increase / (Decrease)	Customer Count	4/30/2020	4/30/2019
Customer Count	34,619	34,238	381	Customer Count	33,215	34,160	(945)	Customer Count	33,392	32,880
A/R Balance	5,705,890	6,511,881	(805,991)	A/R Balance	5,321,142	6,366,720	(1,045,578)	A/R Balance	5,259,325	5,463,152
Current	3,880,911	4,287,354	(406,443)	Current	3,436,134	4,070,799	(634,665)	Current	3,426,523	3,334,765
1 - 30 Days	787,812	906,705	(118,893)	1 - 30 Days	710,588	896,295	(185,707)	1 - 30 Days	598,739	766,247
31 - 60 Days	244,963	300,792	(55,830)	31 - 60 Days	326,523	359,491	(32,968)	31 - 60 Days	304,638	331,212
61 - 90 Days	140,315	148,699	(8,384)	61 - 90 Days	173,956	193,564	(19,608)	61 - 90 Days	211,774	203,132
91 - 120	83,576	110,888	(27,312)	91 - 120	110,271	107,639	2,633	91 - 120	132,788	131,695
121 - 150	71,219	102,046	(30,827)	121 - 150	67,075	80,349	(13,275)	121 - 150	89,141	76,156
151+	745,724	854,695	(108,971)	151+	752,794	862,175	(109,381)	151+	755,519	836,518
Unapplied	(248,631)	(199,299)	(49,332)	Unapplied	(256,199)	(203,592)	(52,607)	Unapplied	(259,797)	(216,573)
	GSE	Commerical			GSE	Commerical			GSE	Commerical
			Change over Prior Year				Change over Prior Year			
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019
Customer Count	6,925	6,963	(38)	Customer Count	6,717	6,933	(216)	Customer Count	6,719	6,733
Balance	4,455,692	5,288,626	(832,934)	Balance	4,257,471	5,024,781	(767,310)	Balance	4,030,748	4,165,188
Current	3,958,578	4,645,704	(687,125)	Current	3,612,521	4,177,065	(564,544)	Current	3,155,498	3,753,386
1 - 30 Days	559,526	528,339	31,187	1 - 30 Days	527,020	750,785	(223,764)	1 - 30 Days	685,609	369,178
31 - 60 Days	92,472	125,856	(33,384)	31 - 60 Days	98,312	114,962	(16,651)	31 - 60 Days	148,665	83,913
61 - 90 Days	34,832	20,438	14,394	61 - 90 Days	52,033	36,366	15,666	61 - 90 Days	75,386	32,786
	18,312	13,841	4,471	91 - 120	25,956	10,020	15,936	91 - 120	38,834	16,261
91 - 120	,	8,668	13,902	121 - 150	13,544	8,209	5,335	121 - 150	15,357	4,141
	22 570		10,502	121 100			25,991		52,353	
121 - 150	22,570 22,836		(5.805)	151+	56 996	31 005		1151+		
121 - 150	22,570 22,836 (253,434)	28,641 (82,861)	(5,805) (170,573)	151+ Unapplied	56,996 (128,911)	31,005 (103,632)	(25,279)	151+ Unapplied	(140,954)	17,770 (112,246)
91 - 120 121 - 150 151+ Unapplied	22,836 (253,434)	28,641			(128,911)				(140,954)	
121 - 150 151+	22,836 (253,434)	28,641 (82,861)	(170,573)		(128,911)	(103,632)	(25,279)		(140,954)	(112,246)
121 - 150 151+	22,836 (253,434) GSI	28,641 (82,861) E Industrial	(170,573)  Change over Prior Year		(128,911) GSE	(103,632)	(25,279)  Change over Prior Year		(140,954) GSI	(112,246) E Industrial
121 - 150 151+ Unapplied	22,836 (253,434) GSI 2/29/2020	28,641 (82,861) E Industrial 2/28/2019	(170,573)  Change over Prior Year Increase / (Decrease)	Unapplied	(128,911) GSE 3/31/2020	(103,632) E Industrial 3/31/2019	(25,279)  Change over Prior Year Increase / (Decrease)	Unapplied	(140,954) GSI 4/30/2020	(112,246) E Industrial 4/30/2019
121 - 150 151+ Unapplied Customer Count	22,836 (253,434) GSI 2/29/2020	28,641 (82,861) E Industrial 2/28/2019 178	(170,573)  Change over Prior Year Increase / (Decrease)  (7)	Unapplied  Customer Count	(128,911) GSE 3/31/2020 168	(103,632) E Industrial  3/31/2019  177	(25,279)  Change over Prior Year Increase / (Decrease) (9)	Unapplied  Customer Count	(140,954)  GSI  4/30/2020  165	(112,246) E Industrial  4/30/2019  171
121 - 150 151+ Unapplied Customer Count A/R Balance	22,836 (253,434) GSI 2/29/2020 171 922,290	28,641 (82,861) E Industrial 2/28/2019 178 941,666	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376)	Unapplied  Customer Count A/R Balance	(128,911)  GSE  3/31/2020  168  997,971	(103,632) E Industrial  3/31/2019  177  988,147	Change over Prior Year Increase / (Decrease) (9) 9,823	Unapplied  Customer Count Balance	(140,954)  GSI  4/30/2020  165  947,258	(112,246) E Industrial  4/30/2019  171  924,289
121 - 150 151+ Unapplied Customer Count A/R Balance Current	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917)	Customer Count A/R Balance Current	(128,911)  GSE  3/31/2020  168  997,971 820,643	(103,632) E Industrial  3/31/2019  177  988,147 937,247	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603)	Customer Count Balance Current	(140,954)  GSI  4/30/2020  165  947,258 850,984	(112,246) E Industrial  4/30/2019  171  924,289 901,247
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279	Customer Count A/R Balance Current 1 - 30 Days	(128,911)  GSE  3/31/2020  168  997,971 820,643 177,969	(103,632) E Industrial  3/31/2019  177  988,147 937,247 45,084	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885	Customer Count Balance Current 1 - 30 Days	(140,954)  GSI  4/30/2020  165  947,258 850,984 95,663	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	3/31/2020 168 997,971 820,643 177,969 1,224	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 54	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170	Customer Count Balance Current 1 - 30 Days 31 - 60 Days	4/30/2020 165 947,258 850,984 95,663 1,695	(112,246) E Industrial  4/30/2019  171  924,289  901,247 27,823 379
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	3/31/2020 168 997,971 820,643 177,969 1,224	3/31/2019 177 988,147 937,247 45,084 423	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020 165 947,258 850,984 95,663 1,695 462	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	3/31/2020 168 997,971 820,643 177,969 1,224 120 137	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 54 423 1,455	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107	(112,246) E Industrial  4/30/2019  171  924,289  901,247 27,823 379
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	3/31/2020 168 997,971 820,643 177,969 1,224	3/31/2019 177 988,147 937,247 45,084 423	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020 165 947,258 850,984 95,663 1,695 462	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823 379 14
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	3/31/2020 168 997,971 820,643 177,969 1,224 120 137	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 54 423 1,455	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823 379 14
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	3/31/2020 168 997,971 820,643 177,969 1,224 120 137	3/31/2019 177 988,147 937,247 45,084 54 423 1,455 1,110	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823 379 14 1
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118)	Customer Count  A/R Balance Current  1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)	(103,632)  3/31/2019  177  988,147 937,247 45,084 54 423 1,455 1,110 4,270	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270)	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	(112,246) E Industrial  4/30/2019 171 924,289 901,247 27,823 379 14 1
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118)	Customer Count  A/R Balance Current  1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)	3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496)	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270)	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118)	Customer Count  A/R Balance Current  1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)	3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496)	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270)	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517	Customer Count  A/R Balance Current  1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)	3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496)	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075)	28,641 (82,861) E Industrial 2/28/2019 178 941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year	Customer Count  A/R Balance Current  1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)	3/31/2019 177 988,147 937,247 45,084 54 423 1,455 1,110 4,270 (1,496)	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875)	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174)
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GS	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,195 1,900 5,118 (1,593)  E Total AR	(170,573)  Change over Prior Year Increase / (Decrease)  (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	3/31/2020  168 997,971 820,643 177,969 1,224 120 137 87 - (2,209) GSI	(103,632) E Industrial  3/31/2019  177  988,147  937,247  45,084  54  423 1,455 1,110 4,270 (1,496) E Total AR	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	4/30/2020 4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GS	(112,246) E Industrial  4/30/2019  171  924,289  901,247  27,823  379  14  1  - (5,174)
121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GSI	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR	(170,573)  Change over Prior Year Increase / (Decrease)  (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209) GSI 3/31/2020	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 54 423 1,455 1,110 4,270 (1,496) E Total AR  3/31/2019 41,270	(25,279)  Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease) (1,170)	Customer Count  Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count	4/30/2020 4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSI	4/30/2019  4/30/2019  171  924,289  901,247  27,823  379  14  1  -  (5,174)  SE Total AR  4/30/2019  39,784
121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GS 2/29/2020 41,715	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019 41,379 12,742,173	(170,573)  Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209) GSI 3/31/2020 40,100 10,576,584	3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 (1,496) E Total AR 3/31/2019 41,270 12,379,648	Change over Prior Year Increase / (Decrease)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease) (1,170) (1,803,064)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 (1,875) GSI	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174) E Total AR  4/30/2019 39,784 10,552,630
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GSI 2/29/2020 41,715 11,083,872 8,689,773 1,418,195	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019 41,379 12,742,173 9,827,258 1,473,622	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209) GSI 3/31/2020 40,100 10,576,584 7,869,299 1,415,577	3/31/2019 177 988,147 937,247 45,084 54 423 1,455 1,110 4,270 (1,496) E Total AR 3/31/2019 41,270 12,379,648 9,185,110	Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease)  (1,170) (1,803,064) (1,315,812) (276,587)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) <b>GS</b> 4/30/2020 40,276 10,237,331 7,433,005	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174) iE Total AR  4/30/2019 39,784 10,552,630 7,989,399
121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 (1,075) GS 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379 12,742,173 9,827,258 1,473,622 427,323	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	(128,911)  GSE  3/31/2020  168 997,971 820,643 177,969 1,224 120 137 87 - (2,209)  GSE  3/31/2020 40,100 10,576,584 7,869,299 1,415,577 426,059	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 54 423 1,455 1,110 4,270 (1,496) E Total AR  3/31/2019 41,270 12,379,648 9,185,110 1,692,164 474,508	Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease) (1,170) (1,803,064) (1,315,812) (276,587) (48,449)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days	4/30/2020 4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSI 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174) E Total AR 4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503
121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GS 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379  12,742,173 9,827,258 1,473,622 427,323 170,731	(170,573)  Change over Prior Year Increase / (Decrease)  (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	(128,911)  GSE  3/31/2020  168  997,971  820,643  177,969  1,224  120  137  87  - (2,209)  GSE  3/31/2020  40,100  10,576,584  7,869,299  1,415,577  426,059  226,109	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496) E Total AR  3/31/2019 41,270 12,379,648 9,185,110 1,692,164 474,508 230,354	Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease)  (1,170)  (1,803,064) (1,315,812) (276,587) (48,449) (4,245)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020 4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSI 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174) E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503 235,932
121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 (1,075) GS 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613 102,260	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379  12,742,173 9,827,258 1,473,622 427,323 170,731 125,924	Change over Prior Year Increase / (Decrease) (7) (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882 (23,664)	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	3/31/2020 168 997,971 820,643 177,969 1,224 120 137 87 - (2,209) GSI 3/31/2020 40,100 10,576,584 7,869,299 1,415,577 426,059 226,109 136,364	3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496) E Total AR 3/31/2019 41,270 12,379,648 9,185,110 1,692,164 474,508 230,354 119,114	Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease)  (1,170)  (1,803,064) (1,315,812) (276,587) (48,449) (4,245) 17,250	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120	4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSI 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621 171,729	4/30/2019 171 924,289 901,247 27,823 379 14 1 (5,174) E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503 235,932 147,957
121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance	22,836 (253,434) GSI 2/29/2020 171 922,290 850,284 70,856 1,250 466 372 137 - (1,075) GS 2/29/2020 41,715 11,083,872 8,689,773 1,418,195 338,684 175,613	28,641 (82,861)  E Industrial  2/28/2019  178  941,666 894,200 38,578 674 1,594 1,195 1,900 5,118 (1,593)  E Total AR  2/28/2019  41,379  12,742,173 9,827,258 1,473,622 427,323 170,731	(170,573)  Change over Prior Year Increase / (Decrease)  (19,376) (43,917) 32,279 576 (1,128) (823) (1,762) (5,118) 517  Change over Prior Year Increase / (Decrease) 336 (1,658,301) (1,137,485) (55,427) (88,638) 4,882	Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	(128,911)  GSE  3/31/2020  168  997,971  820,643  177,969  1,224  120  137  87  - (2,209)  GSE  3/31/2020  40,100  10,576,584  7,869,299  1,415,577  426,059  226,109	(103,632) E Industrial  3/31/2019 177 988,147 937,247 45,084 423 1,455 1,110 4,270 (1,496) E Total AR  3/31/2019 41,270 12,379,648 9,185,110 1,692,164 474,508 230,354	Change over Prior Year Increase / (Decrease)  (9)  9,823 (116,603) 132,885 1,170 (303) (1,318) (1,023) (4,270) (713)  Change over Prior Year Increase / (Decrease)  (1,170)  (1,803,064) (1,315,812) (276,587) (48,449) (4,245)	Customer Count Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days 91 - 120 121 - 150 151+ Unapplied  Customer Count A/R Balance Current 1 - 30 Days 31 - 60 Days 61 - 90 Days	4/30/2020 4/30/2020 165 947,258 850,984 95,663 1,695 462 107 136 86 (1,875) GSI 4/30/2020 40,276 10,237,331 7,433,005 1,380,011 454,997 287,621	4/30/2019 171 924,289 901,247 27,823 379 14 1 - (5,174) E Total AR  4/30/2019 39,784 10,552,630 7,989,399 1,163,247 415,503 235,932

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

<u>Aging Percent Summary May 2020 through July 2020</u>

	GSE	Residential				GSE	Residential				GSE Re	sidential	
			Change over Prior Year					Change over Prior Year					Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)			7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	34.420	33,456	964	Cus	stomer Count	33,326	31.591	1,735		Customer Count	34,412	30,315	4,097
A/R Balance	5,017,596	5,071,474	(53,878)		R Balance	5,275,258	4,465,999	809,259		A/R Balance	6,489,956	4,808,547	1,681,409
Current	3,052,156	3,085,352	(33,196)		rrent	3,511,898	2,587,348	924,550		Current	4,561,593	3,066,358	1,495,234
1 - 30 Days	668,675	648,139	20,536	1 -	30 Days	485,641	568,602	(82,962)		1 - 30 Days	601,410	545,788	55,622
31 - 60 Days	291,955	326,035	(34,080)	31	- 60 Days	275,627	266,923	8,704		31 - 60 Days	245,734	183,690	62,043
61 - 90 Days	211,427	199,073	12,354	61	- 90 Days	189,360	219,894	(30,535)		61 - 90 Days	186,083	168,954	17,129
91 - 120	165,185	143,068	22,117	91	- 120	158,390	148,632	9,758		91 - 120	154,256	168,185	(13,929
121 - 150	107,635	97,329	10,306	12:	1 - 150	128,876	108,706	20,170		121 - 150	138,790	112,765	26,025
151+	796,430	823,942	(27,511)	153	1+	824,387	837,108	(12,721)		151+	890,280	831,521	58,759
Unapplied	(275,867)	(251,463)	(24,404)	Un	napplied	(298,919)	(271,214)	(27,705)		Unapplied	(288,190)	(268,715)	(19,476
	GSE	Commerical				GSE (	Commerical				GSE Co	mmerical	
		- 1 1	Change over Prior Year					Change over Prior Year			- t to	= t= . tc : : :	Change over Prior Year
	5/31/2020		Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)			7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	6,907	6,790	117		stomer Count	6,558	6,769	(211)	-	Customer Count	6,697	6,501	196
Balance	3,751,399	3,919,278	(167,880)		lance	4,090,377	3,645,267	445,110		Balance	4,613,082	3,964,687	648,396
Current	2,878,300	3,583,242	(704,942)		rrent	3,161,133	3,066,025	95,108		Current	3,849,688	3,720,403	129,284
1 - 30 Days	608,603	284,695	323,909		30 Days	461,295	587,545	(126,250)		1 - 30 Days	499,486	281,769	217,717
31 - 60 Days	214,653	79,082	135,570		- 60 Days	392,937	44,686	348,251		31 - 60 Days	170,357	46,564	123,793
61 - 90 Days	91,957	40,823	51,134		- 90 Days	109,147	33,024	76,123		61 - 90 Days	81,976	19,898	62,078
91 - 120	40,503	10,035	30,468		- 120	63,444	13,933	49,510		91 - 120	58,689	10,646	48,043
121 - 150	21,481	5,105	16,376		1 - 150	26,650	6,417	20,233		121 - 150	41,958	7,854	34,104
151+ Unapplied	52,206 (156,304)	19,727 (103,431)	32,479 (52,873)	15:	1+ napplied	61,796 (186,025)	20,182 (126,545)	41,615 (59,480)		151+ Unapplied	76,963 (166,034)	20,024 (142,471)	56,939 (23,563
Unapplied	(150,504)	(103,431)	(52,673)	UII	іарріїец	(160,025)	(120,343)	(59,460)		опаррпец	(100,034)	(142,471)	(23,503
		E Industrial	Change over Prior Year				Industrial	Change over Prior Year				ndustrial	Change over Prior Year
	5/31/2020		Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)			7/31/2020	7/31/2019	Increase / (Decrease)
Customer Count	169	166	3		stomer Count	162	166	(4)		Customer Count	167	164	3
Balance	556,169	865,674	(309,505)		lance	784,022	712,020	72,002		Balance	1,001,829	992,884	8,946
Current	535,613	855,829	(320,216)		rrent	757,581	615,364	142,216		Current	914,293	821,563	92,730
1 - 30 Days	20,647	14,929	5,717		30 Days	26,921	99,440	(72,519)		1 - 30 Days	88,851	112,874	(24,022
31 - 60 Days	1,496	161	1,336		- 60 Days	1,384	98	1,286		31 - 60 Days	1,813	61,217	(59,404
61 - 90 Days	402	14	387		- 90 Days	433	81	352		61 - 90 Days	143	82	61
91 - 120	46	1	45		- 120 1 - 150	97	1	96		91 - 120	130	95	35
121 - 150	22	-	22 17	15:		9	-	9		121 - 150 151+	55	1	54
151+	17 (2,073)		3,187		1+ napplied	(2,402)	(2,965)	562			(2.457)	(2.040)	- (500
Unapplied	(2,073)	(5,260)	3,187	Un	аррнеа	(2,402)	(2,965)	562		Unapplied	(3,457)	(2,948)	(509
	GSI	E Total AR				GSE	Total AR				GSE T	otal AR	
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)			6/30/2020	6/30/2019	Change over Prior Year Increase / (Decrease)			7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	41,496	40,412	1,084	Cus	stomer Count	40,046	38,526	1,520		Customer Count	41,276	36,980	4,296
A/R Balance	9,325,164	9,856,426	(531,262)	A/F	R Balance	10,149,657	8,823,286	1,326,371		A/R Balance	12,104,868	9,766,117	2,338,751
Current	6,466,069	7,524,423	(1,058,354)		rrent	7,430,612	6,268,738	1,161,874		Current	9,325,573	7,608,325	1,717,248
1 - 30 Days	1,297,925	947,763	350,162		30 Days	973,857	1,255,588	(281,731)		1 - 30 Days	1,189,748	940,430	249,317
31 - 60 Days	508,104	405,277	102,826	31	- 60 Days	669,948	311,707	358,241		31 - 60 Days	417,903	291,471	126,432
61 - 90 Days	303,785	239,910	63,875		- 90 Days	298,939	252,999	45,940		61 - 90 Days	268,202	188,934	79,268
91 - 120	205,734	153,105	52,629	91	- 120	221,931	162,566	59,364		91 - 120	213,076	178,926	34,150
121 - 150	129,138	102,435	26,703	12:	1 - 150	155,534	115,123	40,412		121 - 150	180,804	120,620	60,184
151+	848,653	843,668	4,985	153	1+	886,183	857,289	28,893		151+	967,243	851,545	115,698
Unapplied	(434,244)	(360,154)	(74,090)	Un	napplied	(487,346)	(400,724)	(86,623)		Unapplied	(457,681)	(414,133)	(43,548

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities <u>Aging Dollars Summary February 2020 through April 2020</u>

	GS	SE Residential		Aging Doi		SE Residentia	l I I I I I I I I I I I I I I I I I I I		G:	SE Residentia	I
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2010	Increase / (Decrease)		4/30/2020	1/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	68.0%	65.8%	2.2%	Current	64.6%	63.9%	0.6%	Current	65.2%	61.0%	4.1%
1 - 30 Days	13.8%	13.9%	-0.1%	1 - 30 Days	13.4%	14.1%	-0.7%	1 - 30 Days	11.4%	14.0%	-2.6%
31 - 60 Days	4.3%	4.6%	-0.3%	31 - 60 Days	6.1%	5.6%	0.5%	31 - 60 Days	5.8%	6.1%	-0.3%
61 - 90 Days	2.5%	2.3%	0.2%	61 - 90 Days	3.3%	3.0%	0.2%	61 - 90 Days	4.0%	3.7%	0.3%
91 - 120	1.5%	1.7%	-0.2%	91 - 120	2.1%	1.7%	0.4%	91 - 120	2.5%	2.4%	0.1%
121 - 150	1.2%	1.6%	-0.3%	121 - 150	1.3%	1.3%	0.0%	121 - 150	1.7%	1.4%	0.3%
151+	13.1%	13.1%	-0.1%	151+	14.1%	13.5%	0.6%	151+	14.4%	15.3%	-0.9%
Unapplied	-4.4%	-3.1%	-1.3%	Unapplied	-4.8%	-3.2%	-1.6%	Unapplied	-4.9%	-4.0%	-1.0%
	GS	E Commerica	ı		GS	E Commerica	al		GS	E Commerica	al
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	88.8%	87.8%	1.0%	Current	84.9%	83.1%	1.7%	Current	78.3%	90.1%	-11.8%
1 - 30 Days	12.6%	10.0%	2.6%	1 - 30 Days	12.4%	14.9%	-2.6%	1 - 30 Days	17.0%	8.9%	8.1%
31 - 60 Days	2.1%	2.4%	-0.3%	31 - 60 Days	2.3%	2.3%	0.0%	31 - 60 Days	3.7%	2.0%	1.7%
61 - 90 Days	0.8%	0.4%	0.4%	61 - 90 Days	1.2%	0.7%	0.5%	61 - 90 Days	1.9%	0.8%	1.1%
91 - 120	0.4%	0.3%	0.1%	91 - 120	0.6%	0.2%	0.4%	91 - 120	1.0%	0.4%	0.6%
121 - 150	0.5%	0.2%	0.3%	121 - 150	0.3%	0.2%	0.2%	121 - 150	0.4%	0.1%	0.3%
151+	0.5%	0.5%	0.0%	151+	1.3%	0.6%	0.7%	151+	1.3%	0.4%	0.9%
Unapplied	-5.7%	-1.6%	-4.1%	Unapplied	-3.0%	-2.1%	-1.0%	Unapplied	-3.5%	-2.7%	-0.8%
	G	SE Industrial			G	SE Industrial			G	SE Industrial	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	92.2%	95.0%	-2.8%	Current	82.2%	94.8%	-12.6%	Current	89.8%	97.5%	-7.7%
1 - 30 Days	7.7%	4.1%	3.6%	1 - 30 Days	17.8%	4.6%	13.3%	1 - 30 Days	10.1%	3.0%	7.1%
31 - 60 Days	0.1%	0.1%	0.1%	31 - 60 Days	0.1%	0.0%	0.1%	31 - 60 Days	0.2%	0.0%	0.1%
61 - 90 Days	0.1%	0.2%	-0.1%	61 - 90 Days	0.0%	0.0%	0.0%	61 - 90 Days	0.0%	0.0%	0.0%
91 - 120	0.0%	0.1%	-0.1%	91 - 120	0.0%	0.1%	-0.1%	91 - 120	0.0%	0.0%	0.0%
121 - 150	0.0%	0.2%	-0.2%	121 - 150	0.0%	0.1%	-0.1%	121 - 150	0.0%	0.0%	0.0%
151+	0.0%	0.5%	-0.5%	151+	0.0%	0.4%	-0.4%	151+	0.0%	0.0%	0.0%
Unapplied	-0.1%	-0.2%	0.1%	Unapplied	-0.2%	-0.2%	-0.1%	Unapplied	-0.2%	-0.6%	0.4%
	G	SE Total AR			G	SE Total AR			G	SE Total AR	
			Change over Prior Year				Change over Prior Year				Change over Prior Year
	2/29/2020	2/28/2019	Increase / (Decrease)		3/31/2020	3/31/2019	Increase / (Decrease)		4/30/2020	4/30/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	78.4%	77.1%	1.3%	Current	74.4%	74.2%	0.2%	Current	72.6%	75.7%	-3.1%
1 - 30 Days	12.8%	11.6%	1.2%	1 - 30 Days	13.4%	13.7%	-0.3%	1 - 30 Days	13.5%	11.0%	2.5%
		3.4%	-0.3%	31 - 60 Days	4.0%	3.8%	0.2%	31 - 60 Days	4.4%	3.9%	0.5%
31 - 60 Days	3.1%	3.470				1.9%	0.3%	61 - 90 Days	2.8%	2.2%	0.6%
31 - 60 Days 61 - 90 Days	3.1% 1.6%	1.3%	0.2%	61 - 90 Days	2.1%	1.5/0	0.3/0				0.070
			0.2% -0.1%	61 - 90 Days 91 - 120	1.3%	1.0%	0.3%	91 - 120	1.7%	1.4%	0.3%
61 - 90 Days	1.6%	1.3%									
61 - 90 Days 91 - 120	1.6% 0.9%	1.3% 1.0%	-0.1%	91 - 120	1.3%	1.0%	0.3%	91 - 120	1.7%	1.4%	0.3%

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

Aging Dollars Summary May 2020 through July 2020

	GS	SE Residentia	l			G	SE Residentia	I		GSI	E Residential	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	7	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	60.8%	60.8%	0.0%		Current	66.6%	57.9%	8.6%	Current	70.3%	63.8%	6.5%
1 - 30 Days	13.3%	12.8%	0.5%		1 - 30 Days	9.2%	12.7%	-3.5%	1 - 30 Days	9.3%	11.4%	-2.1%
31 - 60 Days	5.8%	6.4%	-0.6%	3	31 - 60 Days	5.2%	6.0%	-0.8%	31 - 60 Days	3.8%	3.8%	0.0%
61 - 90 Days	4.2%	3.9%	0.3%	e	61 - 90 Days	3.6%	4.9%	-1.3%	61 - 90 Days	2.9%	3.5%	-0.6%
91 - 120	3.3%	2.8%	0.5%	9	91 - 120	3.0%	3.3%	-0.3%	91 - 120	2.4%	3.5%	-1.1%
121 - 150	2.1%	1.9%	0.2%	1	121 - 150	2.4%	2.4%	0.0%	121 - 150	2.1%	2.3%	-0.2%
151+	15.9%	16.2%	-0.4%	1	151+	15.6%	18.7%	-3.1%	151+	13.7%	17.3%	-3.6%
Unapplied	-5.5%	-5.0%	-0.5%	ı	Unapplied	-5.7%	-6.1%	0.4%	Unapplied	-4.4%	-5.6%	1.1%
	GS	E Commerica	al			GS	SE Commerica	ıl		GSE	Commerica	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	1	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	76.7%	91.4%	-14.7%		Current	77.3%	84.1%	-6.8%	Current	83.5%	93.8%	-10.4%
1 - 30 Days	16.2%	7.3%	9.0%		1 - 30 Days	11.3%	16.1%	-4.8%	1 - 30 Days	10.8%	7.1%	3.7%
31 - 60 Days	5.7%	2.0%	3.7%	3	31 - 60 Days	9.6%	1.2%	8.4%	31 - 60 Days	3.7%	1.2%	2.5%
61 - 90 Days	2.5%	1.0%	1.4%	6	61 - 90 Days	2.7%	0.9%	1.8%	61 - 90 Days	1.8%	0.5%	1.3%
91 - 120	1.1%	0.3%	0.8%	9	91 - 120	1.6%	0.4%	1.2%	91 - 120	1.3%	0.3%	1.0%
121 - 150	0.6%	0.1%	0.4%		121 - 150	0.7%	0.2%	0.5%	121 - 150	0.9%	0.2%	0.7%
151+	1.4%	0.5%	0.9%	1	151+	1.5%	0.6%	1.0%	151+	1.7%	0.5%	1.2%
Unapplied	-4.2%	-2.6%	-1.5%	ι	Jnapplied	-4.5%	-3.5%	-1.1%	Unapplied	-3.6%	-3.6%	0.0%
	G	SE Industrial				0	SSE Industrial			GS	SE Industrial	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020		Increase / (Decrease)			6/30/2020		Increase / (Decrease)		7/31/2020		Increase / (Decrease)
Balance	100.0%	100.0%	0.0%		Balance	100.0%	100.0%	0.0%	Balance	100.0%	100.0%	0.0%
Current	96.3%	98.9%	-2.6%		Current	96.6%	86.4%	10.2%	Current	91.3%	82.7%	8.5%
1 - 30 Days	3.7%	1.7%	2.0%		1 - 30 Days	3.4%	14.0%	-10.5%	1 - 30 Days	8.9%	11.4%	-2.5%
31 - 60 Days	0.3%	0.0%	0.3%		31 - 60 Days	0.2%	0.0%	0.2%	31 - 60 Days	0.2%	6.2%	-6.0%
61 - 90 Days	0.1%	0.0%	0.1%		51 - 90 Days	0.1%	0.0%	0.0%	61 - 90 Days	0.0%	0.0%	0.0%
91 - 120	0.0%	0.0%	0.0%		91 - 120	0.0%	0.0%	0.0%	91 - 120	0.0%	0.0%	0.0%
121 - 150	0.0%	0.0%	0.0%		121 - 150	0.0%	0.0%	0.0%	121 - 150	0.0%	0.0%	0.0%
151+	0.0% -0.4%	0.0% -0.6%	0.0%		151+	0.0% -0.3%	0.0% -0.4%	0.0% 0.1%	151+	0.0% -0.3%	0.0% -0.3%	0.0% 0.0%
Unapplied	-0.4%	-0.6%	0.2%	l	Unapplied	-0.3%	-0.4%	0.1%	Unapplied	-0.3%	-0.3%	0.0%
	G	SE Total AR				G	SSE Total AR			G	SE Total AR	
			Change over Prior Year					Change over Prior Year				Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)			6/30/2020	6/30/2019	Increase / (Decrease)		7/31/2020	7/31/2019	Increase / (Decrease)
A/R Balance	100.0%	100.0%	0.0%	7	A/R Balance	100.0%	100.0%	0.0%	A/R Balance	100.0%	100.0%	0.0%
Current	69.3%	76.3%	-7.0%		Current	73.2%	71.0%	2.2%	Current	77.0%	77.9%	-0.9%
1 - 30 Days	13.9%	9.6%	4.3%		1 - 30 Days	9.6%	14.2%	-4.6%	1 - 30 Days	9.8%	9.6%	0.2%
31 - 60 Days	5.4%	4.1%	1.3%		31 - 60 Days	6.6%	3.5%	3.1%	31 - 60 Days	3.5%	3.0%	0.5%
61 - 90 Days	3.3%	2.4%	0.8%		51 - 90 Days	2.9%	2.9%	0.1%	61 - 90 Days	2.2%	1.9%	0.3%
91 - 120	2.2%	1.6%	0.7%		91 - 120	2.2%	1.8%	0.3%	91 - 120	1.8%	1.8%	-0.1%
121 - 150	1.4%	1.0%	0.3%		121 - 150	1.5%	1.3%	0.2%	121 - 150	1.5%	1.2%	0.3%
151+	9.1%	8.6%	0.5%		151+	8.7%	9.7%	-1.0%	151+	8.0%	8.7%	-0.7%
Unapplied	-4.7%	-3.7%	-1.0%		Jnapplied	-4.8%	-4.5%	-0.3%	Unapplied	-3.8%	-4.2%	0.5%
			,		FF		.,.				,,,	

## Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities

Payment Count and Dollars Summary March and April 2020

	ENNO	3 Residential			ENNO	G Residential	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	73,654	75,870	(2,216)	Payment #	74,689	76,134	(1,445)
Payment \$	11,691,688	13,995,502	(2,303,814)	Payment \$	9,571,602	12,273,165	(2,701,563)
	ENNG	i Commerical			ENNG	Commerical	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	12,037	12,245	(208)	Payment #	11,159	13,147	(1,988)
Payment \$	10,047,413	12,056,985	(2,009,572)	Payment \$	6,831,911	10,764,618	(3,932,707)
	EN	ING Total			EN	ING Total	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)		4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	85,691	88,115	(2,424)	Payment #	85,848	89,281	(3,433)
Payment \$	21,739,101	26,052,487	(4,313,386)	Payment \$	16,403,513	23,037,783	(6,634,270)

## Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Payment Percent Change Summary March through April

March April

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	ENNG Residential	E	NNG Residential
	Change over Prior Year Increase / (Decrease)		Change over Prior \ Increase / (Decrea
Payment #	-3%	Payment #	-2%
Payment \$	-16%	Payment \$	-22%
	ENNG Commerical	E	NNG Commerical
	Change over Prior Year Increase / (Decrease)		Change over Prior Y Increase / (Decrea
Payment #	-2%	Payment #	-15%
Payment \$	-17%	Payment \$	-37%

Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities
Payment Count and Dollar Summary May 2020 through July 2020

ENNG Residential				
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)	
Payment #	67,654	75,405	(7,751)	
Payment \$	6,880,472	9,096,136	(2,215,664)	
	EN	NG Commerica	I	
			Change over Prior Year	
	5/31/2020	5/31/2019	Increase / (Decrease)	
Payment #	11,445	12,230	(785)	
Payment \$	5,388,848	7,492,440	(2,103,592)	
		ENNG Total		
			Change over Prior Year	
	5/31/2020	5/31/2019	Increase / (Decrease)	
Payment #	79,099	87,635	(8,536)	
Payment \$	12,269,320	16,588,576	(4,319,256)	

ayment Count and Dollar Summary May 2020 through July 2020						
	ENNG Residential					
			Change over Prior Year			
	6/30/2020	6/30/2019	Increase / (Decrease)			
			• •			
Payment #	77,115	62,458	14,657			
Payment \$	5,563,926	5,665,249	(101,323)			
	EN	NG Commerio	cal			
			Change over Prior Year			
	6/30/2020	6/30/2019	Increase / (Decrease)			
Payment #	13,059	10,125	2,934			
Payment \$	4,159,038	3,918,362	240,676			
		<b>ENNG Total</b>				
			Change over Prior Year			
	6/30/2020	6/30/2019	Increase / (Decrease)			
Payment #	90,174	72,583	17,591			
Payment \$	9,722,964	9,583,611	139,353			
			,			

	ENNG Residential				
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)		
Payment # Payment \$	68,780 3,658,090	72,444 4,913,587	(3,664) (1,255,497)		
	EN	NG Commeric	cal		
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)		
Payment # Payment \$	10,948 2,411,566	12,671 3,200,861	(1,723) (789,295)		
		ENNG Total			
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)		
Payment # Payment \$	79,728 6,069,656	85,115 8,114,448	(5,387) (2,044,792)		

# Liberty Utilities (EnergyNorth Natural Gas) d/b/a Liberty Utilities Payment Percent Change Summary May through July

<u>May</u>				<u>June</u>
ENNG Residential			ENN	G Residential
	Change over			Change over Prior
	Prior Year			Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-10%		Payment #	23%
Payment \$	-24%		Payment \$	-2%
ENNG C	ommerical		ENNO	G Commerical
	Change over			Change over Prior
	Prior Year			Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-6%		Payment #	29%
Payment \$	-28%		Payment \$	6%
r ayment y	2070	_	r ayment y	070

	<u>July</u>
ENN	G Residential
	Change over Prior
	Year
	Increase /
	(Decrease)
Payment #	-5%
Payment \$	-26%
ENNO	6 Commerical
	Change over Prior
	Year
	Increase /
	(Decrease)
Payment #	-14%
Payment \$	-25%

## Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

Payment Count and Dollar Summary March 2020 through April 2020

	GSE	Residential	
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Payment #	35,622	34,539	1,083
Payment \$	4,684,369	5,010,953	(326,584)
	GSE	Commerical	
			Change over Prior Year
	3/31/2020	3/31/2019	Increase / (Decrease)
Payment #	7,248	6,841	407
Payment \$	4,532,489	5,127,401	(594,912)
	GSI	E Industrial	
			Change over Prior Year
	3/31/2020	3/31/2019	Increase / (Decrease)
Payment #	198	187	11
Payment \$	845,004	964,006	(119,002)
	G	SE Total	
			Change over Prior Year
	3/31/2020	3/31/2019	Increase / (Decrease)
Payment #	43,068	41,567	1,501
Payment \$	10,061,862	11,102,360	(1,040,498)

	GSE	Residential	
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment # Payment \$	33,734 4,341,296	35,336 4,879,918	(1,602) (538,622)
	GSE	Commerical	
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Payment #	6,608	7,270	(662)
Payment \$	3,852,903	5,137,631	(1,284,728)
	GSE	Industrial	
	4/20/2020	4/20/2010	Change over Prior Year
Payment #	<b>4/30/2020</b> 193	<b>4/30/2019</b> 200	Increase / (Decrease) (7)
Payment \$	1,014,243	988,018	26,225
	G	SE Total	
			Change over Prior Year
	4/30/2020	4/30/2019	Increase / (Decrease)
Payment #	40,535	42,806	(2,271)
Payment \$	9,208,442	11,005,567	(1,797,125)

# Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Payment Percent Change Summary March through April

March April

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	ENNG Residential			ENNG Residential	
	Change over Prior Year Increase / (Decrease)			Change over Prior Year Increase / (Decrease)	
Payment #	3%		Payment #	-5%	
Payment \$	-7%	ı	Payment \$	-11%	
	ENNG Commerical			ENNG Commerical	
	Change over Prior Year Increase / (Decrease)			Change over Prior Year Increase / (Decrease)	
Payment #	6%		Payment #	-9%	
Payment \$	-12%		Payment \$	-25%	
	ENNG Industrial			ENNG Industrial	
	Change over Prior Year			Change over Prior Year	
	Increase / (Decrease)			Increase / (Decrease)	
Payment #	6%	Ī	Payment #	-4%	
Payment \$	-12%		Payment \$	3%	
-					

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities

GSE Residential			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Payment #	32,580	33,785	(1,205)
Payment \$	4,066,875	4,197,831	(130,956)
	G	SSE Commerio	cal
			Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)
Payment #	6,387	6,606	(219)
Payment \$	3,547,897	4,187,312	(639,415)
		GSE Industria	ıl
			Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)
Payment #	185	189	(4)
Payment \$	1,064,723	1,173,885	(109,162)
		GSE Total	
			Change over Prior Year
	5/31/2020	5/31/2019	Increase / (Decrease)
Payment #	39,152	40,580	(1,428)
Payment \$	8,679,495	9,559,028	(879,533)

	(	GSE Residenti	al
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Payment #	35,782	32,082	3,700
Payment \$	4,085,184	3,714,374	370,810
	C	GSE Commeric	al
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Payment #	7,154	6,927	227
Payment \$	3,399,578	3,876,021	(476,443)
		GSE Industria	I
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Payment #	201	171	30
Payment \$	861,784	978,960	(117,176)
		GSE Total	
			Change over Prior Year
	6/30/2020	6/30/2019	Increase / (Decrease)
Payment #	43,137	39,180	3,957

GSE Residential				
	7/31/2020	7/31/2019	Change over Prior Year Increase / (Decrease)	
Payment #	32,885	36,423	(3,538)	
Payment \$	4,355,438	4,209,379	146,059	
	G	SSE Commeric	cal	
			Change over Prior Year	
	7/31/2020	7/31/2019	Increase / (Decrease)	
Payment #	6,786	7,171	(385)	
Payment \$	3,772,285	4,177,703	(405,418)	
		GSE Industria	ıl	
			Change over Prior Year	
	7/31/2020	7/31/2019	Increase / (Decrease)	
Payment #	177	186	(9)	
Payment \$	826,400	946,372	(119,972)	
		GSE Total		
			Change over Prior Year	
	7/31/2020	7/31/2019	Increase / (Decrease)	
Payment #	39,848	43,780	(3,932)	
Payment \$	8,954,123	9,333,454	(379,331)	

# Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities Payment Percent Change Summary May through July

<u> </u>	<u>May</u>	_	<u>.</u>	<u>lune</u>
ENNG	Residential		ENNG I	Residential
	Change over Prior Year Increase / (Decrease)			Change over Prior Year Increase / (Decrease)
Payment #	-4%		Payment #	12%
Payment \$	-3%		Payment \$	10%
ENNG (	Commerical		ENNG C	Commerical
	Change over			Change over
	Prior Year			Prior Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-3%		Payment #	3%
Payment \$	-15%		Payment \$	-12%
ENNG	Industrial		ENNG	Industrial
	Change over			Change over
	Prior Year			Prior Year
	Increase /			Increase /
	(Decrease)			(Decrease)
Payment #	-2%		Payment #	18%
Payment \$	-9%		Payment \$	-12%

<u>July</u>							
ENNG Residential							
	Change over						
	Prior Year						
	Increase /						
	(Decrease)						
Payment #	-10%						
Payment \$	-5%						
ENNG Commerical							
LIVIVO	Change over						
	Prior Year						
	Increase /						
	(Decrease)						
Payment #	-5%						
Payment \$	-10%						
ENNG Industrial							
	Change over						
	Prior Year						
	Increase /						
	(Decrease)						
Payment #	-5%						
Payment \$	-13%						

COVID -19 Customer Communications	March /	April I	May J	une J	uly
Customer Family (C)	2	2	4		Established regular emails with customers to keep them informed of changes due to COVID-19 (e.g. Collections
Customer Emails (6)	2	2	1	1	suspended, late fees suspended, Walk in centers closing, Safety precautions)  Created a COVID-19 Update page on our website. We have an alert on our homepage that directs visitors to the
Updates on Website (10)	5	2	1	1	1 page
Social Media Updates (21)	7	5	5	2	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.
					Created signage for our our walk-in centers with information on alternative payment/ways to reach us
Walk-in Center Closed Posters	1	1	1	1	
Fuellity Flot Proceeds of					We informed first responders of our commitment to continue to respond to emergencies throughout the crisis
Email to First Responders	1				We informed City/Town officials of our change in operating procedues and response to COVID-19 to keep the
Email to City/Town Officials	1				public and our employees safe
Email to city, rown officials	-				We created a press release announcing our support for community organizations and reinforcing our message
Press Release		1			regarding suspension of disconnects and late fees
					Created outbound call script for our CSRs to use in order to encourage customers who may be having difficulty
Call Script (outbound) for payment Arrangements		1			paying bills, to get on a payment arrangement
					Many cities and towns stopped doing inspections for construction projects. We developed scripts to aide our CSRs
Call Script (inbound) explaining city/town inspections suspended	1				in explaining the situation
					Some flag detial personnel were getting too close to our crews that were working in public areas. We needed to
Email to police and traffic detial contractors regarding social distancing		1			address the issue and reinforce our desire to maintain a 6ft separation between crew members and flag personnel
Ernan to ponce and trame decial contractors regarding social distancing		-			Scripted an upfront message for our IVR system to inform customers that our walk-in centers are closed until
IVR upfront message - Walk-in Centers Closed	1				further notice.