

COVID-19 Customer Impacts

December 2021 Update



1/10/2022

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Customer Accounts Activity/Status

Customer Outreach Performed

- 938 notices sent (accounts not paid at 45 days)
- 402 credit calls (accounts not paid at 55 days)
 - 261 calls the previous month
- 19 payment arrangement contacts (in addition to the payment plans)
- Referred 39 customers to Community Action for assistance

Customer Data

237 past due accounts as of 12/31/2021
(more than 55 days past due)

(95 are new from December, sustaining COVID past due accounts total to less than 140)

Residential = 230 *(Prior month 298)*

Commercial = 7 *(Prior month 11)*

Customers with Active Payment Plans

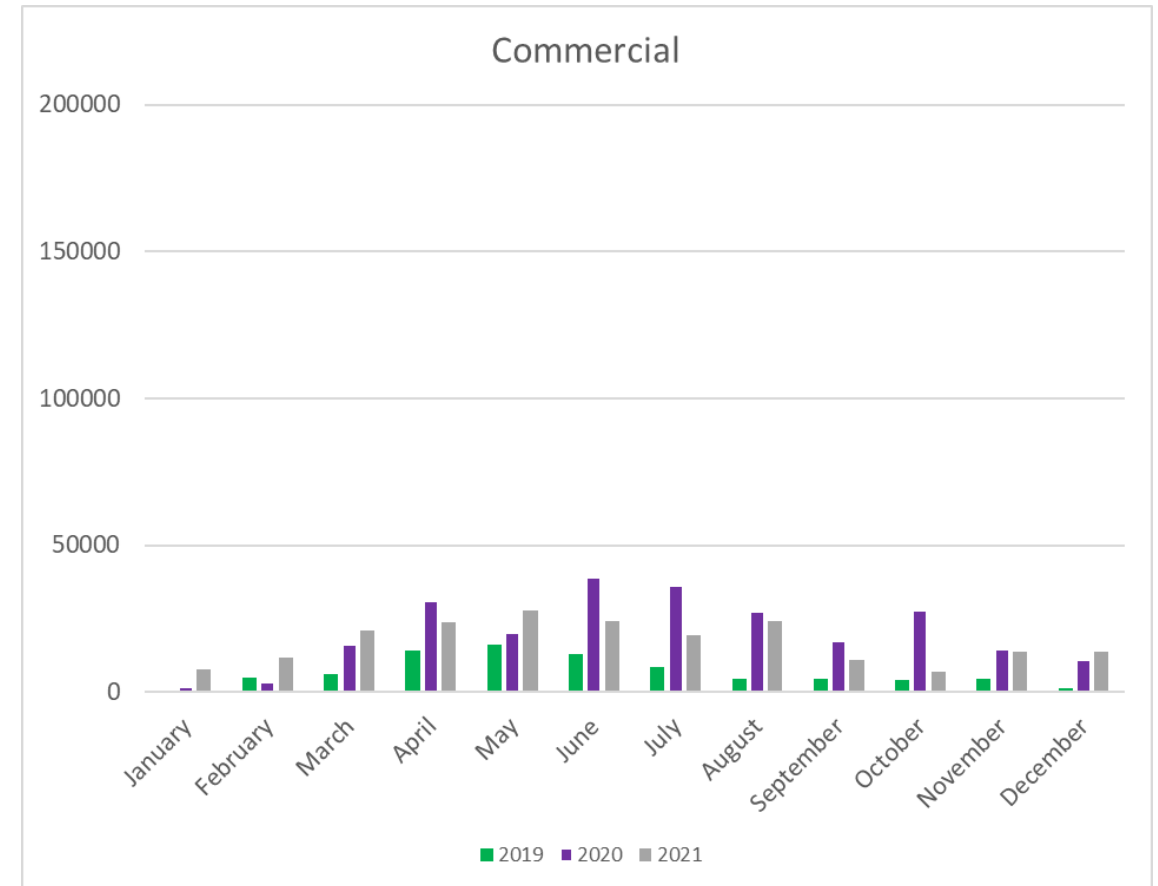
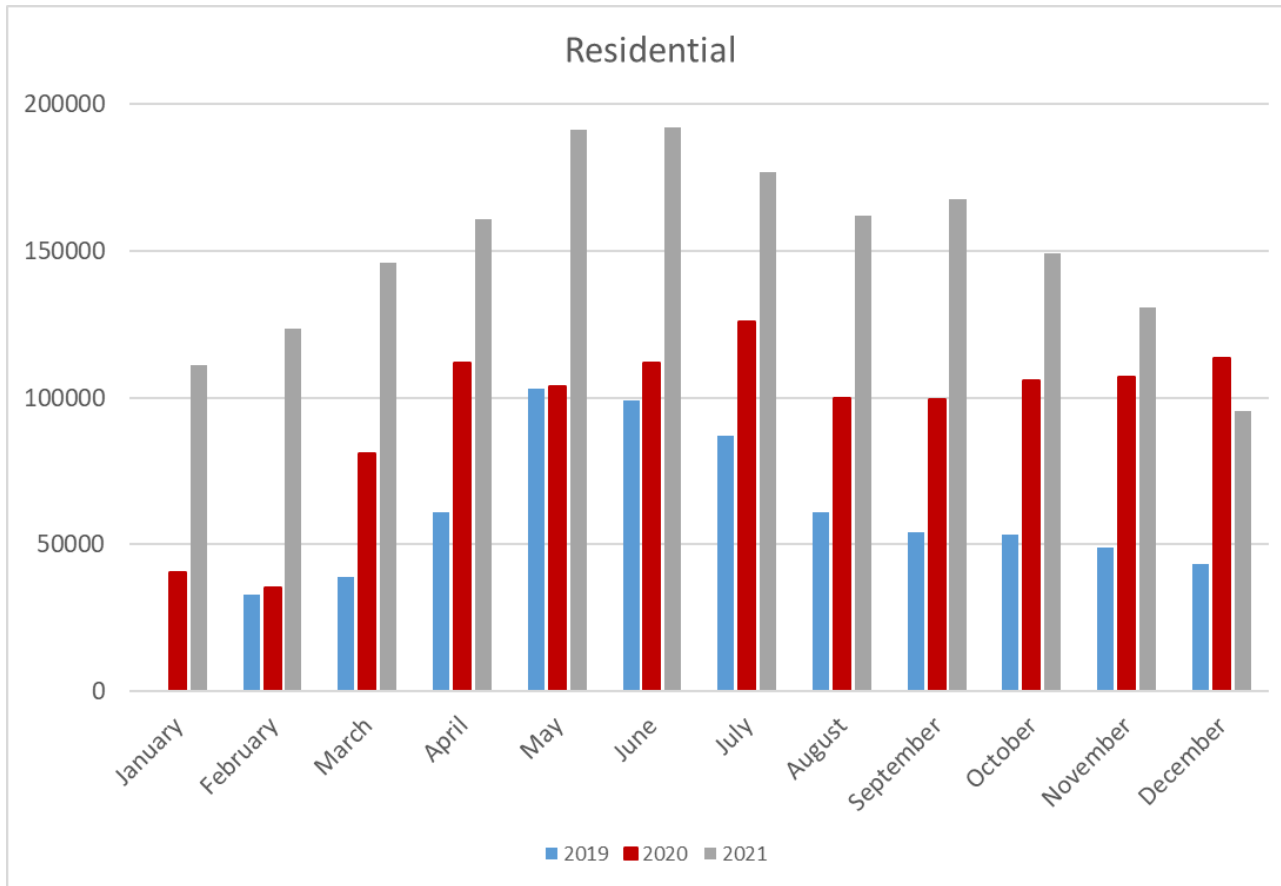
| TOTALS | <u>YE 2020</u> | <u>Q1-21</u> | <u>Q2-21</u> | <u>Q3-21</u> | <u>YE 2021</u> |
|-------------|----------------|--------------|--------------|--------------|----------------|
| Residential | 14 | 32 | 27 | 41 | 21 |
| Commercial | 0 | 2 | 1 | 0 | 2 |

Residential Field Report

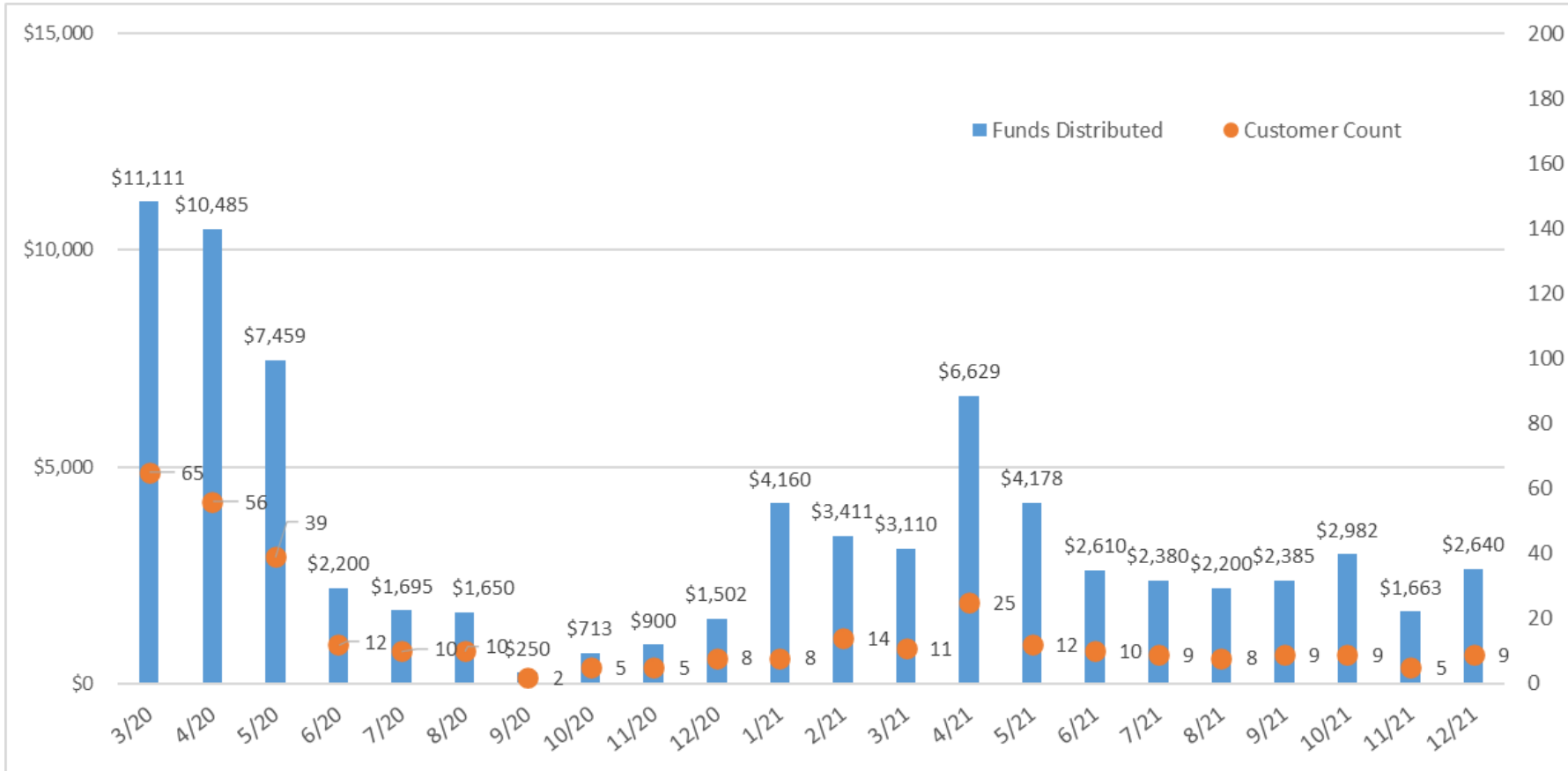
- 33 residential customers visited by serviceman
- Doorhanger impact
 - 12 paid balance
 - 8 disconnected and then made payments and arrangements
 - 7 scheduled and received EAP assistance from Community Action
 - 2 made payment arrangements
 - 4 pending Community Action appointments

Retail Revenue In Past Due Status (60+ days)

Amount compared prior year balance at month-end



Helping Hand Distribution



Average 2020 = \$180/customer
 Average 2021 = \$298/customer

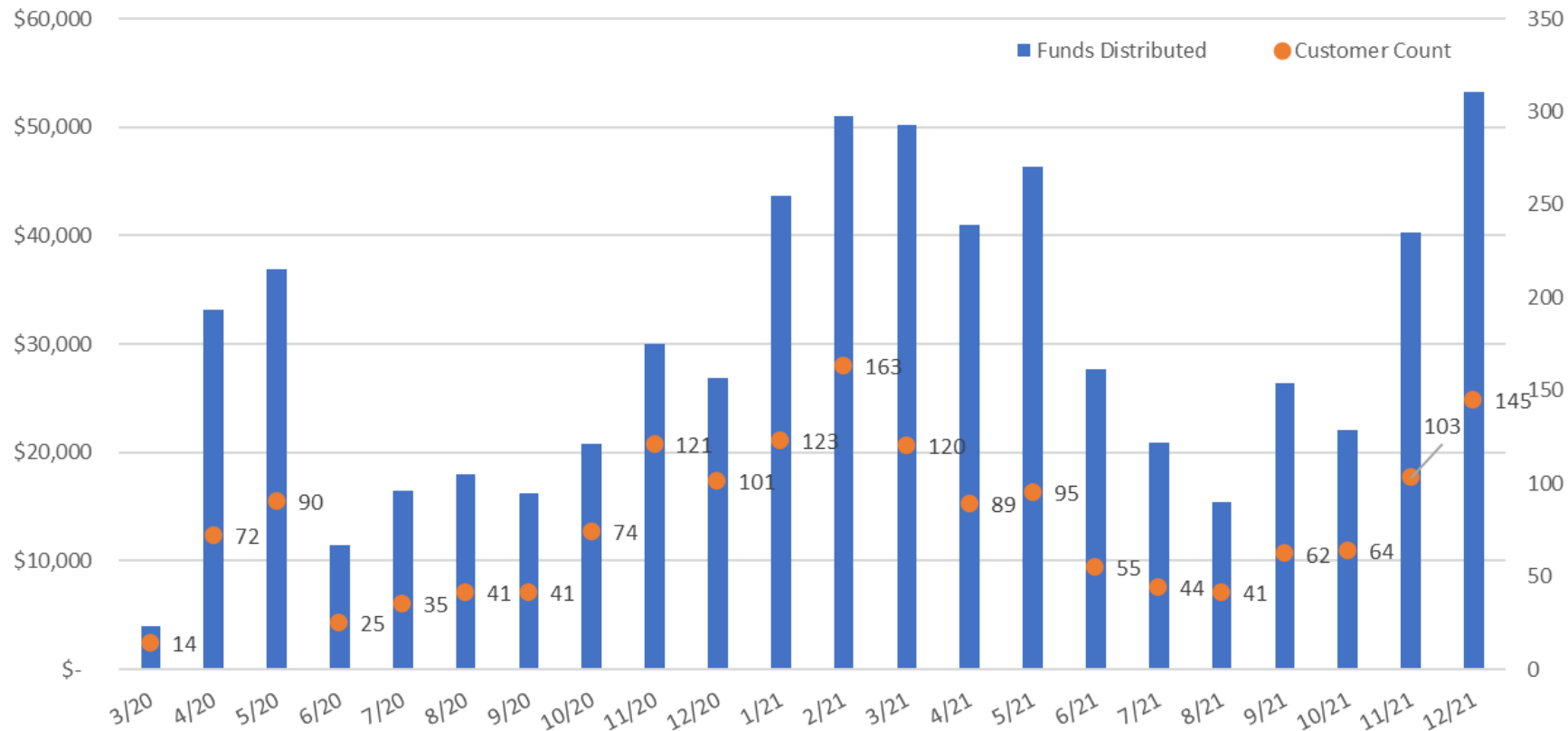
Customer Contributions to Helping Hand since March 2020 = \$84,733
 Total Distributed since March 2020 = \$76,312

Balance Remaining
 Approx. \$133,737



Energy Assistance (EAP) & Rent Assistance for Utility Bills (TRAP) through Community Action

Total Disbursed by Month



Average 2020 = \$348/customer
 Average 2021 = \$397/customer

\$651,688 in customer assistance since March 2020

Summary

- Over the last year
 - Residential past due accounts have decreased from over 400 to 140
 - Residential balances have decreased from over \$190,000 to \$95,000
 - Number of customers and amounts have increased for Energy Assistance (EAP) and helping hand funds
 - Customer Relations team are continuing to work with these customers and planning to get back on track with normal past due account processes by the end of February