

6/30/20

**ORDER OF NOTICE**

On or before June 30, 2020, and no later than the 30<sup>th</sup> day of every month following, until otherwise ordered by the Commission, each Utility shall file written responses and updates in subsequent months to the following requests for information. The responses should be current as of the end of the month immediately preceding. Additionally, these responses will be submitted regardless of whether the Utility has previously provided written responses to similar requests from Commission Staff:<sup>3</sup>

- 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.
  - The Company only has 1 customer. There have been no changes in payments with that customer.
- 2) Provide the following data for each utility rate class:
  - The number, and percentage, of customers who made partial or no payment in March, April, and May of 2019 and 2020.
    - The Company's sole customer made full payments in each of these periods.
  - 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.
    - Not applicable
- 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.
  - AAWWR put out a notice on 3/13 notifying its sole customer of the ability for them to pay online or touchless pay with a drop box at our office.
  - In addition, the company implemented safety protocols for all emergency service calls in line with CDC and DES protocols including wearing the proper PPE
- 4) Provide a detailed description of customer outreach undertaken to date.
  - On March 16th, The Company sent a notice to its sole customer regarding Covid-19. This notice provided that all non-essential appointments were canceled until further notice, on location bill drop off should be via a drop box at the front door,

and we further reinforced customers to take advantage of online bill pay. In addition to this notice the company implemented new protocols for all employees which included - NHDES Wastewater Engineering Bureau (WWEB), COVID-19 FAQs & Information for Public Wastewater Systems Dated May 1, 2020

- 5) Describe the Utility's review and evaluation of best practices and successful initiatives undertaken in other states.
    - The Company reviewed CDC documentation, DES documentation, and neighboring utilities when making decisions about cancelling all appointments and implementing safety protocols.
  - 6) Describe whether the Utility has updated its sales forecasts in light of the pandemic and its effects on the economy.
    - The Company has not updated its sales forecast. It does not expect sales to be affected.
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- 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.
    - Regarding Operations there have not been many changes with the exception of the safety protocols previously mentioned, and eliminating non-essential service calls.
  - 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.
    - The Company has made no changes.
  - 9) Describe any supply chain disruptions the Utility is experiencing or expects may occur and the effects of such supply chain disruptions.
    - At this time the Company is not experiencing any supply chain disruptions.
  - 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.
    - The company has not needed any capital during this period, therefore it cannot comment on the availability of capital.
  - 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.
    - Costs are not large enough to be capitalized or added to the rate base. They will be expensed. If the costs increase, the Company may decide to capitalize them and add them to the rate base.