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October 13, 2021

Ms. Cheryl Mosher  
Island Regulatory & Appeals Commission  
PO Box 577  
Charlottetown PE C1A 7L1



Dear Ms. Mosher:

### **Docket UE21224 COVID-19 Customer Support Program Update**

On May 28, 2020, Maritime Electric Company, Limited (“Maritime Electric” or the “Company”) filed with the Island Regulatory and Appeals Commission (“Commission”) an Application seeking approval of a COVID-19 Customer Support Program (the “Program”) and a COVID-19 Customer Support Deferral Account pursuant to Section 13 of the Electric Power Act in response to the significant economic impact that the global pandemic was having on Prince Edward Island.

The Commission responded quickly with Order UE20-03 approving the COVID-19 Customer Support Program to provide a three-month bill payment deferral effective June 1, 2020 to eligible Residential and General Service customers. Eligible customers who applied and qualified for the Program were required to enter into repayment arrangements for the deferred balance over a twelve-month period commencing September 1, 2020. Customers participating in the Program were not subject to interest, penalties or disconnection during either the deferral period or the repayment period provided the customer met their agreed upon repayment requirements. The Program is an excellent example of the Company and the Commission working together to provide support to customers as they navigated the pandemic and uncertain economic times that ensued.

The Company had also requested approval of a regulatory deferral account for unrecovered amounts at the end of the program which was not approved by the Commission.

The Program was promoted to customers via the Company website, Facebook, Twitter, bill insert, auto-dial phone call, and CBC Radio. During the enrollment period, a total of 521 customers enrolled in the Program for a total Program balance of \$734,764.62.

Throughout the repayment period (September 1, 2020 to August 31, 2021), Customer Service Representatives (“CSRs”) continued to assist customers enrolled in the Program as needed. In August 2021, CSRs reviewed the list of customers enrolled in the Program and, if required, contacted customers to remind them that the program was ending and assisted them in making final payment arrangements. Over 300 outbound interactions by phone and email were made to follow-up with customers on final payment arrangements during this period.

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Final payments to the program were processed in September 2021<sup>1</sup> and the total balance paid on the Program was \$704,402.58 or 96 per cent of the original balance.

The following table provides a breakdown by Customer Rate Class of the number of customers enrolled in the Program along with loan amounts, recoveries and the remaining loan balances.

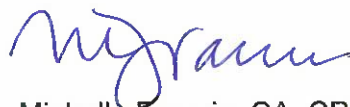
<b>COVID-19 Customer Support Program Summary</b>					
<b>Customer Class</b>	<b>Number of Customers</b>	<b>Original Loan Amount</b>	<b>Payments</b>	<b>Default Loan Balance<sup>2</sup></b>	<b>Remaining Loan Balance<sup>3</sup></b>
Residential Urban	137	\$ 91,212.85	\$ 75,854.93	\$ 10,252.26	\$ 5,105.66
Residential Rural	224	262,191.43	251,093.35	1,298.98	9,799.10
Residential Seasonal	1	2,164.73	180.39	-	1,984.34
Residential Seasonal Option	8	1,750.73	1,698.40	-	52.33
General Service	94	366,154.08	365,721.26	-	432.82
General Service Seasonal	57	11,290.80	9,854.25	1,225.48	211.07
<b>TOTAL</b>	<b>521</b>	<b>\$ 734,764.62</b>	<b>\$ 704,402.58</b>	<b>\$ 12,776.72</b>	<b>\$ 17,585.32</b>

The Company requests Commission approval to transfer the uncollected balance (i.e., default loan balance and remaining loan balance) to the customers' active account. This will allow the Company to follow normal collection protocols to collect the balance.

If you have any questions further information or questions regarding the COVID-19 Customer Support Program, please contact me by phone at 902-629-3701 or email francismc@maritimeelectric.com.

Yours truly,

MARITIME ELECTRIC



Michelle Francis, CA, CPA  
Vice President, Finance & Chief Financial Officer

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<sup>1</sup> August 2021 bills with payment dates due in September 2021.

<sup>2</sup> Default loan balances are the unpaid balances of a total of 19 accounts that have been disconnected by the customer and, therefore, are considered in default.

<sup>3</sup> A total of 99 accounts are existing customers (i.e., customers with active accounts) with unpaid balances.