

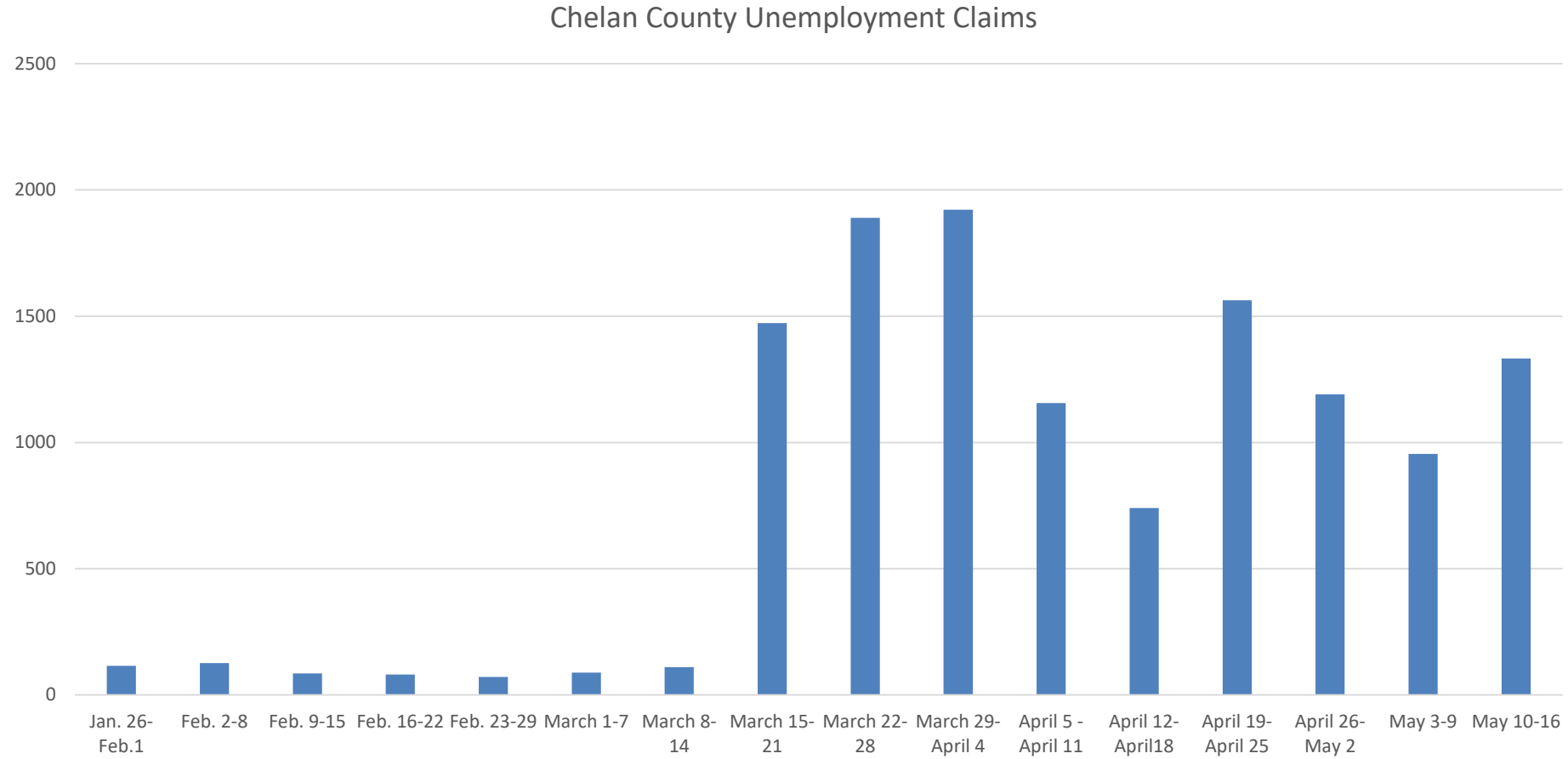
# COVID-19 Customer Impacts

## May- Update



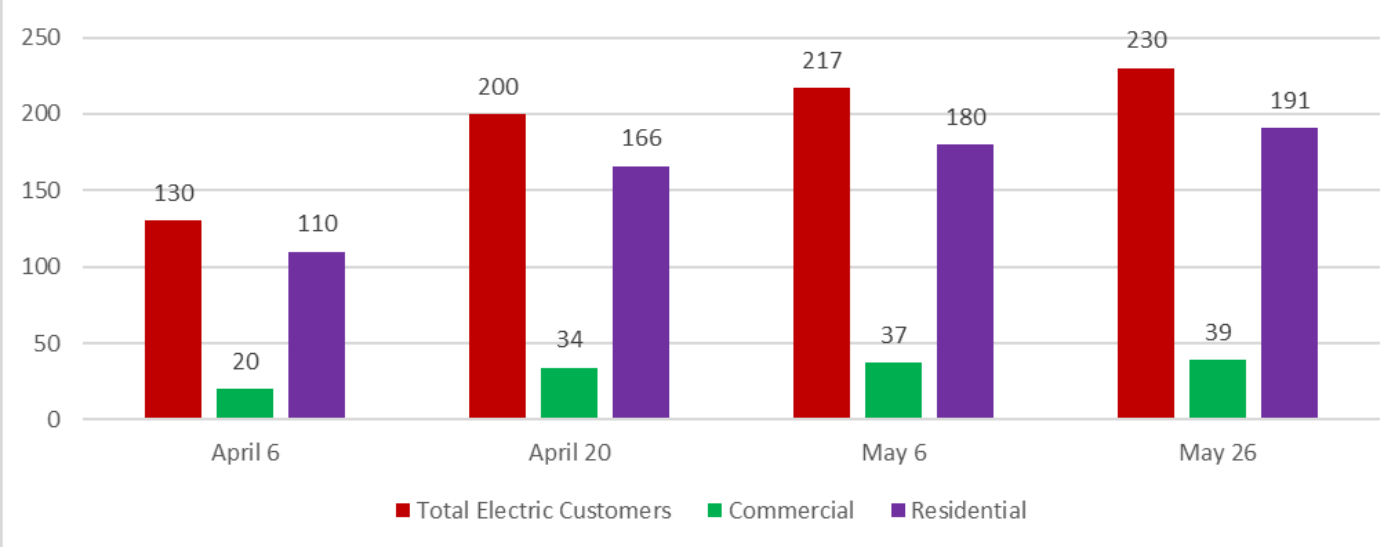
Kerri Wendell June 1, 2020

# Updated Chelan County Unemployment Trends



# PUD Customers Affected by COVID- (March 16 thru May 26)

Customers Contacting PUD Self Reporting (cumulative)



## Customer Data based on PUD Credit Score

Residential Count = 191 Customers

78 have a PUD credit rating above 700 (0 to 3 late notices/year)  
 113 have a PUD credit rating below 700 (more than 3 late notices/year)

41% of these customers pay on time – not typically late  
 59% of these customers are typically late

Commercial Count = 39 Businesses

25 have a PUD credit rating above 700 (0 to 3 late notices/year)  
 14 have a PUD credit rating below 700 (more than 3 late notices/year)

64% of these customers pay on time – not typically late  
 36% of these customers are typically late

## Customers with Active Payment Arrangements

	April Total	May Total
Residential	0	0
Commercial	0	0

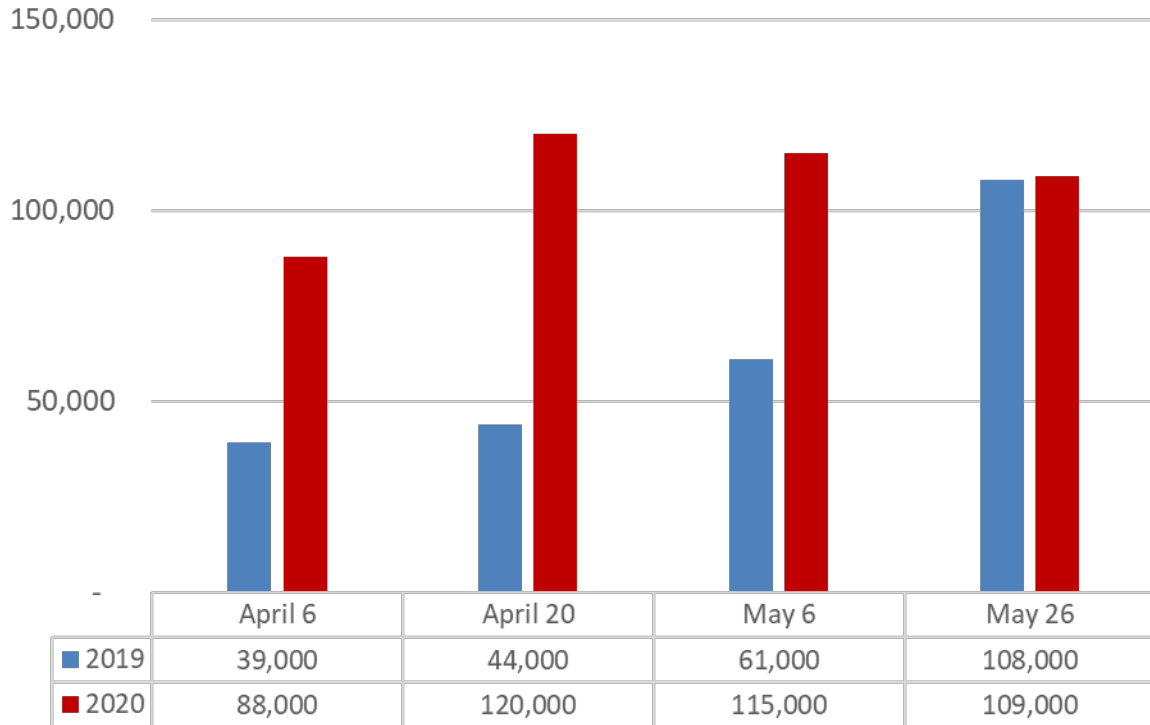
Customers approved for the Energy Assistance thru Community Action = 159



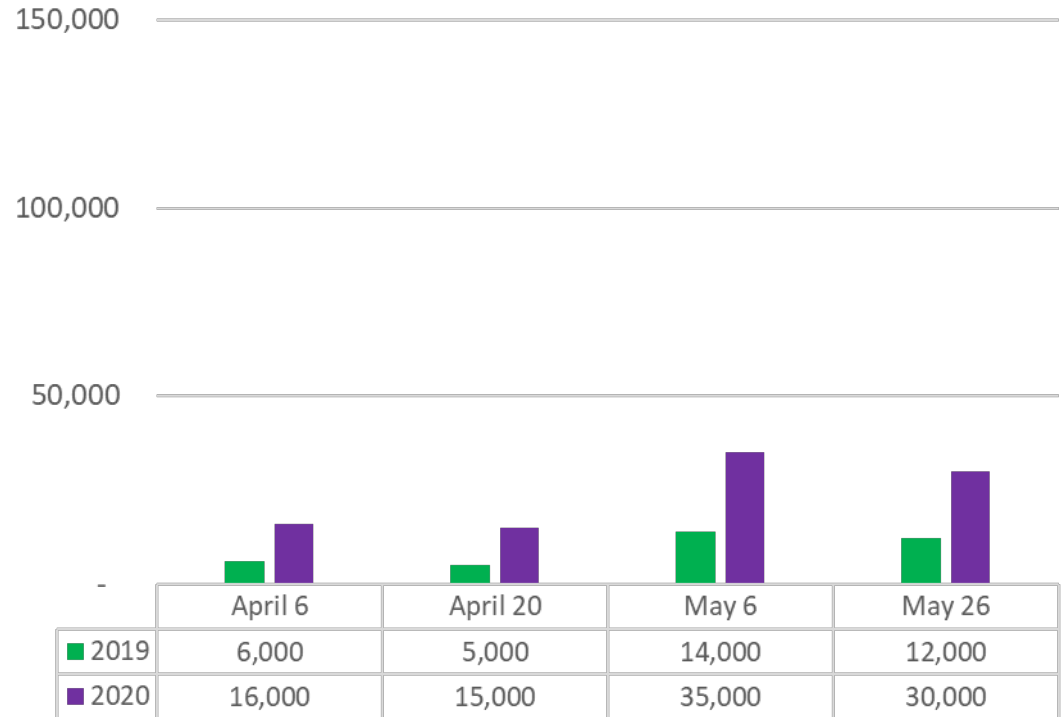
# Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted

## Residential

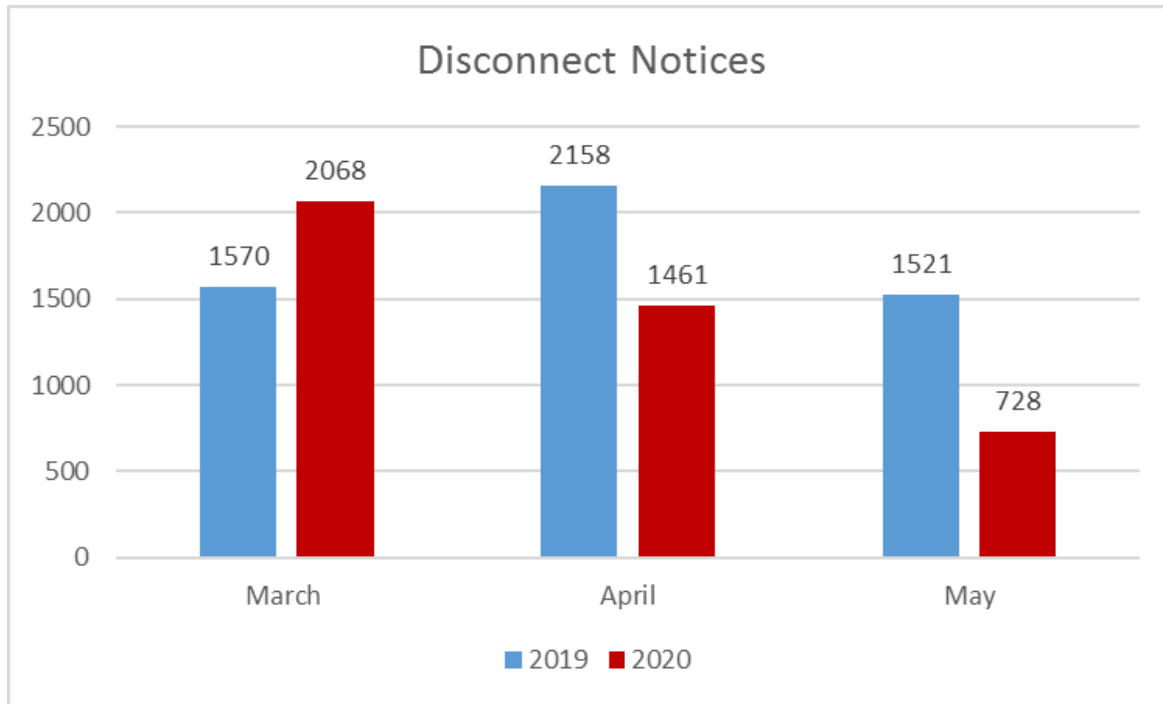


## Commercial



# Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly



## Customers with Active Payment Arrangements

	<u>April 6 total</u>	<u>April 20 total</u>	<u>May 6 total</u>	<u>May 26 total</u>
Residential	65	29	28	12
Commercial	0	0	0	0

## Customer Data based on PUD Credit Score

286 Past Due accounts as of 5/26/2020

Residential Count = 254 Customers

43 have a PUD credit rating above 700 (0 to 3 late notices/year)  
 211 have a PUD credit rating below 700 (more than 3 late notices/year)  
 17% of these customers pay on time – not typically late  
 83% of these customers are typically late

Commercial Count = 32 Businesses

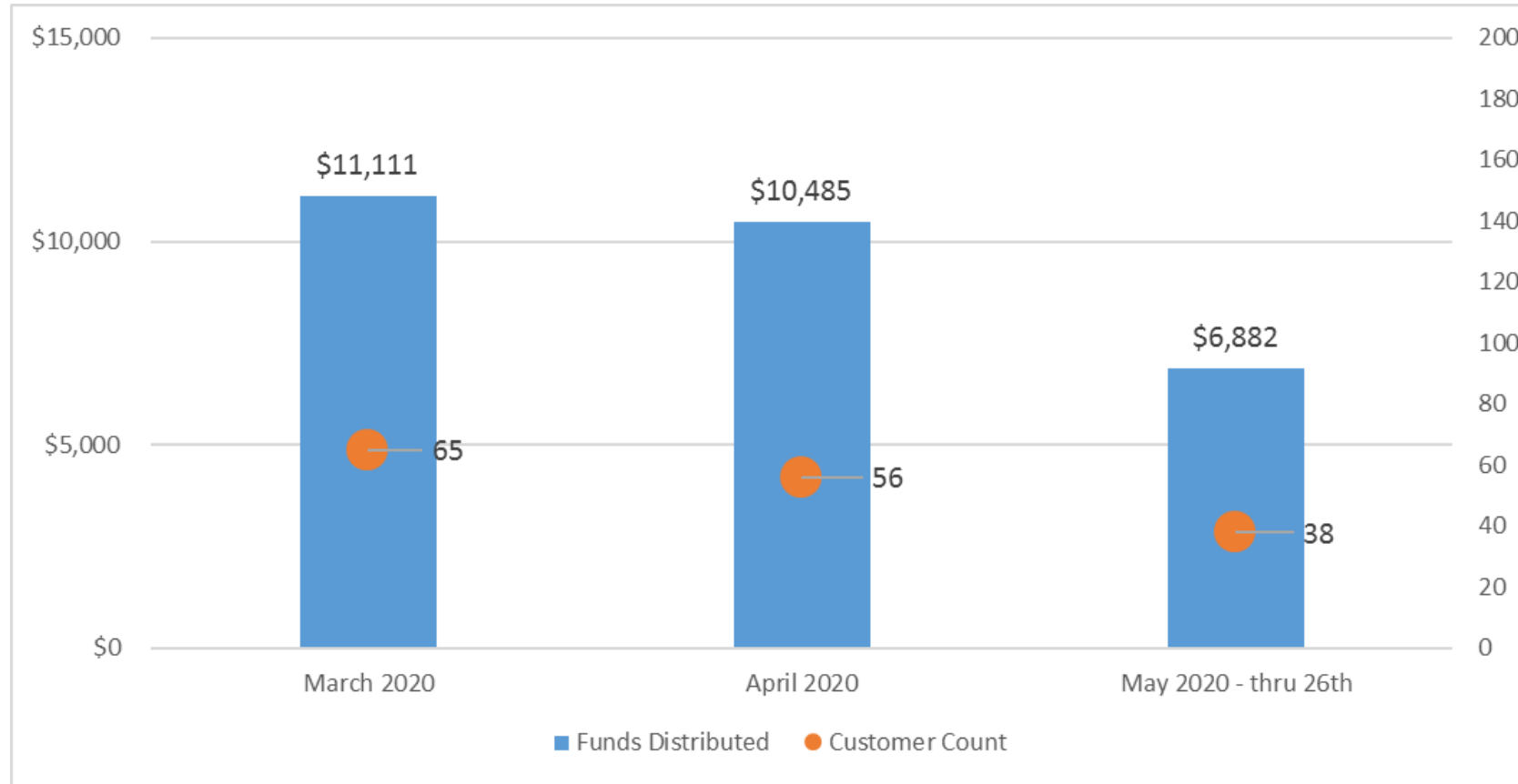
8 have a PUD credit rating above 700 (0 to 3 late notices/year)  
 24 have a PUD credit rating below 700 (more than 3 late notices/year)  
 25% of these customers pay on time – not typically late  
 75% of these customers are typically late

Note:

Of the 286 Past Due accounts – 22 accounts are COVID self-reports

# Helping Hands Distribution

(March-April-May)



Average Distribution of Helping Hands = \$180

Customer Contributions To Helping Hands = \$7,700

Balance Remaining of Helping Hands = \$69,584

Note:

March of 2019 - 12 customers helped & \$1,800 distributed

April of 2019 - 13 customers helped & \$1,850 distributed

May of 2019 - 12 customers helped & \$1,950 distributed

