Month / Year	LIDR Tier	(a) Number of customers that failed to make any payment that month	(b) Matching Payment Program - Number of customers who made a partial payment of the monthly required payment	(c) Matching Payment Program - Mean % of the monthly required payment made	(c) Matching Payment Program - Median % of the monthly required payment made	(b) Flexible Payment Arrangement - Number of customers who made a partial payment of the monthly required payment	(c) Flexible Payment Arrangement - Mean % of the monthly required payment made	(c) Flexible Payment Arrangement - Median % of the monthly required payment made	(b) Not on a Payment Arrangement - Number of customers who made a partial payment of the monthly required payment*	(c) Not on a Payment Arrangement - Mean % of the monthly required payment made*	(c) Not on a Payment Arrangement - Median % of the monthly required payment made*	(d) Matching Payment Program - Number of customers that made full payment of the required monthly amount	(d) Flexible Payment Arrangement - Number of customers that made full payment of the required monthly amount	(d) Not on a Payment Arrangement - Number of customers that made full payment of the required monthly amount	(e) Total arrearages at the beginning of the month	(e) Total arrearages at the end of the month	(f) Number of customers on MPP	(g) Number of customers on a Flexible Payment Arrangement	(h) Number of customers who had service terminated
Jul-25	Tier 1	7,888	225	66%	68%	177	51%	51%	1,568	37%	28%	1,441	989	2,244	$20,256,099	$19,874,175	4389	1743	212
Jul-25	Tier 2	11,839	164	61%	64%	160	42%	48%	2,163	40%	34%	1,343	1,028	4,111	$25,053,233	$24,866,122	4397	1809	290
Jul-25	Tier 3	19,235	373	63%	64%	375	39%	40%	3,593	34%	23%	2,680	2,112	5,056	$62,738,955	$62,700,333	9483	4437	611
Jul-25	Tier 4	183	15	57%	65%	7	30%	17%	43	31%	17%	31	16	22	$638,106	$633,937	113	34	0
Jul-25	Tier 5	22,974	843	61%	63%	679	44%	45%	4,110	33%	25%	6,564	2,494	4,427	$82,014,812	$80,429,690	17,257	4,964	532
Aug-25	Tier 1	6,585	165	61%	57%	161	53%	54%	1,539	40%	35%	1,475	980	2,004	$16,395,160	$16,942,012	3,604	1,712	156
Aug-25	Tier 2	13,361	217	62%	64%	165	50%	50%	2,856	43%	39%	1,750	1,403	4,552	$25,579,597	$26,817,343	4,745	2,453	336
Aug-25	Tier 3	20,497	452	64%	68%	412	46%	50%	4,851	35%	25%	3,455	3,064	5,413	$64,152,114	$66,921,986	10,146	5,597	662
Aug-25	Tier 4	302	17	71%	79%	8	44%	33%	60	31%	20%	66	34	41	$1,250,219	$1,241,218	218	75	5
Aug-25	Tier 5	22,552	770	62%	63%	654	46%	46%	4,578	35%	28%	7,027	2,903	4,542	$78,606,858	$79,084,626	16,698	5,534	533
Sep-25	Tier 1	5,830	146	60%	56%	180	53%	54%	1,554	39%	33%	1,188	1,071	1,872	$16,160,401	$16,401,388	3,434	1,826	144
Sep-25	Tier 2	12,436	218	61%	66%	227	48%	50%	2,888	41%	35%	1,471	1,602	4,610	$27,100,313	$27,473,051	4,817	2,781	301
Sep-25	Tier 3	20,075	434	62%	65%	503	44%	45%	4,678	36%	28%	2,988	3,088	5,325	$65,001,625	$66,174,275	10,079	6,068	620
Sep-25	Tier 4	389	14	64%	65%	6	46%	44%	70	35%	25%	74	45	39	$1,510,659	$1,435,396	243	97	7
Sep-25	Tier 5	21,848	670	63%	67%	768	45%	46%	4,635	34%	28%	5,727	3,085	4,346	$76,074,799	$75,181,229	15,419	5,857	469
Oct-25	Tier 1	5,818	190	69%	75%	194	54%	55%	1,402	38%	33%	1,323	1,057	1,818	$16,281,360	$15,653,919	3,236	1,903	77
Oct-25	Tier 2	12,843	242	62%	67%	243	52%	51%	2,749	40%	34%	1,888	1,686	4,893	$27,689,955	$27,243,867	4,775	3,045	162
Oct-25	Tier 3	20,281	453	67%	72%	508	48%	50%	4,417	35%	28%	3,730	3,229	5,211	$64,512,185	$64,114,116	9,649	6,312	322
Oct-25	Tier 4	499	20	58%	56%	17	51%	50%	62	32%	29%	117	54	50	$1,691,448	$1,595,453	297	121	3
Oct-25	Tier 5	22,194	794	64%	71%	717	45%	45%	3,862	33%	27%	6,231	2,804	3,792	$72,262,986	$68,534,348	14,032	5,752	229
Nov-25	Tier 1	7,931	156	64%	69%	154	56%	54%	893	42%	36%	1,226	728	1,119	$13,409,419	$12,917,624	3,221	1,619	0
Nov-25	Tier 2	19,144	294	64%	67%	225	57%	57%	1,960	43%	38%	1,789	1,264	3,240	$25,723,819	$25,243,153	5,621	2,848	0
Nov-25	Tier 3	28,757	576	66%	70%	447	53%	51%	3,139	40%	34%	3,400	2,304	3,655	$60,938,946	$60,637,134	10,863	5,760	0
Nov-25	Tier 4	742	21	58%	50%	14	61%	62%	52	40%	29%	137	38	55	$1,787,757	$1,707,953	356	117	0
Nov-25	Tier 5	27,110	602	64%	68%	536	46%	46%	2,122	39%	35%	5,338	1,526	2,387	$58,086,640	$56,010,550	12,600	4,240	0
Dec-25	Tier 1	6,152	112	66%	72%	102	52%	50%	1,035	44%	41%	1,031	690	1,220	$12,444,954	$12,672,825	2,690	1,265	0
Dec-25	Tier 2	15,628	225	61%	63%	176	56%	59%	2,336	45%	42%	1,619	1,186	3,473	$24,599,734	$25,303,667	4,830	2,289	0
Dec-25	Tier 3	26,701	405	63%	67%	372	54%	51%	3,677	42%	38%	3,064	2,160	4,237	$63,244,913	$64,747,264	9,762	4,068	0
Dec-25	Tier 4	810	22	55%	51%	11	53%	53%	79	36%	30%	145	41	83	$1,862,660	$1,920,219	376	105	0
Dec-25	Tier 5	21,756	464	64%	67%	391	48%	47%	2,428	40%	36%	4,346	1,263	2,600	$52,157,760	$52,696,531	10,500	2,958	0
Jan-26	Tier 1	6,508	105	65%	69%	99	56%	57%	1,110	45%	43%	862	663	1,250	$14,472,561	$15,524,463	3,067	1,064	0
Jan-26	Tier 2	16,711	192	63%	63%	164	56%	57%	2,596	47%	45%	1,412	1,122	3,549	$28,247,139	$30,425,210	5,755	1,921	0
Jan-26	Tier 3	28,097	363	64%	64%	317	54%	54%	4,011	43%	40%	2,723	2,112	4,266	$73,995,054	$78,250,379	11,267	3,741	0
Jan-26	Tier 4	989	17	63%	70%	9	62%	54%	138	37%	29%	154	42	95	$2,361,234	$2,557,783	471	88	0
Jan-26	Tier 5	29,669	383	67%	70%	311	46%	43%	2,756	40%	37%	3,678	1,181	2,653	$57,890,888	$60,769,496	9,728	2,226	0
Feb-26	Tier 1	6,547	135	64%	63%	81	55%	56%	1,344	43%	39%	998	710	1,475	$15,309,711	$16,917,749	2,739	1,068	0
Feb-26	Tier 2	16,289	253	63%	66%	141	62%	62%	3,017	45%	42%	1,682	1,171	4,090	$29,499,408	$32,718,844	4,972	1,775	0
Feb-26	Tier 3	27,796	441	62%	64%	263	58%	56%	4,669	43%	39%	2,976	2,093	4,804	$75,384,893	$81,265,925	9,517	3,394	0
Feb-26	Tier 4	1,117	25	62%	62%	19	55%	50%	248	36%	31%	218	62	126	$3,095,990	$3,451,546	501	103	0
Feb-26	Tier 5	18,848	401	68%	73%	231	50%	50%	3,267	39%	34%	3,704	1,155	2,900	$55,919,197	$59,918,563	8,145	1,921	0
Mar-26	Tier 1	5,779	140	68%	69%	106	59%	53%	1,734	41%	37%	1,101	830	1,711	$17,723,250	$19,329,005	2,592	1,183	0
Mar-26	Tier 2	14,185	233	67%	70%	139	57%	57%	3,777	43%	39%	1,726	1,388	4,758	$33,411,751	$36,453,651	4,599	1,834	0
Mar-26	Tier 3	25,025	413	68%	73%	247	56%	52%	5,657	40%	35%	3,120	2,545	5,873	$82,670,634	$88,367,765	8,605	3,542	0
Mar-26	Tier 4	1,191	16	56%	54%	15	60%	55%	338	34%	28%	234	91	161	$3,878,555	$4,136,038	535	138	0
Mar-26	Tier 5	16,079	335	66%	73%	240	49%	50%	3,692	35%	26%	3,505	1,338	3,055	$57,110,843	$60,343,733	7,180	1,986	0
Apr-26	Tier 1	6,546	120	67%	70%	84	60%	58%	1,435	39%	33%	875	906	2,049	$19,477,639	$20,024,983	2,549	1,302	0
Apr-26	Tier 2	16,551	202	65%	68%	148	57%	54%	3,365	39%	33%	1,463	1,590	4,053	$37,705,104	$38,817,207	4,424	2,250	0
Apr-26	Tier 3	28,059	380	65%	67%	294	58%	57%	5,326	37%	30%	2,476	2,917	4,975	$93,288,162	$96,352,649	8,331	4,192	0
Apr-26	Tier 4	1,644	24	61%	63%	12	58%	56%	334	34%	26%	214	151	154	$4,789,187	$4,447,350	578	221	0
Apr-26	Tier 5	16,961	298	68%	74%	216	49%	47%	3,128	33%	26%	2,779	1,555	2,498	$59,436,330	$59,313,660	6,752	2,256	0
May-26	Tier 1	5,967	133	63%	69%	114	52%	51%	1,499	34%	26%	1,246	1,306	1,349	$19,226,493	$19,449,079	2,945	1,834	165
May-26	Tier 2	16,014	204	66%	69%	233	48%	50%	3,733	36%	28%	2,006	2,574	4,329	$38,633,741	$39,191,611	5,234	3,508	320
May-26	Tier 3	24,701	461	63%	66%	429	47%	50%	6,469	29%	19%	3,610	5,429	5,155	$93,706,206	$94,749,373	10,295	7,395	895
May-26	Tier 4	1,688	32	64%	70%	31	35%	27%	450	26%	17%	311	305	207	$5,044,070	$5,036,209	771	432	42
May-26	Tier 5	15,480	360	67%	71%	308	45%	45%	3,672	27%	17%	3,351	2,757	2,451	$57,073,032	$57,271,667	7,668	3,801	367
Jun-26	Tier 1	5,427	130	66%	70%	174	55%	52%	867	42%	35%	1,477	1,224	1,386	$18,305,175	$17,718,680	3,220	2,011	158
Jun-26	Tier 2	15,344	247	66%	72%	313	51%	50%	2,429	45%	41%	2,499	2,574	4,635	$39,465,010	$38,280,549	5,836	4,153	369
Jun-26	Tier 3	25,385	449	65%	68%	660	47%	50%	3,511	42%	39%	4,597	4,917	5,625	$93,507,258	$91,852,474	11,607	8,719	875
Jun-26	Tier 4	1,826	33	65%	71%	50	46%	45%	286	34%	28%	409	327	212	$5,438,192	$5,184,507	903	556	36
Jun-26	Tier 5	14,739	333	66%	69%	428	48%	49%	2,024	37%	31%	3,757	2,410	2,542	$54,676,960	$53,269,526	7,926	4,250	349
Jul-26	Tier 1	5,824	120	66%	69%	173	52%	50%	435	53%	57%	1,070	1,153	1,203	$16,834,919	$16,083,016	3,407	1,981	95
Jul-26	Tier 2	16,392	242	58%	59%	321	49%	50%	1,457	54%	56%	1,951	2,685	4,172	$37,633,798	$36,324,145	6,569	4,457	312
Jul-26	Tier 3	27,518	418	63%	67%	704	48%	50%	2,066	54%	56%	3,431	4,959	5,278	$91,715,559	$90,202,085	13,344	9,536	573
Jul-26	Tier 4	1,985	41	55%	56%	56	43%	39%	146	45%	44%	324	309	199	$5,672,684	$5,253,257	1,073	603	31
Jul-26	Tier 5	15,217	319	64%	68%	418	48%	50%	1,235	43%	41%	3,134	2,333	2,165	$52,490,870	$50,941,193	8,556	4,421	239

* For customers "Not on a Payment Arrangement", the amount required was considered to be the past due balance on the account during that month.