



August 30, 2021

**BY E-MAIL ONLY**

Hon. Diane Martin, Chair  
New Hampshire Public Utilities Commission  
21 S. Fruit St, Suite 10  
Concord, N.H. 03301-2429

Re: IR 20-089 Investigation Into the Effects of the COVID-19  
Emergency on Utilities and Utility Customers

Dear Chair Martin:

In Order No. 26,495, issued on July 7, 2021 in Docket No. IR 20-089 ("Order Declining to Authorize Creation of a Regulatory Asset for Incremental Bad Debt"), New Hampshire's public utility companies were required to provide the following information by August 30, 2021:

- 1) Identify and report any cost savings associated with the impacts of COVID-19 since March 31, 2020.
- 2) Identify and describe any loans, grants, assistance, or benefits received in connection with COVID-19, regardless of form or source, which would offset any COVID-19 related expenses taking care to include PPP loans and all other government benefits.
- 3) Provide a summary of incremental bad debt and waived late payment fees due to COVID-19, calculated as the actual charge-offs from April 1, 2020 to June 30, 2021 above the three year average of such net charges-offs for 2017, 2018, and 2019.

On behalf of Unitil Energy Systems, Inc. and Northern Utilities, Inc., the responses to three items identified in the order are provided below and in the enclosed attachments:

- 1) Please refer to UES Attachment 1 and NU Attachment 1 for the requested information for Unitil Energy Systems, Inc. and Northern Utilities, Inc.

Gary Epler  
Chief Regulatory Counsel  
epler@unitil.com

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Hampton, NH 03842

respectively. Please note, the information provided for each company has also been provided as part of their respective rate cases in Docket No. DE 21-030 and DG 21-104. Additionally, UES received \$62,830 of net payroll tax credits during the first two quarters of 2021 and Northern received \$53,002 of net payroll tax credits during the first two quarters of 2021 as part of the Employee Retention Credit and Family First Coronavirus Response Act.

- 2) Please refer to the response to item number one.
- 3) Please refer to the UES Attachment 2 and NU Attachment 2 for a summary of incremental bad debt calculated as the actual charge-offs from April 1, 2020 to June 30, 2021 above the three year average of such net charges-offs for 2017, 2018, and 2019. As noted in the Company's motion for reconsideration filed August 6, 2021, net charge offs or write offs are only a part of the bad debt expense incurred by the Company. The annual bad debt expense for the Company equals write-offs (net of recoveries) plus an allowance for doubtful account entry. The total bad debt expense incurred by the Company appears on Line 5 of UES Attachment 2 and Line 5 of NU Attachment 2. As the moratorium has ended, the Company has been working closely with customers whose bills are past due offering payment arrangements and advising customers on any funds available to them that could help reduce the outstanding balance on their bills. The Company continues to believe that the complete impact of the pandemic on write offs could continue over the next couple of years.

Please refer to UES Attachment 3 and NU Attachment 3 for the amount of waived late payment fees revenues included as a revenue credit in the settled rates approved in Docket No. DE 16-384 for UES and Docket No. DG 17-070 as well as the actual waived late payment fees revenues during the disconnection and waived late payment fees moratorium period.

Please contact me if you have any questions or concerns. Thank you for your attention to this matter.

Sincerely,



Gary Epler  
Attorney for Unitil

Enclosures

cc: Donald Kreis, Esq., Consumer Advocate  
Service List