

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-1

Date of Response: November 30, 2020
Witness: Mark Lambert

Request:

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.

November 30 Update Response:

Please see the spreadsheets, attached hereto as NHPUC 1-1 Attachment 1 and NHPUC 1-1 Attachment 2, which provides month end closing detail by rate class, as of October 31, 2020, showing: the number of customers; the number of customers with arrears and by vintage (30-60 days, 60-90, greater than 90); the dollar amount of the arrears; the billed sales; the total revenue; and related customer information for both UES and NUI.

Company

Unitil - UES

Contact Information

Date:

	Jan	Feb	Mar	Apr
1 # of Customers (Active Customers - Excel Revenue Reports)				
Residential	63,084	63,398	63,394	63,491
Low Income Residential	2,789	2,480	2,510	2,580
Medium C&I	10,699	10,698	10,703	10,738
Large C&I	158	158	160	160
Total	76,730	76,734	76,767	76,969
2 # of Customers w/ Arrears				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				
Total	14,142	14,999	14,706	14,085
3 # Arrears 30-60				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				
Total	5,944	7,129	6,744	6,684
4 # Arrears 60-90				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				

	Total	2,616	2,983	3,258	2,820
5	# Arrears 90>				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	5,582	4,887	4,704	4,581
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$2,036,913	\$2,662,798	\$2,490,758	\$2,158,181
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$806,851	\$954,965	\$1,139,172	\$1,078,119
8	\$ Arrears 90> (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$3,630,899	\$3,379,492	\$3,437,753	\$3,554,916
9	\$ Total Arrears (Formula - do not touch)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$6,474,664	\$6,997,255	\$7,067,684	\$6,791,216
10	Billed Sales kWh or therms (Total Consumption - Excel Revenue Reports)				
	Residential	46,339,434	42,738,951	39,525,386	34,762,508
	Low Income Residential	2,233,705	1,820,586	1,722,688	1,505,399

	Medium C&I	29,861,237	29,599,233	28,674,707	27,462,337
	Large C&I	26,979,309	26,620,046	25,767,182	26,251,027
	Total	105,413,685	100,778,816	95,689,963	89,981,271
11	Billed Total Revenue \$ (Total Billed Revenue less Supplier Revenue - Excel Revenue Reports)				
	Residential	\$8,883,312.02	\$8,277,014.69	\$7,713,972.65	\$6,876,441.56
	Low Income Residential	\$320,027.01	\$260,346.38	\$242,667.70	\$206,051.55
	Medium C&I	\$4,065,469.56	\$4,131,450.59	\$3,966,416.53	\$3,728,756.38
	Large C&I	\$1,761,928.94	\$1,756,301.47	\$1,707,501.96	\$1,679,303.91
	Total	\$15,030,738	\$14,425,113	\$13,630,559	\$12,490,553
12	Supplier Billed Revenue (Excel revenue report - External Supplier revenue)				
	Residential	\$649,980.50	\$610,355.02	\$562,561.44	\$485,011.87
	Low Income Residential	\$15,215.84	\$12,424.61	\$11,076.69	\$10,073.08
	Medium C&I	\$787,649.44	\$797,925.35	\$761,146.80	\$732,564.89
	Large C&I	\$626,946.69	\$623,724.78	\$584,193.19	\$571,672.90
	Total	\$2,079,792	\$2,044,430	\$1,918,978	\$1,799,323
13	Total Revenue Billed \$ (Line 11 + Line 12) (Formulas Total Revenue Plus Supplier Revenue)				
	Residential	\$9,533,293	\$8,887,370	\$8,276,534	\$7,361,453
	Low Income Residential	\$335,243	\$272,771	\$253,744	\$216,125
	Medium C&I	\$4,853,119	\$4,929,376	\$4,727,563	\$4,461,321
	Large C&I	\$2,388,876	\$2,380,026	\$2,291,695	\$2,250,977
	Total	\$17,110,530	\$16,469,543	\$15,549,537	\$14,289,876
14	\$ Revenue (Payments) Received				
	Residential	\$8,349,401	\$8,685,668	\$8,918,911	\$8,306,618
	Low Income Residential	\$241,351	\$297,545	\$330,848	\$274,817
	Medium C&I	\$5,013,341	\$4,901,748	\$5,174,956	\$5,043,301
	Large C&I	\$2,412,182	\$2,350,229	\$2,306,564	\$2,392,568
	Total	\$16,016,275	\$16,235,190	\$16,731,279	\$16,017,304
15	# Revenue (Payments) Received				
	Residential	58,586	54,634	57,964	57,724
	Low Income Residential	2,299	2,290	2,531	2,296
	Medium C&I	10,689	9,859	10,526	10,674
	Large C&I	176	165	166	182
	Total	71,750	66,948	71,187	70,876
16	Difference Between Billed and Received Revenue (Line 13 - Line 14)				

	Residential	\$1,183,892	\$201,702	(\$642,377)	(\$945,165)
	Low Income Residential	\$93,892	(\$24,774)	(\$77,104)	(\$58,692)
	Medium C&I	(\$160,222)	\$27,628	(\$447,393)	(\$581,980)
	Large C&I	(\$23,306)	\$29,797	(\$14,869)	(\$141,591)
	Total	\$1,094,255	\$234,353	(\$1,181,742)	(\$1,727,428)
17	Customers Disconnected for Non-Payment				
	Residential	9	10	14	154
	Low Income Residential	3	5	2	22
	Medium C&I	14	8	18	14
	Large C&I	0	0	0	0
	Total	26	23	34	190
18	Customers on Payment Plans				
	Residential	1,187	1,149	1,314	1,327
	Low Income Residential	278	235	281	296
	Medium C&I	7	13	15	18
	Large C&I	0	0	0	0
	Total	1,472	1,397	1,610	1,641

Footnotes (if necessary)

(1) Average Historical Payment Period

Additional Information:

(A) Programs Available for This Customer Class to Manage Arrearages

(B) Description of Process for Calculating Arrearages

(C) Categories of Information (Including Any Above) For Which The Company Can Provide Weekly Updates

(D) For Categories with Monthly Data, General Description of Why Weekly Updates are Not Available (e.g. batch processing limitations/comple)

2,662	2,662	2,514	2,015	2,514	2,845	2,571	2,907
4,141	4,040	3,877	3,783	3,351	3,033	3,488	3,950
\$1,961,631	\$1,746,224	\$1,302,370	\$1,877,178	\$2,121,810	\$1,244,213	\$1,380,228	\$1,364,832
\$912,139	\$784,607	\$613,605	\$473,000	\$607,973	\$597,673	\$497,988	\$563,762
\$3,632,864	\$3,632,888	\$3,551,012	\$3,452,061	\$3,251,652	\$3,123,054	\$3,182,080	\$3,125,773
\$6,506,635	\$6,163,718	\$5,466,986	\$5,802,239	\$5,981,435	\$4,964,939	\$5,060,296	\$5,054,367
31,845,594	30,992,250	46,793,803	50,425,977	35,361,245	34,182,569	32,195,721	40,937,209
1,250,327	1,062,050	1,550,233	1,563,381	1,110,403	1,211,633	1,204,238	1,593,811

26,308,676	26,142,400	33,328,954	34,399,113	27,237,124	27,848,901	24,565,834	27,353,550
26,311,636	26,101,159	31,937,058	31,487,105	26,550,095	28,768,997	25,181,926	25,883,060
85,716,233	84,297,859	113,610,048	117,875,576	90,258,867	92,012,100	83,147,719	95,767,630
\$6,387,239.17	\$5,732,987.17	\$7,358,964.44	\$7,899,117.24	\$5,887,413.01	\$5,716,391.87	\$5,436,716.37	\$7,124,106.40
\$168,214.56	\$131,436.35	\$173,418.03	\$174,890.86	\$125,834.89	\$136,837.02	\$136,645.20	\$197,064.49
\$3,626,813.30	\$3,383,401.05	\$3,789,525.63	\$3,944,235.50	\$3,378,249.55	\$3,348,250.50	\$3,019,299.00	\$3,417,002.33
\$1,677,787.97	\$1,609,381.63	\$1,943,448.51	\$1,948,048.56	\$1,787,991.64	\$1,842,070.36	\$1,657,271.16	\$1,740,974.20
\$11,860,055	\$10,857,206	\$13,265,357	\$13,966,292	\$11,179,489	\$11,043,550	\$10,249,932	\$12,479,147
\$438,797.90	\$414,249.39	\$588,043.93	\$614,121.15	\$423,048.26	\$419,370.17	\$400,152.83	\$498,689.03
\$8,747.15	\$7,820.91	\$10,451.99	\$10,871.44	\$7,352.95	\$7,598.61	\$8,135.66	\$10,369.09
\$709,066.05	\$734,193.75	\$925,494.26	\$959,000.80	\$759,279.93	\$790,483.95	\$700,406.48	\$775,338.13
\$584,494.13	\$591,981.80	\$766,802.83	\$753,638.61	\$642,618.15	\$699,900.85	\$616,094.74	\$619,744.58
\$1,741,105	\$1,748,246	\$2,290,793	\$2,337,632	\$1,832,299	\$1,917,354	\$1,724,790	\$1,904,141
\$6,826,037	\$6,147,237	\$7,947,008	\$8,513,238	\$6,310,461	\$6,135,762	\$5,836,869	\$7,622,795
\$176,962	\$139,257	\$183,870	\$185,762	\$133,188	\$144,436	\$144,781	\$207,434
\$4,335,879	\$4,117,595	\$4,715,020	\$4,903,236	\$4,137,529	\$4,138,734	\$3,719,705	\$4,192,340
\$2,262,282	\$2,201,363	\$2,710,251	\$2,701,687	\$2,430,610	\$2,541,971	\$2,273,366	\$2,360,719
\$13,601,160	\$12,605,452	\$15,556,150	\$16,303,924	\$13,011,788	\$12,960,903	\$11,974,721	\$14,383,288
\$7,655,589	\$6,991,460	\$6,972,330	\$7,909,279	\$8,262,352	\$6,947,219	\$5,856,212	\$6,376,513
\$298,734	\$205,641	\$184,923	\$207,248	\$198,756	\$200,027	\$167,569	\$182,739
\$4,581,444	\$4,486,643	\$4,539,455	\$4,880,420	\$5,085,124	\$4,510,615	\$4,120,864	\$4,210,603
\$2,244,176	\$2,263,840	\$2,149,882	\$2,482,281	\$2,831,941	\$2,528,230	\$2,505,961	\$2,224,206
\$14,779,943	\$13,947,584	\$13,846,590	\$15,479,228	\$16,378,173	\$14,186,091	\$12,650,606	\$12,994,061
58,024	57,145	59,048	57,652	59,289	59,867	54,703	58,980
2,751	2,226	2,000	2,064	2,052	2,208	1,921	2,252
10,088	10,346	10,627	10,274	10,796	11,021	10,082	10,952
163	167	175	163	177	184	164	177
71,026	69,884	71,850	70,153	72,314	73,280	66,870	72,361

(\$829,552)	(\$844,223)	\$974,678	\$603,959	(\$1,951,891)	(\$811,457)	(\$19,343)	\$1,246,282
(\$121,772)	(\$66,384)	(\$1,053)	(\$21,486)	(\$65,568)	(\$55,591)	(\$22,788)	\$24,695
(\$245,565)	(\$369,048)	\$175,565	\$22,816	(\$947,595)	(\$371,881)	(\$401,159)	(\$18,263)
\$18,106	(\$62,477)	\$560,369	\$219,406	(\$401,331)	\$13,741	(\$232,595)	\$136,513
(\$1,178,783)	(\$1,342,132)	\$1,709,560	\$824,696	(\$3,366,385)	(\$1,225,188)	(\$675,885)	\$1,389,227
188	206	170	232	168	255	54	4
16	15	17	19	12	20	9	0
19	33	28	36	39	41	32	16
0	0	0	0	0	0	0	0
223	254	215	287	219	316	95	20
1,376	1,361	1,298	1,179	1,111	1,094	934	819
307	286	309	280	264	251	226	218
18	6	12	7	13	6	6	5
0	0	0	0	0	0	0	0
1,701	1,653	1,619	1,466	1,388	1,351	1,166	1,042

xity of modifying IT to produce weekly data, etc.)

		2020					
<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>
63,904	63,822	63,849	63,929	64,982	65,042	65,114	65,160
2,531	2,652	2,677	2,705	2,721	2,768	2,739	2,759
10,772	10,778	10,774	10,791	10,910	10,920	10,926	10,956
162	163	163	163	164	164	164	164
77,369	77,415	77,463	77,588	78,777	78,894	78,943	79,039
		10,797	10,540	10,471	9,633	9,726	10,337
		1,157	1,194	1,138	1,076	1,055	1,145
		1,115	1,436	1,349	1,107	1,104	1,097
		14	18	15	14	15	15
11,860	12,636	13,083	13,188	12,973	11,830	11,900	12,594
		5,290	4,658	4,296	3,995	4,301	4,660
		328	325	256	244	239	304
		841	903	685	544	570	571
		9	12	6	8	9	10
5,343	6,589	6,468	5,898	5,243	4,791	5,119	5,545
		2,324	2,173	2,110	1,619	1,528	1,723
		217	196	177	132	137	131
		169	347	307	213	163	164
		4	4	4	1	2	1

2,127	2,242	2,714	2,720	2,598	1,965	1,830	2,019
		3,183	3,709	4,065	4,019	3,897	3,954
		612	673	705	700	679	710
		105	186	357	350	371	362
		1	2	5	5	4	4
4,390	3,805	3,901	4,570	5,132	5,074	4,951	5,030
		\$1,449,516	\$1,356,612	\$1,186,689	\$1,013,517	\$1,073,735	\$1,253,819
		\$124,783	\$121,280	\$88,209	\$77,199	\$78,758	\$90,992
		\$441,252	\$573,985	\$383,724	\$282,064	\$279,761	\$323,374
		\$145,846	\$203,759	\$126,508	\$77,607	\$255,895	\$283,925
\$1,517,317	\$1,962,325	\$2,161,397	\$2,255,635	\$1,785,130	\$1,450,387	\$1,688,148	\$1,952,109
		\$726,621	\$791,196	\$796,839	\$627,128	\$567,839	\$611,707
		\$95,354	\$95,377	\$94,815	\$66,523	\$59,975	\$62,561
		\$55,131	\$199,463	\$251,068	\$141,743	\$108,397	\$107,418
		\$24,856	\$84,774	\$85,785	\$34,133	\$28,038	\$44,641
\$492,829	\$618,799	\$901,962	\$1,170,810	\$1,228,507	\$869,528	\$764,249	\$826,327
		\$2,200,522	\$2,506,984	\$2,794,404	\$3,012,756	\$3,133,687	\$3,279,984
		\$690,601	\$746,210	\$805,758	\$851,027	\$871,298	\$888,146
		\$79,829	\$111,599	\$202,249	\$258,607	\$279,149	\$285,432
		\$4,850	\$1,422	\$51,364	\$85,992	\$80,118	\$96,258
\$3,097,777	\$2,904,534	\$2,975,802	\$3,366,215	\$3,853,776	\$4,208,383	\$4,364,253	\$4,549,820
		\$4,376,659	\$4,654,792	\$4,777,932	\$4,653,402	\$4,775,261	\$5,145,510
		\$910,738	\$962,866	\$988,782	\$994,749	\$1,010,031	\$1,041,699
		\$576,212	\$885,048	\$837,041	\$682,414	\$667,307	\$716,223
		\$175,553	\$289,955	\$263,658	\$197,732	\$364,051	\$424,823
\$5,107,924	\$5,485,658	\$6,039,161	\$6,792,661	\$6,867,414	\$6,528,297	\$6,816,650	\$7,328,255
46,024,469	41,662,062	40,034,975	35,473,470	33,528,397	41,543,815	51,576,987	55,763,555
1,853,193	1,785,258	1,753,419	1,446,264	1,316,758	1,530,396	1,794,493	1,952,279

29,826,792	29,351,410	28,663,767	21,423,175	20,485,356	25,742,654	29,939,203	31,040,029
27,162,976	27,360,368	27,375,056	23,199,379	23,230,381	27,500,834	29,386,736	29,935,971
104,867,430	100,159,098	97,827,217	81,542,288	78,560,892	96,317,699	112,697,419	118,691,834
\$8,501,588.45	\$7,823,319.25	\$7,541,450.13	\$6,742,199.67	\$6,437,358.75	\$7,101,378.59	\$7,892,067.83	\$8,783,953.84
\$251,911.19	\$245,447.28	\$237,867.71	\$192,499.52	\$174,320.74	\$186,278.20	\$202,346.73	\$228,495.11
\$3,850,857.04	\$3,824,872.59	\$3,724,765.14	\$2,918,917.28	\$2,817,237.10	\$3,218,601.56	\$3,431,454.07	\$3,762,718.21
\$1,865,787.51	\$1,872,338.25	\$1,817,842.77	\$1,632,160.24	\$1,641,322.08	\$1,821,760.30	\$1,929,293.45	\$2,152,606.45
14,470,144.19	\$13,765,977	\$13,321,926	\$11,485,777	\$11,070,239	\$12,328,019	\$13,455,162	\$14,927,774
\$556,573.20	\$508,243.39	\$484,502.79	\$419,533.82	\$388,642.05	\$454,998.23	\$546,505.90	\$583,810.58
\$12,027.07	\$12,462.12	\$12,376.72	\$9,574.34	\$8,656.48	\$9,578.43	\$10,373.33	\$11,668.04
\$807,912.23	\$801,393.75	\$787,797.90	\$568,007.48	\$544,965.39	\$693,981.94	\$798,176.17	\$824,289.09
\$599,762.64	\$594,630.87	\$599,762.64	\$440,226.28	\$431,093.55	\$539,038.20	\$585,490.35	\$605,602.29
\$1,976,275	\$1,916,730	\$1,884,440	\$1,437,342	\$1,373,357	\$1,697,597	\$1,940,546	\$2,025,370
\$9,058,162	\$8,331,563	\$8,025,953	\$7,161,733	\$6,826,001	\$7,556,377	\$8,438,574	\$9,367,764
\$263,938	\$257,909	\$250,244	\$202,074	\$182,977	\$195,857	\$212,720	\$240,163
\$4,658,769	\$4,626,266	\$4,512,563	\$3,486,925	\$3,362,202	\$3,912,584	\$4,229,630	\$4,587,007
\$2,465,550	\$2,466,969	\$2,417,605	\$2,072,387	\$2,072,416	\$2,360,799	\$2,514,784	\$2,758,209
\$16,446,419	\$15,682,708	\$15,206,366	\$12,923,119	\$12,443,596	\$14,025,615	\$15,395,708	\$16,953,144
\$7,710,362	\$8,082,447	\$7,927,435	\$7,825,518	\$6,909,011	\$7,117,919	\$7,598,568	\$8,133,581
\$228,268	\$257,083	\$278,557	\$223,420	\$187,518	\$198,458	\$186,259	\$161,933
\$4,518,757	\$4,518,241	\$4,566,390	\$4,418,357	\$3,629,084	\$3,947,875	\$4,188,796	\$4,363,145
\$2,479,743	\$2,226,262	\$2,406,853	\$2,284,693	\$1,934,577	\$2,170,711	\$2,166,858	\$2,417,675
\$14,937,130	\$15,084,033	\$15,179,235	\$14,751,988	\$12,660,190	\$13,434,964	\$14,140,481	\$15,076,334
56,828	53,981	56,262	58,087	55,086	58,208	58,570	56,511
2,293	2,143	2,596	2,180	2,076	2,226	2,216	1,744
10,446	9,667	10,027	10,108	9,892	10,598	10,299	10,185
178	150	160	168	159	173	176	167
69,745	65,941	69,045	70,543	67,213	71,205	71,261	68,607

\$1,347,800	\$249,116	\$98,518	(\$663,785)	(\$83,010)	\$438,457	\$840,005	\$1,234,184
\$35,670	\$826	(\$28,313)	(\$21,346)	(\$4,541)	(\$2,602)	\$26,461	\$78,230
\$140,012	\$108,025	(\$53,827)	(\$931,432)	(\$266,882)	(\$35,292)	\$40,834	\$223,862
(\$14,193)	\$240,707	\$10,752	(\$212,306)	\$137,839	\$190,088	\$347,926	\$340,534
\$1,509,289	\$598,675	\$27,131	(\$1,828,869)	(\$216,594)	\$590,652	\$1,255,227	\$1,876,810
3	3	2	0	0	0	0	0
2	0	0	0	0	0	0	0
21	17	11	0	0	0	0	0
0	0	0	0	0	0	0	0
26	20	13	0	0	0	0	0
821	850	683	428	355	306	326	369
216	193	157	125	108	106	87	92
7	6	4	3	4	8	15	58
0	0	0	0	0	0	0	2
1,044	1,049	844	556	467	420	428	521

<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>
65,025	64,272			455	438	489	402
2,745	2,753			167	125	129	225
10,946	10,825			71	53	60	55
164	164			3	3	5	4
78,880	78,014			696	619	683	686
10,724	11,065			0	0	0	0
1,176	1,192			0	0	0	0
1,244	1,002			0	0	0	0
18	10			0	0	0	0
13,162	13,269			(1,623)	(897)	(895)	(2,123)
4,872	4,807			0	0	0	0
285	268			0	0	0	0
725	613			0	0	0	0
13	7			0	0	0	0
5,895	5,695			(276)	(786)	(1,822)	(2,460)
1,805	1,973			0	0	0	0
174	161			0	0	0	0
155	138			0	0	0	0
1	0			0	0	0	0

2,135	2,272		(544)	(100)	(64)	(697)
4,047	4,285		0	0	0	0
717	763		0	0	0	0
364	251		0	0	0	0
4	3		0	0	0	0
5,132	5,302		(803)	(11)	991	1,034
\$1,420,352	\$1,226,176		\$0	\$0	\$0	\$0
\$107,676	\$92,020		\$0	\$0	\$0	\$0
\$472,873	\$290,977		\$0	\$0	\$0	\$0
\$406,364	\$258,291		\$0	\$0	\$0	\$0
\$2,407,265	\$1,867,463		(\$329,361)	\$97,455	(\$176,501)	(\$295,837)
\$677,162	\$808,309		\$0	\$0	\$0	\$0
\$70,661	\$86,870		\$0	\$0	\$0	\$0
\$123,228	\$84,589		\$0	\$0	\$0	\$0
\$55,304	\$43,558		\$0	\$0	\$0	\$0
\$926,356	\$1,023,324		(\$237,210)	\$92,691	\$316,368	\$84,921
\$3,419,690	\$3,621,348		\$0	\$0	\$0	\$0
\$908,611	\$941,967		\$0	\$0	\$0	\$0
\$267,490	\$203,804		\$0	\$0	\$0	\$0
\$93,883	\$103,003		\$0	\$0	\$0	\$0
\$4,689,674	\$4,870,122		(\$461,951)	(\$188,701)	\$220,912	\$575,495
\$5,517,204	\$5,655,833		\$0	\$0	\$0	\$0
\$1,086,948	\$1,120,857		\$0	\$0	\$0	\$0
\$863,591	\$579,369		\$0	\$0	\$0	\$0
\$555,551	\$404,852		\$0	\$0	\$0	\$0
\$8,023,294	\$7,760,910		(\$1,028,522)	\$ 1,444.82	\$ 360,778.89	\$ 364,578.74
43,456,725	30,824,181		509,589	710,962	1,682,803	10,551,565
1,522,996	1,185,212		30,731	(59,135)	66,431	468,346

28,905,850	22,523,857		(10,940)	(6,039,162)	(5,823,320)	(399,746)
29,722,799	24,642,676		1,607,874	(3,051,648)	(3,081,255)	1,399,675
103,608,370	79,175,926		2,137,254	(8,438,983)	(7,155,341)	12,019,840
\$7,322,006.87	\$5,487,371.55		(\$172,523)	(\$134,242)	\$50,120	\$1,368,391
\$182,895.80	\$144,999.21		(\$4,800)	(\$13,552)	\$6,106	\$54,842
\$3,684,322.75	\$3,105,647.16		(\$241,651)	(\$809,839)	(\$809,576)	(\$164,799)
\$2,268,898.78	\$1,955,327.49		\$110,341	(\$47,144)	(\$36,466)	\$212,379
\$13,458,124	\$10,693,345		(\$308,633)	(\$1,004,777)	(\$789,816)	\$1,470,812
\$442,949.41	\$324,127.38		(\$78,059)	(65,478)	(50,156)	\$40,749
\$9,291.40	\$7,507.42		\$1,300	(499)	(91)	\$1,758
\$774,765.37	\$614,498.55		\$26,651	(164,557)	(164,101)	(\$40,212)
\$612,235.61	\$527,813.74		\$15,569	(131,447)	(153,401)	(\$52,944)
\$1,839,242	\$1,473,947		(\$34,538)	(361,981)	(367,748)	(\$50,649)
\$7,764,956	\$5,811,499		(\$250,581)	(\$199,720)	\$36	\$1,409,140
\$192,187	\$152,507		(\$3,500)	(\$14,051)	(\$6,016)	\$56,599
\$4,459,088	\$3,720,146		(\$215,000)	(\$974,397)	\$973,677	(\$205,011)
\$2,881,134	\$2,483,141		\$125,910	(\$178,590)	\$189,866	\$159,435
\$15,297,366	\$12,167,293		(\$343,171)	(\$1,366,758)	\$1,157,564	\$1,420,163
\$8,704,188	\$7,551,756		(\$991,476)	(\$481,100)	(\$746,578)	\$126,459
\$184,703	\$165,831		(\$52,291)	(\$51,397)	(\$111,216)	(\$7,183)
\$4,624,597	\$5,054,378		(\$608,566)	(\$624,944)	(\$952,360)	(\$538,768)
\$2,510,971	\$3,089,876		\$100,289	(\$107,875)	(\$309,599)	(\$93,129)
\$16,024,459	\$15,861,841		(\$1,552,044)	(\$1,265,316)	(\$2,119,753)	(\$512,620)
57,297	59,589		(1,702)	363	(2,938)	1,063
1,848	1,863		65	(116)	(675)	0
10,104	11,104		(499)	(566)	(196)	252
163	185		(6)	(14)	(4)	6
69,412	72,741		(2,142)	(333)	(3,813)	1,321

(\$939,232)	(\$1,740,257)		\$740,894.83	\$281,380.06	\$746,541.73	\$1,282,681
\$7,484	(\$13,325)		\$48,791.04	\$37,346.23	\$117,231.51	\$63,782
(\$165,509)	(\$1,334,233)		\$393,565.71	(\$349,452.51)	(\$21,316.86)	\$333,756
\$370,164	(\$606,734)		\$25,621.26	(\$70,715.29)	\$119,732.53	\$252,564
(\$727,093)	(\$3,694,549)		\$1,208,873	(\$101,442)	\$962,189	\$1,932,784
0	0		(12)	(154)	(188)	(206)
0	0		(2)	(22)	(16)	(15)
0	26		(7)	(14)	(19)	(33)
0	0		0	0	0	0
0	0		(21)	(190)	(223)	(254)
436	520		(631)	(899)	(1,021)	(1,055)
98	91		(124)	(171)	(199)	(180)
21	83		(11)	(15)	(14)	2
0	0		0	0	0	0
555	694		(766)	(1,085)	(1,234)	(1,233)



2019 / 2020 Variance					
<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
267	187	360	292	0	0
227	312	326	321	0	0
46	71	64	69	0	0
3	3	3	3	0	0
543	573	753	685	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
(664)	(618)	(818)	1,471	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
(1,054)	(1,869)	(2,220)	(225)	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

(684)	4	(379)	(573)	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
1,074	1,247	1,781	2,269	0	0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$385,779	\$74,931	\$285,455	\$623,251	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$150,644	\$353,327	\$318,382	\$425,652	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$813,241	\$1,097,758	\$1,438,021	\$1,747,068	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$ 1,349,663.87	\$ 1,526,016.83	\$ 2,041,859.13	\$ 2,795,970.74	\$0	\$0
4,783,184	5,337,578	8,095,480	(3,358,388)	0	0
244,260	388,898	412,593	(26,421)	0	0

(3,389,751)	(3,359,084)	1,668,726	(5,325,044)	0	0
(2,550,322)	(1,551,134)	3,172,704	(4,126,321)	0	0
(912,629)	816,258	13,349,503	(12,836,174)	0	0
\$533,103	\$884,837	\$1,434,594	(\$229,020)	\$0	\$0
\$28,929	\$53,604	\$57,061	\$8,162	\$0	\$0
(\$358,072)	(\$181,517)	\$306,073	(\$242,603)	\$0	\$0
(\$14,155)	\$204,558	\$480,907	\$113,257	\$0	\$0
\$189,805	\$961,481	\$2,278,635	(\$350,204)	\$0	\$0
(\$41,538)	(\$30,311)	\$19,901	(\$95,243)	\$0	\$0
(\$79)	\$797	\$1,938	(\$91)	\$0	\$0
(\$127,318)	(\$134,712)	\$15,485	(\$175,985)	\$0	\$0
(\$181,312)	(\$148,036)	(\$30,383)	(\$172,087)	\$0	\$0
(\$350,247)	(\$312,262)	\$6,942	(\$443,406)	\$0	\$0
\$491,565	\$854,526	\$1,454,495	(\$324,263)	\$0	\$0
\$28,850	\$54,401	\$58,999	\$8,071	\$0	\$0
(\$485,390)	(\$316,229)	\$321,559	(\$418,589)	\$0	\$0
(\$195,468)	\$56,522	\$450,525	(\$58,830)	\$0	\$0
(\$160,442)	\$649,219	\$2,285,578	(\$793,611)	\$0	\$0
\$626,238	\$224,302	\$441,836	\$604,537	\$0	\$0
\$1,336	(\$45,315)	(\$14,053)	(\$34,196)	\$0	\$0
(\$350,659)	(\$517,275)	(\$460,527)	\$543,763	\$0	\$0
\$16,976	(\$64,606)	(\$320,970)	\$561,646	\$0	\$0
\$293,891	(\$402,894)	(\$353,714)	\$1,675,750	\$0	\$0
(478)	(1,141)	(1,992)	(278)	0	0
216	(320)	(204)	(345)	0	0
(328)	(89)	(692)	83	0	0
1	4	(14)	1	0	0
(589)	(1,546)	(2,902)	(539)	0	0

(\$134,673)	\$630,224	\$1,012,659	(\$928,800)	\$0	\$0
\$27,514	\$99,716	\$73,052	\$42,267	\$0	\$0
(\$134,731)	\$201,046	\$782,086	(\$962,352)	\$0	\$0
(\$212,443)	\$121,128	\$771,495	(\$620,476)	\$0	\$0
(\$454,333)	\$1,052,114	\$2,639,292	(\$2,469,361)	\$0	\$0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	(15)	0	0
0	0	0	0	0	0
0	0	0	(15)	0	0
(972)	(810)	(675)	(574)	0	0
(222)	(188)	(166)	(160)	0	0
3	51	8	77	0	0
0	2	0	0	0	0
(1,191)	(945)	(833)	(657)	0	0

		<i>Jan</i>	<i>Feb</i>
1	# of Customers (Active Customers - Excel Revenue Reports)		
	Residential	26,077	26,084
	Low Income Residential	755	811
	Small C&I	6,008	6,013
	Medium C&I	960	958
	Large C&I	66	66
	Total	33866	33,932
2	# of Customers w/ Arrears		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	6,461	7,318
3	# Arrears 30-60		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	3,256	3,682
4	# Arrears 60-90		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	1,368	1,965
5	# Arrears 90>		
	Residential		
	Low Income Residential		
	Small C&I		

	Medium C&I		
	Large C&I		
	Total	1,837	1,671
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$1,345,380	\$2,042,955
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$339,488	\$577,865
8	\$ Arrears 90> (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$480,618	\$474,909
9	\$ Total Arrears (Formula - do not touch)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$2,165,487	\$3,095,729
10	Billed Sales kWh or therms (Total Consumption - Excel Revenue Reports)		
	Residential	3,170,889	3,446,608
	Low Income Residential	87,178	104,414

	Small C&I	2,262,002	2,413,293
	Medium C&I	2,975,568	3,056,982
	Large C&I	3,506,575	3,277,976
	Total	12,002,212	12,299,272
11	Billed Total Revenue \$ (Total Billed Revenue - Excel Revenue Reports)		
	Residential	\$5,672,390	\$6,056,859
	Low Income Residential	\$112,013	\$132,320
	Small C&I	\$2,663,902	\$2,791,488
	Medium C&I	\$2,385,848	\$2,398,373
	Large C&I	\$1,074,208	\$858,265
	Total	\$11,908,360	\$12,237,305
13	Total Revenue Billed \$ (Line 11 + Line 12) (Formulas - Do not touch)		
	Residential	\$5,672,390	\$6,056,859
	Low Income Residential	\$112,013	\$132,320
	Small C&I	\$2,663,902	\$2,791,488
	Medium C&I	\$2,385,848	\$2,398,373
	Large C&I	\$1,074,208	\$858,265
	Total	\$11,908,360	\$12,237,305
14	\$ Revenue (Payments) Received		
	Residential	\$4,679,161	\$4,924,794
	Low Income Residential	\$75,476	\$104,909
	Small C&I	\$2,137,751	\$2,273,202
	Medium C&I	\$2,325,578	\$2,372,670
	Large C&I	\$983,346	\$864,094
	Total	\$10,201,312	\$10,539,669
15	# Revenue (Payments) Received		
	Residential	24647	23089
	Low Income Residential	717	799
	Small C&I	5898	5466
	Medium C&I	1049	961
	Large C&I	70	62
	Total	32,381	30,377
16	Difference Between Billed and Received Revenue (Line 13 - Line 14)		
	Residential	\$993,229	\$1,132,065

	Low Income Residential	\$36,537	\$27,411
	Small C&I	\$526,151	\$518,286
	Medium C&I	\$60,270	\$25,703
	Large C&I	\$90,862	(\$5,829)
	Total	\$1,707,048	\$1,697,636
#REF!	Customers Disconnected for Non-Payment		
	Residential	3	3
	Low Income Residential	0	0
	Small C&I	5	0
	Medium C&I	1	0
	Large C&I	0	0
	Total	9	3
#REF!	Customers on Payment Plans		
	Residential	280	312
	Low Income Residential	32	29
	Small C&I	2	1
	Medium C&I	1	2
	Large C&I	0	0
	Total	315	344

Footnotes (if necessary)

(1) Average Historical Payment Period

Additional Information:

(A) Programs Available for This Customer Class to Manage Arrearages

(B) Description of Process for Calculating Arrearages

(C) Categories of Information (Including Any Above) For Which The Company Can Provide Weekly Updates

(D) For Categories with Monthly Data, General Description of Why Weekly Updates are Not Available (e.g. batch processing limitatio

1,987	2,456	3,035	3,515	3,362	3,018	2,177	1,602
\$2,225,874	\$1,753,574	\$1,270,560	\$725,025	\$389,351	\$298,982	\$273,163	\$181,008
\$780,203	\$1,009,804	\$975,516	\$690,529	\$370,846	\$162,067	\$114,028	\$87,390
\$624,522	\$829,883	\$1,154,615	\$1,449,775	\$1,378,534	\$1,135,242	\$783,746	\$601,241
\$3,630,598	\$3,593,261	\$3,400,691	\$2,865,329	\$2,138,732	\$1,596,290	\$1,170,936	\$869,638
3,000,837	1,982,004	1,157,151	564,234	383,423	328,885	328,968	596,554
100,955	67,587	39,651	12,732	8,299	6,542	6,629	13,679

2,163,324	1,373,361	760,866	379,553	283,531	262,629	266,197	405,922
2,825,957	1,944,745	1,264,860	756,009	634,812	563,493	592,554	934,756
3,387,094	3,066,759	3,098,982	2,591,482	2,600,189	2,646,182	2,557,465	2,903,221
11,478,167	8,434,457	6,321,510	4,304,011	3,910,254	3,807,731	3,751,813	4,854,132

\$5,200,212	\$3,526,632	\$2,052,739	\$1,171,945	\$960,258	\$887,471	\$886,097	\$1,144,557
\$124,108	\$83,181	\$44,477	\$14,779	\$11,110	\$9,381	\$9,362	\$13,477
\$2,451,575	\$1,645,354	\$978,998	\$640,150	\$569,330	\$543,773	\$545,177	\$610,864
\$2,167,046	\$1,444,235	\$840,011	\$494,895	\$428,267	\$385,635	\$418,989	\$521,112
\$934,400	\$776,035	\$539,476	\$427,146	\$421,691	\$422,392	\$370,229	\$482,128
\$10,877,341	\$7,475,437	\$4,455,701	\$2,748,916	\$2,390,655	\$2,248,652	\$2,229,854	\$2,772,139

\$5,200,212	\$3,526,632	\$2,052,739	\$1,171,945	\$960,258	\$887,471	\$886,097	\$1,144,557
\$124,108	\$83,181	\$44,477	\$14,779	\$11,110	\$9,381	\$9,362	\$13,477
\$2,451,575	\$1,645,354	\$978,998	\$640,150	\$569,330	\$543,773	\$545,177	\$610,864
\$2,167,046	\$1,444,235	\$840,011	\$494,895	\$428,267	\$385,635	\$418,989	\$521,112
\$934,400	\$776,035	\$539,476	\$427,146	\$421,691	\$422,392	\$370,229	\$482,128
\$10,877,341	\$7,475,437	\$4,455,701	\$2,748,916	\$2,390,655	\$2,248,652	\$2,229,854	\$2,772,139

\$5,503,669	\$4,738,343	\$3,588,929	\$2,316,223	\$1,785,693	\$1,473,553	\$1,420,900	\$1,401,809
\$128,057	\$115,041	\$81,863	\$38,328	\$30,580	\$24,454	\$21,575	\$25,261
\$2,489,277	\$2,126,837	\$1,422,339	\$907,732	\$653,653	\$579,816	\$579,894	\$556,253
\$2,558,268	\$2,364,833	\$1,389,018	\$843,902	\$533,334	\$445,835	\$422,966	\$435,299
\$1,165,213	\$1,196,780	\$831,009	\$583,350	\$429,088	\$452,023	\$475,309	\$439,152
\$11,844,484	\$10,541,834	\$7,313,158	\$4,689,535	\$3,432,348	\$2,975,681	\$2,920,644	\$2,857,774

24693	24485	24976	23670	24011	23047	23817	23459
1076	988	868	459	406	390	385	412
5897	5806	5762	5459	5562	5411	5525	5280
1028	1075	1004	991	1015	967	1023	990
72	76	65	61	70	68	79	70
32,766	32,430	32,675	30,640	31,064	29,883	30,829	30,211

(\$303,457)	(\$1,211,711)	(\$1,536,190)	(\$1,144,278)	(\$825,435)	(\$586,082)	(\$534,803)	(\$257,252)
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(\$3,949)	(\$31,860)	(\$37,386)	(\$23,549)	(\$19,470)	(\$15,073)	(\$12,213)	(\$11,784)
(\$37,702)	(\$481,483)	(\$443,341)	(\$267,582)	(\$84,323)	(\$36,043)	(\$34,717)	\$54,611
(\$391,222)	(\$920,598)	(\$549,007)	(\$349,007)	(\$105,067)	(\$60,200)	(\$3,977)	\$85,813
(\$230,813)	(\$420,745)	(\$291,533)	(\$156,204)	(\$7,397)	(\$29,631)	(\$105,080)	\$42,976
(\$967,143)	(\$3,066,397)	(\$2,857,457)	(\$1,940,619)	(\$1,041,693)	(\$727,029)	(\$690,790)	(\$85,635)
6	88	121	125	221	95	56	48
0	2	9	3	25	7	2	7
17	20	24	39	41	13	11	2
1	0	1	0	0	1	0	0
0	0	0	0	0	0	0	0
24	110	155	167	287	116	69	57
431	626	620	596	599	509	413	333
41	68	74	67	69	63	50	43
7	6	8	5	4	5	6	4
2	2	2	1	0	0	0	0
0	0	0	0	0	0	0	0
481	702	704	669	672	577	469	380

ons/complexity of modifying IT to produce weekly data, etc.)

mary							
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
26,649	26,454	26,634	26,648	26,674	26,682	26,755	26,791
521	759	718	749	728	780	761	677
5,906	5,947	5,945	5,954	5,938	5,916	5,821	5,751
1,009	1,014	1,015	1,014	1,014	1,012	1,008	1,003
69	68	68	69	69	69	70	70
34,154	34,242	34,380	34,434	34,423	34,459	34,415	34,292
				5,577	5,844	5,794	5,307
				327	336	280	191
				614	927	861	705
				109	179	145	105
				22	26	27	17
4,452	4,392	4,770	5,783	6,649	7,312	7,107	6,325
				3,094	2,733	2,227	1,797
				120	122	95	38
				485	610	373	322
				95	132	81	55
				17	20	22	14
2,273	2,105	2,275	3,320	3,811	3,617	2,798	2,226
				1,016	1,376	1,556	1,276
				52	77	54	51
				77	224	304	157
				9	39	51	19
				2	1	3	0
671	806	898	906	1,156	1,717	1,968	1,503
				1,467	1,735	2,011	2,234
				155	137	131	102
				52	93	184	226

				5	8	13	31
				3	5	2	3
1,508	1,481	1,597	1,557	1,682	1,978	2,341	2,596
				\$793,341	\$770,223	\$595,374	\$368,558
				\$32,935	\$26,969	\$16,111	\$6,702
				\$159,916	\$217,902	\$161,396	\$92,039
				\$179,899	\$269,606	\$150,644	\$66,953
				\$319,835	\$298,202	\$279,281	\$71,468
\$344,791	\$583,771	\$706,915	\$1,074,123	\$1,485,925	\$1,582,903	\$1,202,805	\$605,719
				\$329,008	\$412,478	\$418,261	\$325,045
				\$21,629	\$21,500	\$14,678	\$8,325
				\$24,314	\$75,763	\$106,534	\$64,063
				\$13,596	\$51,333	\$95,402	\$38,545
				\$46,846	\$44,669	\$87,592	\$30,069
\$74,723	\$110,210	\$233,539	\$307,221	\$435,394	\$605,743	\$722,465	\$466,049
				\$437,864	\$608,496	\$794,124	\$936,137
				\$44,791	\$42,275	\$44,630	\$32,188
				\$33,541	\$50,284	\$82,665	\$117,639
				\$7,485	\$16,313	\$20,835	\$42,693
				\$37,501	\$71,637	\$32,308	\$33,095
\$489,428	\$438,641	\$395,359	\$432,304	\$561,181	\$789,004	\$974,562	\$1,161,753
				\$1,560,213	\$1,791,197	\$1,807,758	\$1,629,739
				\$99,355	\$90,744	\$75,418	\$47,215
				\$217,771	\$343,948	\$350,594	\$273,742
				\$200,980	\$337,252	\$266,881	\$148,192
				\$404,182	\$414,508	\$399,181	\$134,633
\$908,942	\$1,132,622	\$1,335,813	\$1,813,648	\$2,482,501	\$2,977,649	\$2,899,833	\$2,233,520
1,345,155	2,689,659	3,008,202	3,055,941	2,607,800	1,815,305	1,304,215	552,972
28,434	65,811	78,101	87,439	71,054	56,212	35,036	21,973

839,359	1,681,386	1,962,946	1,924,965	1,628,612	1,033,728	696,409	308,244
1,538,755	2,618,300	3,043,062	2,971,775	2,613,105	1,643,021	1,203,118	663,773
3,230,153	3,109,236	3,207,800	3,297,769	3,133,938	2,522,402	2,416,161	2,414,070
6,981,856	10,164,393	11,300,111	11,337,889	10,054,510	7,070,667	5,654,939	3,961,033
\$2,125,962	\$4,184,013	\$4,579,018	\$4,637,164	\$4,046,776	2,992,946.34	\$2,070,660	\$1,096,947
\$27,157	\$66,728	\$77,506	\$86,519	\$71,323	58,849.02	\$32,881	\$22,564
\$946,144	\$1,680,657	\$1,869,714	\$1,842,699	\$1,618,553	1,176,848.88	\$846,169	\$567,498
\$934,154	\$1,705,637	\$1,941,964	\$1,899,786	\$1,672,959	1,141,513.45	\$745,816	\$434,148
\$804,514	\$834,605	\$805,526	\$856,130	\$787,034	663,197.88	\$407,507	\$404,583
\$4,837,930	\$8,471,640	\$9,273,728	\$9,322,298	\$8,196,645	\$6,033,356	\$4,103,034	\$2,525,740
\$2,125,962	\$4,184,013	\$4,579,018	\$4,637,164	\$4,046,776	\$2,992,946	\$2,070,660	\$1,096,947
\$27,157	\$66,728	\$77,506	\$86,519	\$71,323	\$58,849	\$32,881	\$22,564
\$946,144	\$1,680,657	\$1,869,714	\$1,842,699	\$1,618,553	\$1,176,849	\$846,169	\$567,498
\$934,154	\$1,705,637	\$1,941,964	\$1,899,786	\$1,672,959	\$1,141,513	\$745,816	\$434,148
\$804,514	\$834,605	\$805,526	\$856,130	\$787,034	\$663,198	\$407,507	\$404,583
\$4,837,930	\$8,471,640	\$9,273,728	\$9,322,298	\$8,196,645	\$6,033,356	\$4,103,034	\$2,525,740
\$1,385,860	\$2,710,320	\$3,673,602	\$3,961,877	\$4,130,531	\$3,728,630	\$2,851,162	\$2,142,768
\$22,876	\$39,573	\$53,808	\$43,933	\$130,818	\$51,620	\$84,206	\$45,435
\$633,911	\$1,208,914	\$1,644,436	\$1,683,887	\$1,712,162	\$1,471,185	\$1,104,558	\$894,827
\$539,043	\$1,198,785	\$1,838,424	\$1,734,064	\$1,724,092	\$1,458,707	\$1,160,941	\$840,179
\$439,299	\$723,940	\$930,239	\$772,039	\$699,728	\$711,443	\$672,523	\$674,350
\$3,020,989	\$5,881,532	\$8,140,509	\$8,195,800	\$8,397,331	\$7,421,585	\$5,873,390	\$4,597,560
22223	25426	23026	22986	24039	24757	23,495	24,424
374	579	652	445	1318	568	1,130	722
5327	6185	5486	5461	5386	5491	5,291	5,608
953	1066	1036	932	914	931	957	1,028
63	70	80	59	57	63	71	80
28,940	33,326	30,280	29,883	31,714	31,810	30,944	31,862
\$740,102	\$1,473,693	\$905,416	\$675,287	(\$83,755)	(\$735,684)	(\$780,502)	(\$1,045,822)

\$4,281	\$27,155	\$23,698	\$42,586	(\$59,495)	\$7,229	(\$51,325)	(\$22,872)
\$312,233	\$471,743	\$225,278	\$158,812	(\$93,609)	(\$294,336)	(\$258,389)	(\$327,329)
\$395,111	\$506,852	\$103,540	\$165,722	(\$51,133)	(\$317,194)	(\$415,125)	(\$406,031)
\$365,215	\$110,665	(\$124,713)	\$84,091	\$87,306	(\$48,245)	(\$265,016)	(\$269,767)
\$1,816,941	\$2,590,108	\$1,133,219	\$1,126,498	(\$200,686)	(\$1,388,229)	(\$1,770,356)	(\$2,071,820)
12	0	1	1	2	0	0	0
0	0	0	0	0	0	0	0
8	0	11	9	10	0	0	0
0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0
20	0	13	10	12	0	0	0
244	192	163	193	191	130	113	112
25	19	14	16	17	11	12	11
3	3	4	6	4	1	1	2
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
272	214	181	215	212	142	126	125

<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>
26,813	26,850	27,139	27,290			599	598	719	691
673	662	650	649			(99)	(62)	(85)	(12)
5,759	5,783	5,829	5,989			(74)	(47)	(48)	0
999	998	1,001	1,007			58	59	62	59
70	68	68	68			4	4	5	5
34,314	34,361	34,687	35,003	0	0	488	552	653	743
4,890	4,581	4,242	4,165			0	0	0	0
179	171	176	183			0	0	0	0
611	660	733	570			0	0	0	0
96	96	94	71			0	0	0	0
25	19	19	27			0	0	0	0
5,801	5,527	5,264	5,016	0	0	(1,024)	(320)	(362)	(962)
1,598	1,572	1,427	1,517			0	0	0	0
20	26	26	39			0	0	0	0
264	318	407	352			0	0	0	0
54	58	66	57			0	0	0	0
21	15	17	24			0	0	0	0
1,957	1,989	1,943	1,989	0	0	390	681	165	(143)
1,013	732	644	548			0	0	0	0
31	12	21	15			0	0	0	0
118	96	101	78			0	0	0	0
15	10	7	1			0	0	0	0
2	2	1	3			0	0	0	0
1,179	852	774	645	0	0	(1,109)	(523)	167	100
2,279	2,277	2,171	2,100			0	0	0	0
128	133	129	129			0	0	0	0
229	246	225	140			0	0	0	0

27	28	21	13			0	0	0	0
2	2	1	0			0	0	0	0
2,665	2,686	2,547	2,382	0	0	(305)	(478)	(694)	(919)
\$183,170	\$140,951	\$120,747	\$132,418			\$0	\$0	\$0	\$0
\$4,194	\$2,265	\$2,200	\$2,633			\$0	\$0	\$0	\$0
\$55,726	\$53,197	\$57,036	\$46,147			\$0	\$0	\$0	\$0
\$36,512	\$36,246	\$29,801	\$28,742			\$0	\$0	\$0	\$0
\$149,582	\$122,609	\$74,745	\$179,823			\$0	\$0	\$0	\$0
\$429,185	\$355,267	\$284,529	\$389,763	\$0	\$0	(\$739,948)	(\$170,672)	(\$67,755)	(\$119,306)
\$214,118	\$107,748	\$84,419	\$74,124			\$0	\$0	\$0	\$0
\$5,812	\$3,581	\$2,081	\$1,804			\$0	\$0	\$0	\$0
\$45,869	\$27,928	\$24,464	\$14,072			\$0	\$0	\$0	\$0
\$22,461	\$13,658	\$10,097	\$3,410			\$0	\$0	\$0	\$0
\$11,658	\$14,937	\$4,052	\$5,911			\$0	\$0	\$0	\$0
\$299,918	\$167,852	\$125,113	\$99,320	\$0	\$0	(\$344,809)	(\$404,061)	(\$253,050)	(\$224,480)
\$984,846	\$1,003,401	\$955,888	\$895,288			\$0	\$0	\$0	\$0
\$35,603	\$36,991	\$37,700	\$37,370			\$0	\$0	\$0	\$0
\$126,911	\$129,397	\$133,122	\$101,950			\$0	\$0	\$0	\$0
\$45,265	\$47,173	\$40,605	\$29,326			\$0	\$0	\$0	\$0
\$34,047	\$8,365	\$1,126	\$0			\$0	\$0	\$0	\$0
\$1,226,672	\$1,225,328	\$1,168,441	\$1,063,935	\$0	\$0	(\$63,341)	(\$40,879)	(\$180,053)	(\$288,022)
\$1,382,134	\$1,252,100	\$1,161,054	\$1,101,830			\$0	\$0	\$0	\$0
\$45,609	\$42,837	\$41,981	\$41,807			\$0	\$0	\$0	\$0
\$228,506	\$210,522	\$214,622	\$162,169			\$0	\$0	\$0	\$0
\$104,239	\$97,077	\$80,503	\$61,478			\$0	\$0	\$0	\$0
\$195,287	\$145,912	\$79,923	\$185,734			\$0	\$0	\$0	\$0
\$1,955,774	\$1,748,447	\$1,578,083	\$1,553,018	\$0	\$0	(\$1,148,098)	(\$615,612)	(\$500,858)	(\$631,808)
368,738	307,553	397,515	554,573			(393,037)	(166,699)	147,064	(11,262)
8,226	6,961	7,994	11,943			(29,901)	(11,375)	(4,614)	9,241

226,308	205,163	283,200	329,779			(534,712)	(339,634)	(64,457)	(71,309)
532,556	407,293	627,781	791,649			(212,852)	(301,724)	(61,742)	(92,236)
2,336,823	2,380,167	2,552,720	2,836,241			(253,155)	(544,358)	(682,821)	(177,412)
3,472,651	3,307,137	3,869,210	4,524,185	0	0	(1,423,658)	(1,363,790)	(666,571)	(342,978)
\$917,080	\$850,362	\$916,480	\$1,145,350			(\$1,153,436)	(\$533,686)	\$17,921	(\$74,999)
\$10,571	\$9,338	\$53,450	\$12,996			(\$52,785)	(\$24,332)	(\$11,596)	\$7,785
\$519,000	\$504,554	\$552,328	\$593,716			(\$833,021)	(\$468,505)	(\$132,830)	(\$72,652)
\$371,181	\$329,173	\$411,216	\$490,945			(\$494,088)	(\$302,721)	(\$94,195)	(\$60,747)
\$372,549	\$375,555	\$408,568	\$464,768			(\$147,366)	(\$112,837)	(\$131,969)	(\$22,563)
\$2,190,380	\$2,068,981	\$2,342,041	\$2,707,776	\$0	\$0	(\$2,680,696)	(\$1,442,081)	(\$352,668)	(\$223,176)
\$917,080	\$850,362	\$916,480	\$1,145,350	\$0	\$0	(\$1,153,436)	(\$533,686)	\$17,921	(\$74,999)
\$10,571	\$9,338	\$53,450	\$12,996	\$0	\$0	(\$52,785)	(\$24,332)	(\$11,596)	\$7,785
\$519,000	\$504,554	\$552,328	\$593,716	\$0	\$0	(\$833,021)	(\$468,505)	(\$132,830)	(\$72,652)
\$371,181	\$329,173	\$411,216	\$490,945	\$0	\$0	(\$494,088)	(\$302,721)	(\$94,195)	(\$60,747)
\$372,549	\$375,555	\$408,568	\$464,768	\$0	\$0	(\$147,366)	(\$112,837)	(\$131,969)	(\$22,563)
\$2,190,380	\$2,068,981	\$2,342,041	\$2,707,776	\$0	\$0	(\$2,680,696)	(\$1,442,081)	(\$352,668)	(\$223,176)
\$1,420,163	\$1,174,957	\$1,108,140	\$1,178,490			(\$1,373,138)	(\$1,009,713)	(\$737,767)	(\$173,455)
\$19,256	\$14,323	\$6,883	\$9,406			\$2,761	(\$63,421)	\$2,343	\$7,107
\$623,997	\$537,960	\$499,239	\$635,543			(\$777,115)	(\$655,652)	(\$317,781)	(\$12,905)
\$473,984	\$366,977	\$359,120	\$467,988			(\$834,176)	(\$906,126)	(\$228,077)	(\$3,723)
\$316,046	\$414,638	\$430,365	\$307,923			(\$465,485)	(\$485,337)	(\$158,486)	\$91,000
\$2,853,445	\$2,508,855	\$2,403,748	\$2,599,349	\$0	\$0	(\$3,447,153)	(\$3,120,249)	(\$1,439,768)	(\$91,975)
24,193	23,255	23,356	24,123			(654)	272	(1,481)	754
441	414	152	178			242	(420)	262	263
5,546	5,148	5,207	5,745			(511)	(315)	(471)	149
996	952	979	1,030			(114)	(144)	(47)	37
58	73	69	61			(15)	(13)	6	19
31,234	29,842	29,763	31,137	0	0	(1,052)	(620)	(1,731)	1,222
(\$503,083)	(\$324,595)	(\$191,660)	(\$33,140)		\$0	\$219,702	\$476,027	\$755,688	\$98,456

(8,685)	(4,986)	\$46,566	\$3,590		\$0	(55,546)	\$39,089	(13,939)	\$678
(\$104,997)	(\$33,406)	\$53,089	(\$41,826)		\$0	(\$55,906)	\$187,147	\$184,951	(\$59,747)
(\$102,803)	(\$37,804)	\$52,096	\$22,958		\$0	\$340,088	\$603,405	\$133,882	(\$57,024)
\$56,503	(\$39,083)	(\$21,797)	\$156,845		\$0	\$318,119	\$372,500	\$26,517	(\$113,563)
(\$663,065)	(\$439,874)	(\$61,706)	\$108,427		\$0	\$766,457	\$1,678,168	\$1,087,100	(\$131,201)
0	0	0	0		0	(4)	(88)	(121)	0
0	0	0	0		0	0	(2)	(9)	0
0	0	0	11		0	(7)	(20)	(24)	0
0	0	0	1		0	(1)	0	(1)	0
0	0	0	0		0	0	0	0	0
0	0	0	12		0	(12)	(110)	(155)	0
105	109	102	167		0	(240)	(496)	(507)	(484)
11	10	10	6		0	(24)	(57)	(62)	(56)
5	7	6	35		0	(3)	(5)	(7)	(3)
0	1	1	1		0	(2)	(2)	(2)	0
0	0	0	0		0	0	0	0	0
121	127	119	209	0	0	(269)	(560)	(578)	(543)

	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
848	880	1,008	950	0	0	
(8)	17	21	22	0	0	
54	102	128	188	0	0	
54	56	37	3	0	0	
4	2	2	(1)	0	0	
952	1,057	1,196	1,162	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
(769)	(559)	(20)	1,046	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
(97)	(122)	(222)	498	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
25	(105)	(168)	(232)	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	
0	0	0	0	0	0	

0	0	0	0	0	0
0	0	0	0	0	0
(697)	(332)	370	780	0	0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$39,833	\$56,286	\$11,366	\$208,755	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(70,928)	\$5,785	\$11,085	\$11,931	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(151,862)	\$90,086	\$384,696	\$462,694	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(182,957)	\$152,157	\$407,147	\$683,380	\$0	\$0
(14,685)	(21,333)	68,547	(41,981)	0	0
(73)	420	1,365	(1,737)	0	0

(57,223)	(57,465)	17,004	(76,143)	0	0
(102,256)	(156,200)	35,227	(143,107)	0	0
(263,366)	(266,015)	(4,745)	(66,979)	0	0
(437,603)	(500,594)	117,397	(329,947)	0	0
(\$43,178)	(\$37,108)	\$30,383	\$793	\$0	\$0
(\$540)	(\$43)	\$44,088	(\$482)	\$0	\$0
(\$50,330)	(\$39,220)	\$7,151	(\$17,147)	\$0	\$0
(\$57,086)	(\$56,463)	(\$7,772)	(\$30,166)	\$0	\$0
(\$49,141)	(\$46,838)	\$38,339	(\$17,360)	\$0	\$0
(\$200,275)	(\$179,671)	\$112,187	(\$64,363)	\$0	\$0
(\$43,178)	(\$37,108)	\$30,383	\$793	\$0	\$0
(\$540)	(\$43)	\$44,088	(\$482)	\$0	\$0
(\$50,330)	(\$39,220)	\$7,151	(\$17,147)	\$0	\$0
(\$57,086)	(\$56,463)	(\$7,772)	(\$30,166)	\$0	\$0
(\$49,141)	(\$46,838)	\$38,339	(\$17,360)	\$0	\$0
(\$200,275)	(\$179,671)	\$112,187	(\$64,363)	\$0	\$0
(\$365,530)	(\$298,596)	(\$312,760)	(\$223,319)	\$0	\$0
(\$11,324)	(\$10,131)	(\$14,692)	(\$15,855)	\$0	\$0
(\$29,656)	(\$41,856)	(\$80,655)	\$79,290	\$0	\$0
(\$59,350)	(\$78,858)	(\$63,846)	\$32,689	\$0	\$0
(\$113,042)	(\$37,385)	(\$44,944)	(\$131,229)	\$0	\$0
(\$578,903)	(\$466,826)	(\$516,897)	(\$258,425)	\$0	\$0
182	208	(461)	664	0	0
35	24	(233)	(234)	0	0
(16)	(263)	(318)	465	0	0
(19)	(15)	(44)	40	0	0
(12)	5	(10)	(9)	0	0
170	(41)	(1,066)	926	0	0
\$322,352	\$261,488	\$343,143	\$224,112	\$0	\$0

\$10,784	\$10,088	\$58,779	\$15,374	\$0	\$0
(\$20,674)	\$2,636	\$87,806	(\$96,437)	\$0	\$0
\$2,265	\$22,396	\$56,073	(\$62,855)	\$0	\$0
\$63,901	(\$9,453)	\$83,283	\$113,869	\$0	\$0
\$378,628	\$287,155	\$629,084	\$194,062	\$0	\$0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	9	0	0
0	0	0	1	0	0
0	0	0	0	0	0
0	0	0	10	0	0
(494)	(400)	(311)	(166)	0	0
(58)	(53)	(40)	(37)	0	0
1	2	0	31	0	0
0	1	1	1	0	0
0	0	0	0	0	0
(551)	(450)	(350)	(171)	0	0

AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)
 Each month's entries are compared to MARCH 2020

NHG	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
Percent Change of Past Due CUSTOMERS						
RES	9%	32%	-7%	44%	-14%	48%
COM	39%	232%	11%	333%	-2%	349%
Total	7%	39%	-5%	54%	-13%	58%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
	RES	-26%	74%	-55%	101%	-14%
COM	-10%	73%	-65%	146%	-21%	320%
Total	-19%	74%	-59%	107%	-21%	119%

Percent Change to NUMBER of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-3%	-1%
COM	-1%	6%	4%
Total	-2%	0%	-2%

Percent Change to DOLLAR AMOUNT of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-31%	-49%
COM	-29%	-42%	-68%
Total	-30%	-45%	-66%

Percent Change to AVERAGE PAYMENT AMOUNT by Cust Payment	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-28%	-44%
COM	-25%	-35%	-73%
Total	-28%	-46%	-65%

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change
212 plans in March						

	126	-41%	125	-41%	121	-43%
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)

Mar 20 vs Aug 20		Mar 20 vs Sep 20		Mar 20 vs Oct 20	
30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change
-20%	49%	-25%	42%	-26%	37%
4%	360%	14%	332%	-10%	155%
-17%	60%	-21%	51%	-25%	42%

30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change
-22%	116%	-28%	106%	-31%	93%
-45%	136%	-30%	323%	-50%	67%
-30%	118%	-36%	108%	-37%	90%

Mar 20 vs Aug 20		Mar 20 vs Sep 20		Mar 20 vs Oct 20	
-7%		-7%		-4%	
-3%		-2%		8%	
-6%		-6%		-2%	

Mar 20 vs Aug 20		Mar 20 vs Sep 20		Mar 20 vs Oct 20	
-72%		-74%		-72%	
-68%		-75%		-66%	
-70%		-71%		-69%	

Mar 20 vs Aug 20		Mar 20 vs Sep 20		Mar 20 vs Oct 20	
-69%		-66%		-62%	
-57%		-79%		-61%	
-68%		-69%		-68%	

Mar 20 vs Aug 20		Mar 20 vs Sep 20		Mar 20 vs Oct 20	
# of Plans	% Change	# of Plans	% Change	# of Plans	% Change

127	-40%	119	-44%	209	-1%
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AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)

Each month's entries are compared to MARCH 2020

UES	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
Percent Change of Past Due CUSTOMERS	% Change	% Change	% Change	% Change	% Change	% Change	% Change
RES	-3%	26%	-10%	24%	-10%	21%	-4%
COM	21%	242%	-1%	235%	-1%	254%	-2%
Total	-1%	32%	-10%	30%	-9%	27%	-4%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
		% Change	% Change	% Change	% Change	% Change	% Change
RES	9%	25%	7%	34%	9%	39%	17%
COM	46%	199%	17%	307%	37%	324%	52%
Total	14%	30%	8%	41%	13%	47%	21%

Percent Change to NUMBER of payments received	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	RES	-3%		3%		3%	
COM	-1%		6%		3%		2
Total	-3%		3%		3%		-1

Percent Change to DOLLAR AMOUNT of payments received	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	RES	-14%		-11%		-5%	
COM	-20%		-12%		-9%		-3
Total	-17%		-11%		-7%		-1

Percent Change to AVERAGE PAYMENT AMOUNT by Cust Payment	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	RES	-13%		-15%		-14%	
COM	-19%		-17%		-18%		-4
Total	-14%		-14%		-10%		0

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change	# of Plans
844 plans in March	467	-45%	420	-50%	428	-49%	521

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20	
90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change
23%	0%	26%	3%	33%
245%	12%	247%	-10%	140%
29%	1%	32%	1%	36%

90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change
44%	25%	50%	28%	58%
351%	89%	327%	31%	262%
53%	33%	58%	29%	64%

s Aug 20	Mar 20 vs Sep 20	Mar 20 vs Oct 20
%	0%	4%
%	1%	11%
%	1%	5%

s Aug 20	Mar 20 vs Sep 20	Mar 20 vs Oct 20
%	8%	-6%
%	2%	17%
%	6%	4%

s Aug 20	Mar 20 vs Sep 20	Mar 20 vs Oct 20
%	1%	-13%
%	2%	11%
%	5%	-1%

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20	
% Change	# of Plans	% Change	# of Plans	% Change
-38%	555	-34%	694	-18%

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-2

Date of Response: November 30, 2020
Witness: Mark Lambert

Request:

Provide the following data for each utility rate class:

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

November 30 Update Response:

Please see NHPUC 1-2 Attachment 1 which include updates through October 2020 for both UES and NUI.

Payment Data year over year comparison (NHPUC 1-2)

NUI	MAR			APR		MAY		JU
		# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	
2019	RES	1,133	4%	1,453	5%	1,038	4%	2,660
	COM	36	1%	24	0%	49	1%	249
	Total	1,169	3%	1,477	4%	1,087	3%	2,909
2020	RES	2,045	7%	2,137	8%	2,891	11%	2,322
	COM	664	9%	512	7%	580	8%	108
	Total	2,709	8%	2,639	8%	3,471	10%	2,430

* = "# of Customers not paying" is approximate and an assumption based upon the number of payments received

IN	JUL		AUG		SEP		OCT		
	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	
	10%	2,229	8%	3,178	12%	2,558	10%	3,096	11%
	4%	69	1%	243	4%	104	2%	534	8%
	9%	2,298	7%	3,421	10%	2,662	8%	3,630	11%
	8%	2,852	10%	3,843	14%	4,281	15%	3,638	13%
	2%	228	3%	676	10%	643	9%	228	3%
	7%	3,080	9%	4,519	13%	4,924	14%	3,866	11%

received

Payment Data year over year comparison (NHPUC 1-2)

UES		MAR		APR		MAY		JU
		# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	
2019	RES	5,409	8%	6,051	9%	6,310	9%	7812
	COM	171	2%	42	0%	758	7%	512
	Total	7,151	9%	7,660	10%	8,632	11%	8324
2020	RES	7,668	12%	6,367	10%	10,541	16%	7376
	COM	750	7%	678	6%	1,023	9%	313
	Total	9,973	13%	8,597	11%	13,115	16%	7689

* = "# of Customers not paying" is approximate and an assumption based upon the number of payments re

IN	JUL		AUG		SEP		OCT	
	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*	% of Cust Not Paying	# Cust Not Paying*
	12%	6311	9%	7704	11%	5743	9%	4,337
	5%	239	2%	609	6%	70	1%	-228
	11%	6550	8%	8313	11%	5813	7%	4,049
	11%	7067	10%	9664	14%	8625	13%	5,573
	3%	615	6%	768	7%	843	8%	-300
	10%	7682	10%	10432	13%	9468	12%	5,273

ceived

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-3

Date of Response: November 30, 2020
Witness: Mark Lambert

Request:

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.

Updated Response as of November 30:

- Unitil transitioned to the standard collections process for past due residential (non-low income only) and commercial customers, but continues to support customers with the same following steps as previous months:
 - o Suspended all residential and commercial late fees
 - o Suspended all returned check fees
 - o Suspended all referrals of unpaid final accounts to a collection agency
 - o Directed Customer Service Representatives to waive deposit if customer states they are not able to pay upfront due to COVID19 impact
 - o Directed Customer Service Representatives to waive the requirement to be current in order to have any emergency service work performed on miscellaneous products.
 - o Instructed all collection agencies that we utilize to suspend customer referral to the credit bureaus
 - o Partner with customers to set up longer payment plans and waive an upfront payment if customer is not able to pay at time of plan enrollment
 - o Offer payment plans to commercial customers to meet their unique payment needs
 - o Implementation of UCARE grant for customers who have been financially impacted by COVID19 but do not qualify for Fuel Assistance
- Unitil participated with the other NH Utilities, the PUC and various consumer agencies to present a Webinar for all customers to provide information regarding the help that is available to them during this pandemic.

June 30 Response:

Unitil recognizes that this is an unprecedented time and that many of our customers are experiencing financial challenges as a result of, or related to, the COVID19 pandemic. UES and NUI have taken the following steps in support of our NH customer base:

- Suspended all disconnect notices
- Suspended all disconnections for non-payment
- Suspended all residential and commercial late fees
- Suspended all returned check fees
- Suspended all referrals of unpaid final accounts to a collection agency

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-3

Date of Response: November 30, 2020
Witness: Mark Lambert

- Directed Customer Service Representatives to waive deposit if customer states they are not able to pay upfront due to COVID19 impact
- Directed Customer Service Representatives to waive the requirement to be current in order to have any emergency service work performed on miscellaneous products.
- Instructed all collection agencies that we utilize to suspend customer referral to the credit bureaus
- Partner with customers to set up longer payment plans and waive an upfront payment if customer is not able to pay at time of plan enrollment
- Implementation of UCARE grant for customers who have been financially impacted by COVID19 but do not qualify for Fuel Assistance

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-4

Updated Response: November 30, 2020
Witness: Mark Lambert, Carol Valianti

Request:

Provide a detailed description of customer outreach undertaken to date.

Updated response (November 30, 2020)

While disconnection notices have generated for both residential (non-low income only) and commercial customers for UES and NUI, Unitil continues to advise customers of how we can assist them with paying their bill.

- Offer of a payment plan to spread out costs over time, to meet their needs
- No late fees will be assessed through 3/31/21
- Advising customers that once they are enrolled in and successfully maintain a payment plan, they will be exempt from disconnections
- Mark their account as Financial Hardship when they advise they are experiencing financial challenges, giving them time to secure assistance
- Refer residential customers to their local CAP to see if they qualify for a discounted rate or other financial benefits
- Provide SBA contact information to commercial customers if needed

Original Response (June 30, 2020):

Both UES and NUI have performed a variety of proactive customer outreach measures to ensure customers that we are available to assist them during this difficult time:

- Press Release in March announcing:
 - Suspension of all collections activities including disconnections and assessment of late fees
 - We are available to set payment plans to assist all customers with their unique needs
 - Local Community Action Program (CAP) agencies are available to help with programs such as LIHEAP Fuel Assistance.
 - Introduction of the UCARE fund to assist customers impacted by COVID19, with paying their Unitil bill
 - Unitil donation to local community agencies designed to help combat food insecurity, homelessness, mental health and substance abuse
- Bill Insert to all customers in their April bill advising:
 - Suspension of all collections activities including disconnections and assessment of late fees
 - We are available to set payment plans to assist all customers with their unique needs
 - Local Community Action Program (CAP) agencies are available to help with programs such as LIHEAP Fuel Assistance.
 - Introduction of the UCARE fund to assist customers impacted by COVID19, with paying their Unitil bill

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-4

Updated Response: November 30, 2020
Witness: Mark Lambert, Carol Valianti

- Unitil donation to local community agencies designed to help combat food insecurity, homelessness, mental health and substance abuse
- Email sent to all customers with an email communications preference to advise:
 - Suspension of all collections activities including disconnections and assessment of late fees
 - We are available to set payment plans to assist all customers with their unique needs
 - Local Community Action Program (CAP) agencies are available to help with programs such as LIHEAP Fuel Assistance.
 - Introduction of the UCARE fund to assist customers impacted by COVID19, with paying their Unitil bill
 - Unitil donation to local community agencies designed to help combat food insecurity, homelessness, mental health and substance abuse
- Automated outbound calls to all customers who had Fuel Assistance during last winter season to encourage them to enroll for this year's benefit and continued low income discount rate, if it is still needed. Gave the contact information for the customer's specific CAP agency.
- Additional automated outbound calls to all previous Fuel Assistance customers who had not yet reenrolled for this year's Fuel program, to advise them of the extension of the Fuel Assistance application deadline. Gave the contact information for the customer's specific CAP agency.
- Automated outbound calls to all past due residential customers, suggesting that they reach out to the local CAP for help with Fuel Assistance application before the deadline passes. Also, encouraged the customers to call us if they wanted to set a payment plan.
- Letter mailed to all residential customers in May who were 60 days past due to advise them that we are here to help:
 - Offer of a payment plan to spread out costs over time, to meet their needs
 - Suspension of collections activities
 - Reminder to reach out to local CAP for Fuel Assistance or UCARE fund
- Letter mailed to all commercial customers in May who were 30 days past due to advise them that we are here to help:
 - Offer of a payment plan to spread out costs over time, to meet their needs
 - Suspension of collections activities
 - Provided SBA phone number and website addresses for commercial assistance
- Personal phone call to past due commercial customers who are past due to:
 - Answer questions and offer assistance
 - Offer a payment plan, with a deferred start date if necessary, to spread out costs over time, to meet their needs
 - Provide SBA contact information if needed
- Automated phone calls to all protected customers to remind them that we are here to provide them with assistance:
 - Remind customer of UCARE grant opportunities and refer to CAP
 - Make sure they are aware of local CAP contact information
 - Offer to help customers enroll in a special protected payment plan

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-4

Updated Response: November 30, 2020
Witness: Mark Lambert, Carol Valianti

- Letters mailed to all residential customers in June who are 30 days past due, which will reach customers who are newly past due and possibly not aware of available assistance, to advise them that we are here to help:
 - o Offer of a payment plan to spread out costs over time, to meet their needs
 - o Suspension of collections activities
 - o Reminder to reach out to local CAPs for UCARE fund
 - o Advising customers that once they are enrolled in a payment plan, they will be exempt from late fees and disconnections, once collections activities resume in the future

- Letters mailed to all commercial customers in June who were 30 days past due, which will reach customers who are newly past due and possibly not aware of assistance, to advise them that we are here to help:
 - o Offer of a payment plan to spread out costs over time, to meet their needs
 - o Suspension of collections activities
 - o Provided SBA phone number and website addresses for commercial assistance
 - o Advising customers that once they are enrolled in a payment plan, they will be exempt from late fees and disconnections, once collections activities resume in the future

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-5

Date of Response: November 30, 2020
Witness: Mark Lambert

Request:

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

Updated Response (November 30, 2020):

In addition to continuing the practices outlined below, Unitil started enrolling MA small commercial customers who are struggling to pay their energy bill due to the pandemic, in a one-time Arrears Forgiveness Program. The details of this program, which will be offered through 12/31/20 are:

- Unitil enrolls struggling small commercial customers in a payment plan for up to 12 months, based upon the customer's specific needs
- When the customer pays their first installment, Unitil forgives the electric and/or gas charges from the customer's April bill
- When the customer completes the payment plan, Unitil will forgive the electric and/or gas charges from the customer's May bill
- If a customer defaults on this forgiveness payment plan, they can make up their missed payments and resume the plan for the balance of the remaining months from the original plan
- Customers have expressed appreciation for the utility for this additional support during this difficult time

June 30 Response:

Unitil's distribution company affiliates participate in the following practices and initiatives in MA, ME and NH:

- Suspension of collections activities, such as disconnections, late fees, returned check fees due the COVID19 pandemic
- Referral to the local CAPs for assistance such as LIHEAP or the Unitil UCARE fund
- Offer of payment plans for all customers, with a deferred start date, if needed due to COVID19 financial impact
- Bill inserts, letters and phone call campaigns to both residential and commercial customers to remind them of initiatives and assistance available
- Updated Unitil website to advise customers of initiatives available for those impacted by COVID19

The one program that is available to both electric and gas MA residential low income customers that is not offered in NH, but provides significant assistance, is the Arrearage Forgiveness Program:

- Unitil enrolls the low income customer in a levelized payment plan for a minimum of 12 months, based upon the customers average monthly usage, minus any Fuel Assistance pledge
- Every month that the customer pays the payment plan amount, Unitil credits a portion of their past due balance, up to \$400 per EL/GA service, reducing the customer's total bill balance

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-5

Date of Response: November 30, 2020
Witness: Mark Lambert

Additionally, the MA utilities are proposing a one-time Arrears Forgiveness Program for small C&I customers who are facing unprecedented financial impact due to COVID19. The specific details are currently being discussed between the companies. An example of how the program could work includes the following, but specific terms could change by utility:

- Unitil will enroll the customer in a payment plan for up to 12 months, based upon the customer's specific needs
- When the customer pays their first installment, the utility will forgive the amount of the April bill
- When the customer completes the payment plan, the utility will forgive the amount of the May bill

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-6

Date of Response: November 30, 2020
Witness: Christopher Goulding

Request:

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

Original June 30 Response:

We are in the process of updating its sales forecast for Northern Utilities, Inc. and Unitil Energy Systems, Inc. The Companies are closely monitoring the current situation and analyzing data to determine what effects the COVID-19 pandemic is having on customers. The initial data that has been analyzed indicates an overall decline in usage, in particular for commercial customers with a minor offset to residential usage on the electric side, but the duration of these trends is uncertain at this time.

November 30 Update Response:

The sales forecast for Northern Utilities, Inc. and Unitil Energy Systems, Inc. have been updated in light of the pandemic and its effects on the economy. Historically, for the residential, regular general, and large rate classes, the sales forecast is developed by independently forecasting meter growth, base usage per meter, and a weather-driven usage per meter assuming 'normal' weather (average degree days during over the last 20 years) for the forecast period. Also forecasted is the Company's meter read cycle. In addition, Business Development personnel are consulted for comments on significant usage changes for the Company's large customers. The forecast seeks to limit subjectivity and typically relies on historical trends. However, average usage per customer has declined as a result of the deterioration of the economic environment caused by the unprecedented COVID-19 crisis. Consequently, historical usage per customer levels are unlikely to be illustrative of future sales over the short to medium terms. The sales forecast assumes that usage per customer will return to pre-pandemic levels at the beginning of 2023. This timing decision reflects an apparent consensus among macroeconomic forecasts reviewed by the Company. The forecast assumes a recovery for usage per customer back to pre-pandemic levels at a linear rate through the beginning of 2023.

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-7

Date of Response: November 30, 2020
Witness: John Closson

Request:

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.

Original June 30 Response:

The Companies have instituted a number of measures to protect its employees, customers and municipal partners during the COVID-19 pandemic. These measures include:

- maintaining a mandatory social distancing minimum of 6 feet, in conjunction with frequent workstation cleanings;
- staggering shift start times to minimize exposure of field personnel;
- providing additional vehicles and requiring certain field positions to be home based in order to preclude them from starting their day at the operating center to minimize interaction with other employees
- where possible, requiring contractors to job site report and having materials and supplies delivered to minimize interaction with Company employees
- wearing face coverings in common areas of Company facilities and/or whenever 6 feet of social distancing cannot be maintained in public;
- working remotely whenever possible, including home base/job site reporting;
- establishing a customer home entry protocol, instructing employees on proper hygiene, communication, personal protective equipment (PPE), and social distancing;
- establishing a cleaning/disinfecting protocol for Company facilities and vehicles occupied recently by an employee who is suspect or confirmed positive for the virus;
- requiring daily health attestations for employees and contractors, entering Company facilities and/or conducting work activities in customer homes or the public; and
- testing frequently employees and contractors, who conduct customer home entry protocols, for the virus to protect customer health and streamline contact tracing, if needed.

Neither UES nor NUI have made any changes to current staffing as a result of the pandemic. Although neither company have made changes to its 2020 Operating Budget, both companies are actively tracking costs associated with the pandemic.

November 30 Update Response:

There is no change from the original response.

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Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-8

Date of Response: November 30, 2020
Witness: Kevin Sprague

Request:

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.

Original June 30 Response:

Neither company has made any changes to capital and related planning budgets as a result of the pandemic. Both companies will continue to evaluate whether changes will be required.

November 30 Update Response:

There is no change from the original response.

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Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-9

Date of Response: November 30, 2020
Witness: John Closson

Request:

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

Original June 30 Response:

Neither company is facing any significant supply chain disruptions as a result of COVID-19. Both companies have seen an increase in product lead times as a result of the pandemic and have adjusted its ordering and inventory behavior to account for prolonged lead times.

The companies started reaching out to suppliers and alliance partners in early February to address impacts of COVID-19 on its supply chain. This communication has been ongoing and will continue throughout the duration of this pandemic.

November 30 Updated Response:

There is no change from the original response.

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-10

Date of Response: November 30, 2020
Witness: Todd Diggins

Request:

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.

Original June 30 Response:

The Company, on behalf of both UES and NUI, has met with its primary lenders to discuss possible liquidity options. Due to its current financial strength and investment grade credit ratings, the lenders have expressed comfort with the financial strength of the Company at this time

The Company has met with all of its primary investment bankers and believes it will have adequate access to capital at this time. When issuing long term debt, the Company historically has used the Private Placement market. Although conditions are changing rapidly and the reported total Private Placement 2020Q1 volumes have decreased year over year, Private Placement 2020Q1 utility volumes have increased as issuers have expressed interest in the historically stable utility industry, given continued uncertainty around the COV-19 pandemic. The equity markets continue to be volatile and may not be a preferable source of capital at this time.

November 30 Updated Response:

On September 15, 2020, the Company closed on and received long term funding for UES (\$27.5mm) and NUI (\$40.0mm), reducing each company's short term borrowings, and providing sufficient liquidity over the near term.

On November 5, 2020 S&P Global ("S&P") issued a research update revising its outlook on Unitil Corporation and its subsidiaries (including UES and NUI) from "stable" to "negative." S&P Global cited weaker economic conditions related to the pandemic, lower gas and electric sales margins due to warmer winter weather in 2020, and the Company's capital spending plan as weighing in its revised outlook.¹ S&P affirmed its current BBB+ issuer credit ratings for each of Unitil Corp, UES, NUI, and FG&E.

The negative outlook reflects the potential for lower ratings over the next 24 months if S&P believes the Company's financial metrics will not improve. If the Company's financial metrics do improve, S&P could revise its outlook from "negative" to "stable." A negative outlook, as well lower ratings, could affect the Company's access to capital markets at the favorable terms the Company has realized in recent issuances.

¹ S&P Global Ratings, *Research Update: Unitil Corp. and Subsidiaries Outlooks Revised To Negative on Weaker Consolidated Financial Measures; Ratings Affirmed*, November 5, 2020, at 1. A copy is attached as NHPUC 1-10 Update Attachment 1.

Unitil Energy Systems, Inc.
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NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-10

Date of Response: November 30, 2020
Witness: Todd Diggins

Lastly, notwithstanding its revised outlook, S&P assessed the Company's liquidity as adequate, because its "sources are likely to cover its uses by more than 1.1x over the next 12 months, even if EBITDA declines by 10%."²

² S&P Global Ratings, *Research Update: Unitil Corp. and Subsidiaries Outlooks Revised To Negative on Weaker Consolidated Financial Measures; Ratings Affirmed*, November 5, 2020, at 2.

Research Update:

Unitil Corp. And Subsidiaries Outlooks Revised To Negative On Weaker Consolidated Financial Measures; Ratings Affirmed

November 5, 2020

Rating Action Overview

- U.S. utility holding company Unitil Corp.'s consolidated financial measures have weakened from historical levels due to weaker cash flows and greater leverage.
- As such, we are revising our rating outlook on Unitil Corp. and subsidiaries Northern Utilities Inc. (NU), Fitchburg Gas & Electric Light Co. (FG&E), Unitil Energy Systems Inc. (UES), and Granite State Gas Transmission Inc. to negative from stable.
- We are affirming our issuer credit ratings on each entity, including our 'BBB+' issuer credit ratings.
- The negative outlook reflects the potential for a one-notch downgrade over the next 24 months if Unitil's consolidated financial measures do not improve, including funds from operations (FFO) to debt consistently above 16%.

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Rating Action Rationale

The negative outlook reflects the increased possibility that Unitil might not consistently achieve FFO to debt of at least 16%. As a result of weaker economic conditions related to the pandemic, lower gas and electric sales margins primarily due to warmer winter weather in 2020 compared to 2019, and an elevated capital spending plan, we expect Unitil's financial measures to be pressured over the forecast period. FFO to debt as of the third quarter 2020 was 15.3%, which is below our downgrade trigger. While Unitil benefits from electric and natural gas decoupling in Massachusetts, decoupled margins represent only 25% of consolidated margins. Forward-looking, both UES and NU are required by the Public Utilities Commission of New Hampshire to propose revenue decoupling or alternative lost base revenue mechanisms in their next rate case filing. While we believe this is credit positive, as it could result in about decoupled margins representing about 75% of consolidated margins, Unitil's margins remain exposed to revenue uncertainty at least through next year. Additionally, the company's elevated capital

spending needs will likely lead to further debt issuances during our forecast period, which will further pressure credit measures. However, we expect the company will take various steps to mitigate some of the anticipated financial impact of its robust capital spending program and the weaker margins. Under our base case, we expect Unitil will continue to effectively manage its regulatory risk and implement other liquidity/credit-supportive measures, as necessary.

Unitil's five-year capital spending program will increase about 25% compared with the previous five years. Unitil is deploying about \$680 million in capital through 2024 to support gas system growth and electric distribution system modernization. While our base case incorporates incremental debt issuances to fund this elevated spending, Unitil operates with capital tracker mechanisms in Maine and Massachusetts that allow for the recovery of costs between base rate cases through rate surcharges.

Our business risk assessment for Unitil incorporates our view of its effective management of regulatory risk. Our assessment of Unitil's business risk reflects its lower-risk, rate-regulated electric and natural gas distribution operations that provide essential services. The company operates under a generally constructive regulatory framework in supportive jurisdictions that allows it to recover costs, including capital spending, through annual adjustments, multiyear rate plans, and capital tracker mechanisms. Unitil also benefits from electric and natural gas decoupling in Massachusetts. Our ratings on Unitil include a comparable ratings analysis modifier that is considered positive to reflect our view that the company's business risk profile is at the upper end of our assessment based on its lower-risk electric and gas distribution operations. Although Unitil serves only around 190,000 customers, the company's expansion projects provide new opportunities to grow its customer base over the next few years.

Because it serves primarily the natural gas needs of affiliate utility Northern Utilities, we assess Granite State's business risk as somewhat less risky compared with other transmission pipelines exposed primarily to third-party marketers.

Unitil's size and exposure to industrial and commercial customers weighs on the business risk profile. Compared to peers, Unitil has fewer customers and its electric and gas utilities have material exposure to a cyclical industrial and commercial customer base (about 40% of electric sales margins and 60% of gas sales margins). However, we expect this exposure to decrease should the proportion of decoupled margins increase.

Outlook

The negative outlook reflects the potential for lower ratings over the next 24 months if we believe Unitil will not be able to consistently achieve consolidated FFO to debt of at least 16%. This could occur from weaker cash flows due to lower sales margins or a lag on timely recovery of capital spending, or if the company uses primarily debt leverage to fund capital spending.

Downside scenario

We could lower the ratings on Unitil and its subsidiaries if financial measures remain weak and result in FFO to debt that is consistently below 16%. This could occur from weaker cash flows driven by lower sales margins or a lag on timely recovery of capital spending, or if the company uses primarily debt leverage to fund capital spending.

Upside scenario

We could revise the outlook to stable if Unitil's financial measures improve to a level that supports the current ratings, demonstrated by FFO to debt of at least 16% consistently, while business risk remains at least as strong as the existing level.

Company Description

U.S.-based Unitil is a holding company of three regulated electric and natural gas distribution utilities serving around 190,000 customers in Massachusetts, Maine, and New Hampshire--FG&E, NU, and UES. Together, these regulated subsidiaries contribute more than 90% of consolidated revenues.

Unitil also operates a FERC-regulated gas transmission pipeline, Granite State, that provides predominantly NU (more than 80% of revenues) and other third-party suppliers with access to domestic and Canadian natural gas.

Our Base-Case Scenario

- Gross margin growth primarily from regulated capital recovery and customer growth in New Hampshire, Maine and Massachusetts.
- Elevated capital spending to support gas system growth and distribution system modernization.
- Capital spending of about \$680 million over the next five years.
- Discretionary cash flow deficit that we expect to be funded primarily with debt.

Liquidity

We assess Unitil's liquidity as adequate because the company's sources are likely to cover its uses by more than 1.1x over the next 12 months, even if EBITDA declines by 10%. The company has the likely ability to absorb high-impact, low-probability events without refinancing, has well-established and sound relationships with banks, a generally satisfactory standing in credit markets, and generally prudent risk management.

Principal liquidity sources

- Cash and liquid investments of about \$10 million;
- Cash FFO of about \$105 million; and
- Revolving credit facility availability of about \$100 million.

Principal liquidity uses

- Capital spending of about \$130 million;
- Debt maturities of about \$25 million; and

- Dividends of about \$25 million.

Ratings Score Snapshot

Issuer Credit Rating: BBB+/Negative/--

Business risk: Strong

- Country risk: Very low
- Industry risk: Very low
- Competitive position: Satisfactory

Financial risk: Significant

- Cash flow/leverage: Significant

Anchor: bbb

Modifiers

- Diversification/portfolio effect: Neutral (no impact)
- Capital structure: Neutral (no impact)
- Financial policy: Neutral (no impact)
- Liquidity: Adequate (no impact)
- Management and governance: Satisfactory (no impact)
- Comparable rating analysis: Positive (+1 notch)

Stand-alone credit profile: bbb+

- Group credit profile: bbb+

Related Criteria

- General Criteria: Group Rating Methodology, July 1, 2019
- Criteria | Corporates | General: Corporate Methodology: Ratios And Adjustments, April 1, 2019
- Criteria | Corporates | General: Methodology And Assumptions: Liquidity Descriptors For Global Corporate Issuers, Dec. 16, 2014
- Criteria | Corporates | General: Corporate Methodology, Nov. 19, 2013
- General Criteria: Methodology: Industry Risk, Nov. 19, 2013
- General Criteria: Country Risk Assessment Methodology And Assumptions, Nov. 19, 2013
- Criteria | Corporates | Utilities: Key Credit Factors For The Regulated Utilities Industry, Nov. 19, 2013
- General Criteria: Methodology: Management And Governance Credit Factors For Corporate Entities, Nov. 13, 2012
- General Criteria: Principles Of Credit Ratings, Feb. 16, 2011

Ratings List

Certain terms used in this report, particularly certain adjectives used to express our view on rating relevant factors, have specific meanings ascribed to them in our criteria, and should therefore be read in conjunction with such criteria. Please see Ratings Criteria at www.standardandpoors.com for further information. Complete ratings information is available to subscribers of RatingsDirect at www.capitaliq.com. All ratings affected by this rating action can be found on S&P Global Ratings' public website at www.standardandpoors.com. Use the Ratings search box located in the left column.

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Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-11

Date of Response: November 30, 2020
Witness: Daniel Hurstak & Christopher Goulding

Request:

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.

November 30, 2020 Updated Response:

Pandemic related costs

The following table highlights the approximate expense amounts recorded through November 30, 2020:

<u>Company</u>	<u>Expenses to date</u>
UES	\$50,000
Northern	\$83,000

Bad debt expense

The following table highlights the approximate incremental bad debt expense amounts recorded through October 31, 2020 (amounts for November are not yet available):

<u>Company</u>	<u>Expenses to date</u>
UES	\$92,000
Northern	\$38,000

The uncertainty related to the duration and impact of the pandemic as well as any changes in federal stimulus or other economic conditions in the fourth quarter of 2020 could significantly impact the amount of uncollectible accounts for UES and Northern.

Waived Fee Revenue

The following table highlights the approximate waived fee revenue amounts through November 30, 2020:

<u>Company</u>	<u>Expenses to date</u>
UES	\$418,000
Northern	\$125,000

Original June 30 Response:

The Company has created separate general ledger accounts to track certain pandemic related costs (separate accounts for UES and Northern). The Company is using these accounts to track certain costs

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Date of Response: November 30, 2020
Witness: Daniel Hurstak & Christopher Goulding

specifically related to the pandemic, including, but not limited to, additional personal protective equipment and cleaning costs. The Company has leased additional vehicles in order to allow one person per vehicle to comply with social distancing guidelines and current work practices. The Company has also experienced an increase in certain costs to support a remote workforce as well as increased bad debt expenses.

UES and Northern are continuing to analyze all expenses and ongoing projects to identify and quantify amounts that are related to the pandemic. The amounts included in this response are subject to change.

Pandemic related costs

UES and Northern are incurring incremental costs associated with cleaning facilities and equipment, personal protective equipment, maintaining a remote workforce and other costs to work safely while providing essential services to our customers after the Governor's state of emergency order. These costs are incremental to the costs currently recovered through distribution rates. These expenses are generally based on amounts paid to vendors and are currently recorded as operating expenses.

The following table highlights the approximate expense amounts recorded through June 25, 2020:

<u>Company</u>	<u>Expenses to date</u>
UES	\$41,000
Northern	\$47,000

Because these costs are outside the normal course of business and may continue for a significant period of time, the Commission should allow utility distribution companies to defer these costs as a regulatory asset for later consideration.

Bad debt expense

UES and Northern recover delivery-related bad-debt costs through base distribution rates for all distribution components of an electric or gas bill. Delivery related bad-debt cost is determined at the time of a base distribution rate case and is computed for inclusion in base rates using a three-year average of net charge-offs. UES and Northern have used the highest annual bad debt write-off rate from the past several years to initially estimate the impact that the pandemic will have on collection of customer receivable balances. UES and Northern will also consider other quantitative and qualitative factors in assessing the adequacy of the bad debt reserve.

The following table highlights the approximate incremental bad debt expense amounts recorded through May 31, 2020:

<u>Company</u>	<u>Expenses to date</u>
UES	\$20,000
Northern	\$44,000

With arrearages expected to increase to historical dimensions, the incremental level of delivery-related bad debt cost will need to be addressed through a deferral. The Commission should allow utility distribution companies to create a regulatory asset to allow for the future consideration and recovery of delivery-related bad-debt costs above normal levels.

Waived Fee Revenue

Unitil Energy Systems, Inc.
Docket No. IR 20-089
NHPUC Information Requests – Set 1

Received: June 4, 2020
Request No. NHPUC 1-11

Date of Response: November 30, 2020
Witness: Daniel Hurstak & Christopher Goulding

UES and Northern charge fees to customers for various services and the fee revenue is built into distribution rates in a rate case. UES and Northern are waiving fees in light of current circumstances. Given the uncertainty surrounding the timing for reinstating these fees, the Commission should allow these fees to be deferred as a regulatory asset for later consideration. These fees include reconnection fees, late fees and other fees.

The following table highlights the approximate waived late fee revenue amounts through May 31, 2020:

<u>Company</u>	<u>Expenses to date</u>
UES	\$88,000
Northern	\$37,000

Working Capital

The most immediate concern facing the electric and gas distribution businesses is the expected increase in cash working capital requirements due to the increased lag in customers paying their bills. We anticipate significant increases in cash working capital costs compared to the amount currently recovered in base distribution rates. We are currently tracking this data and will update the Commission when we have developed a better assessment of the impacts, but believe that a recalculation of working capital requirements may become necessary if the payment lags continue to increase.