

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.

Lakes Region Water Company, Inc. (LRWC) still has not noticed a major payment change or different pattern within our customers at this time. LRWC only one rate class for its customers.

Please see tables below for A/R Levels.

Month	A/R over 30 days		A/R over 60 Days		A/R over 90 Days	
	2020	2019	2020	2019	2020	2019
Jan	\$ 4,099	\$ 3,774	\$ 711	\$ 1,867	\$ 226	\$ 3,234
Feb	\$ 3,646	\$ 2,585	\$ 476	\$ 476	\$ 164	\$ 164
Mar	\$ 2,825	\$ 2,832	\$ 506	\$ 1,816	\$ 164	\$ 4,083
Apr	\$ 5,617	\$ 2,843	\$ 963	\$ 1,779	\$ 395	\$ 3,676
May	\$ 5,601	\$ 3,163	\$ 530	\$ 2,176	\$ 597	\$ 3,841
Jun	\$ 6,713	\$ 3,764	\$ 347	\$ 1,975	\$ 597	\$ 3,971
Jul	\$ 3,141	\$ 3,875	\$ 921	\$ 1,948	\$ 753	\$ 3,964
Aug	\$ 3,528	\$ 4,363	\$ 690	\$ 2,404	\$ 775	\$ 4,748
Sep	\$ 4,298	\$ 5,237	\$ 625	\$ 2,602	\$ 753	\$ 3,240
Oct	\$ 2,397	\$ 4,096	\$ 350	\$ 2,721	\$ 935	\$ 2,993
Nov	\$ 2,122	\$ 4,043	\$ 532	\$ 2,651	\$ 935	\$ 3,421
Dec	\$ 1,949	\$ 1,840	\$ 350	\$ 224	\$ 935	\$ 3
Total	\$45,936	\$ 42,416	\$ 7,000	\$22,639	\$ 7,232	\$37,338
Average YTD	\$ 3,828	\$ 3,535	\$ 583	\$ 1,887	\$ 603	\$ 3,111
% +/-	8%		-69%		-81%	

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

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

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

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

Total # Customer list = 22 or .94%	December 2020	
	<u>Delinquent Customers</u>	<u>Delinquency Percentage</u>
No Payments	8	1.21%
Partial Payments	1	.06%
Paid in Full	13	.72%
Total # Customers list= 12 or .66 %	December 2019	
	<u>Delinquent Customers</u>	<u>Delinquency Percentage</u>
No Payments	3	.17%
Partial Payments	4	.22%
Paid in Full	6	.33%

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

In response to COVID-19 pandemic, effective March 16, 2020, LRWC has waived all late fees and has not disconnect any customers for past due balances. LRWC will continue to provide the opportunity to make reasonable payments arrangements for all customers that have incurred past due balances during this COVID-19 pandemic in accordance with Emergency Order #3 until the Commission directs us in lite of Emergency Order #58. No changes have been made since November Report.

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

- LRWC has communicated changes to its policies to adhere to the Emergency Order #3 with bill inserts during the month of August.
- Website has a note regarding the Office Closure and Emergency Orders from the Governor.
- LRWC also has been available to answer any customer's concerns by phone and a payment "drop off" at the office is still available.
- LRWC has reached out to certain customers on the disconnection list to inquire if assistance was needed.
- LRWC has also added additional inserts letting customers know to we are able to assist with payment plans for delinquent accounts if needed.

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

LRWC will continue to participate in webinars and teleconferences related to COVID-19 and will continue to review and evaluate best practices and successful initiatives undertaken in other states as this pandemic continues. No changes have been made since November Report.

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

At this time, LRWC has not updated its sales forecast in light of the pandemic or its effects on the economy. Of LRWC 1813 customers, 51.35% are seasonal and 48.59% year-round. Summer months are when most of the seasonal customers use their second homes. LRWC has 1,173 Metered customers that are billed a fixed rate and metered rate and 640 unmetered that are billed a fixed rate only. LRWC compared billing revenue for March-October for all customers totaling \$947,722 for 2020 and \$940,044 for 2019 giving the Company a \$7,679 (.82%) increase in revenue. For the month of November only divisions in Cycle 3 will be billed and at the time of this report billing has not been completed. Monthly reporting for LRWC does present some challenges as it does not reflect total customer base. See chart below for breakdown of Billing cycles.

Billing Cycles		
Cycle 1		
<i>PS 2, DR 8, WG 9, ELW 10,</i>	Bill on Dec 31: Covers Oct, Nov, Dec	Oct 1- Dec 31
	Bill on March 31: Covers Jan, Feb, March	Jan 1- March 31
	Bill on June 30: Covers April, May, June	April 1- June 30
	Bill on Sept 30: Covers July, Aug, Sept	July 1- Sept 30
Cycle 2		
<i>FEH 1, WP 3, HV 5, 175E 13, LOV 15</i>	Bill on Jan 31: Covers Nov, Dec, Jan	Nov 1- Jan 31
	Bill on April 30: Covers Feb, March, April	Feb 1- April 30
	Bill on July 31: Covers May, June, July	May 1- July 31
	Bill on Oct 31: Covers Aug, Sept, Oct	Aug 1- Oct 31
Cycle 3		
<i>WVG 4, WC 6, PC 7, BH 11, DC 14, IM 16, GG 17</i>	Bill on Feb 28: Covers Dec, Jan, Feb	Dec 1- Feb 28
	Bill on May 31: Covers March, April, May	Mar 1- May 31
	Bill on Aug 31: Covers June, July, Aug	June 1- Aug 31
	Bill on Nov 30: Covers Sept, Oct, Nov	Sept 1- Nov 30
**Cycle 4/TWW Billing		
<i>TWW 12</i>	**billed ahead: Dec 31: Covers Jan, Feb, March	Jan 1- March 31
	Bill on March 31: Covers April, May, Jun	April 1- June 30
	Bill on June 30: Covers July, Aug, Sept	July 1- Sept 30
	Bill on Sept 30: Covers Oct, Nov, Dec	Oct 1- Dec 31
Cycle 5		
<i>DS 18</i>	Bill on Dec 31: Covers Oct, Nov, Dec	Oct 1- Dec 31
	Bill on March 31: Covers Jan, Feb, March	Jan 1- March 31
	Bill on June 30: Covers April, May, June	April 1- June 30
	Bill on Sept 30: Covers July, Aug, Sept	July 1- Sept 30
Cycle 6		
<i>WW 18</i>	Bill on Dec 31: Covers Oct, Nov, Dec	Oct 1- Dec 31
	Bill on March 31: Covers Jan, Feb, March	Jan 1- March 31
	Bill on June 30: Covers April, May, June	April 1- June 30
	Bill on Sept 30: Covers July, Aug, Sept	July 1- Sept 30

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

LRWC operational changes remain the same as last month's report and are as follows.

- The office is closed to the public to limit contact with office staff.
- The option to work remotely is available to those who choose to do so.

- Sanitization and cleaning procedures for both the office and field staff vehicles/equipment were implemented.
- March, April and May meter reading were suspended to minimize any unnecessary contact with customers. Estimated usage was performed for those months.
- There was no employee furloughs or payroll changes in response to the pandemic.
- Applied for and received a PPP loan in the amount of \$82,300 from Bank of NH. The funds were used for payroll and utilities during a 9-week period. LRWC will be applying for principal forgiveness.

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

LRWC has made no changes to any capital projects or related planning budgets at this time due to the pandemic. Capital improvement projects have been moving forward.

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

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

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

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

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

LRWC has not calculated any incremental cost associated with the COVID-19 pandemic since the State of Emergency order. LRWC has not seen an increase in bad debt from non-payment from customers. With a field staff total of four (4) the initial investment of PPE is \$372.60. LRWC will continue to monitor all cost in the upcoming months and will formulate a plan when necessary. No changes have been made since November Report.