

Direct Exhibit LAP-1

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Liberty NYW - Customer Assistance Program, Cost Estimate

Cost Description	Yearly Amount
Customer Discount (1)	\$ 84,630
Arrearage Forgiveness Amount (2)	\$ 644,800
Communication One Time Letter (3)	\$ 3,629
IT Cost for AMP (4)	\$ 7,244
Total Cost Estimate	\$ 740,303

Notes

1. Calculation: Estimated Low Income Customers (see Tab "Low Income Cx Est") * rebate of \$17.50 monthly charge.
2. Calculation: Estimated Low Income Customers (see Tab "Low Income Cx Est") * one time forgiveness amount of \$1,600. The forgiveness amount of \$1,600 is based on the average arrearage amount for a group of the Estimated Low Income Customers.
3. (1) One time letter to estimated number of low income customers explaining the discount program and AMP; (2) one time letter to all customers in arrears, >=\$300 and over 60 days explaining the discount program and AMP; and (3) letters confirming enrollment in discount program and AMP as per estimated low income customers .
4. IT costs to deploy the COVID AMP and discount program is estimated at \$144,870. This amount is depreciated over 20 years (the life of Customer First SAP Customer Service Functionality)

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Liberty NYW, Estimate Number of Low-Income Customers¹

Source	Total
LIHWAP Customers (2022)	173
Self-Certified During COVID-19 Pandemic	154
Returned Financial Hardship Form (Excluding LIHWAP & Self Certified Customers counted above)	76
Total	403

Notes:

1. The Company is estimating the number of its low income customers as those (1) on the LIHWAP program in 2022; (b) that returned the Company's Financial Hardship Self-Certification Form indicating they were receiving assistance from a government agency and (c) that self-certified during the COVID-19 Pandemic Period that they were experiencing financial hardship.