

# COVID-19 Customer Impacts

August 2021 Update



9/20/2021

Kerri Wendell

# Customer Accounts Activity/Status

## Customer Outreach Performed

- 939 notices sent (accounts not paid at 45 days)
- 183 credit calls (accounts not paid at 55 days)
- 17 payment arrangement contacts (in addition to the payment plans)
- Referred 21 customers to Community Action for assistance
- 11 postcards mailed

## Customer Data

395 past due accounts as of 8/31/2021 (*more than 55 days past due*)

Residential = 376 (*Prior month 358*)

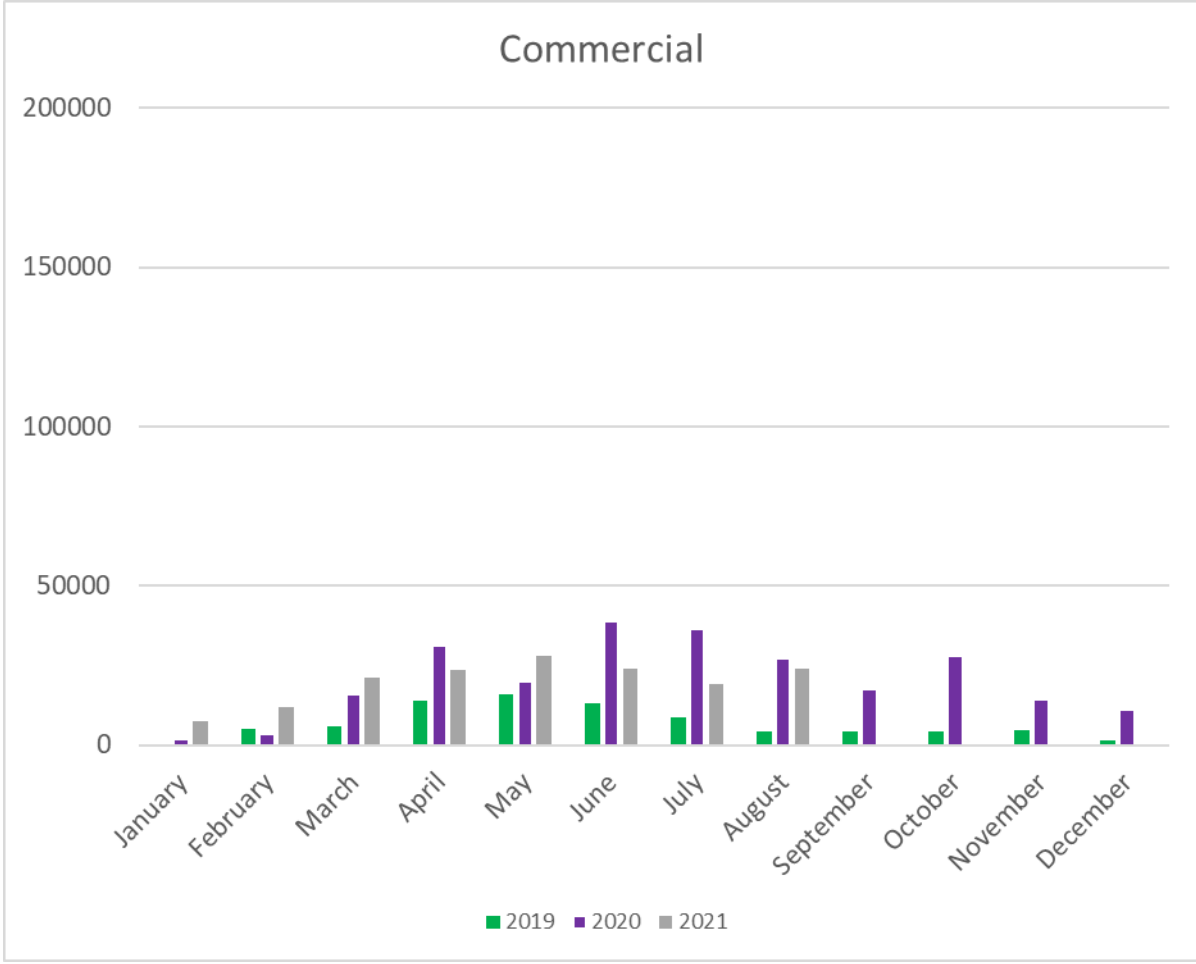
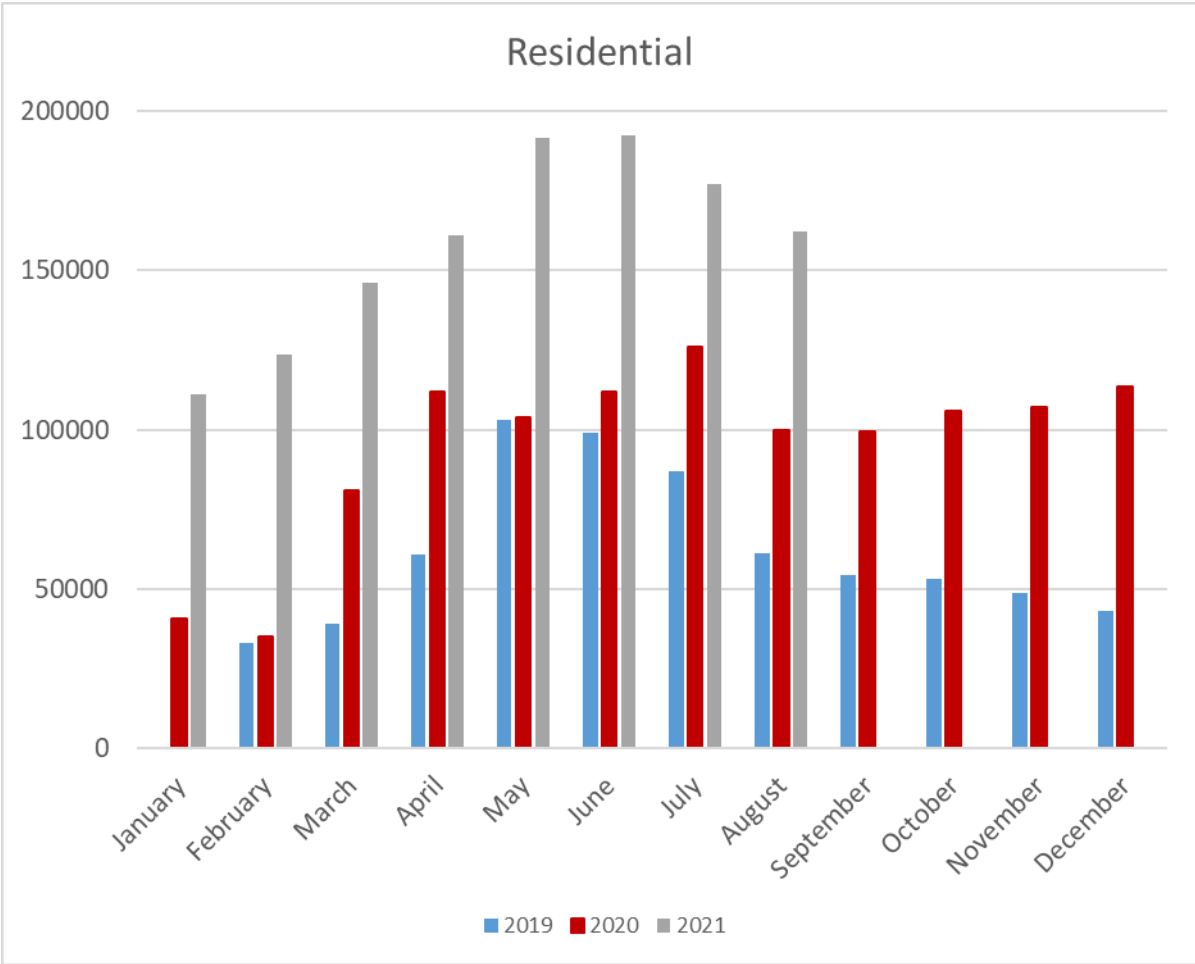
Commercial = 19 (*Prior month 16*)

## Customers with Active Payment Plans

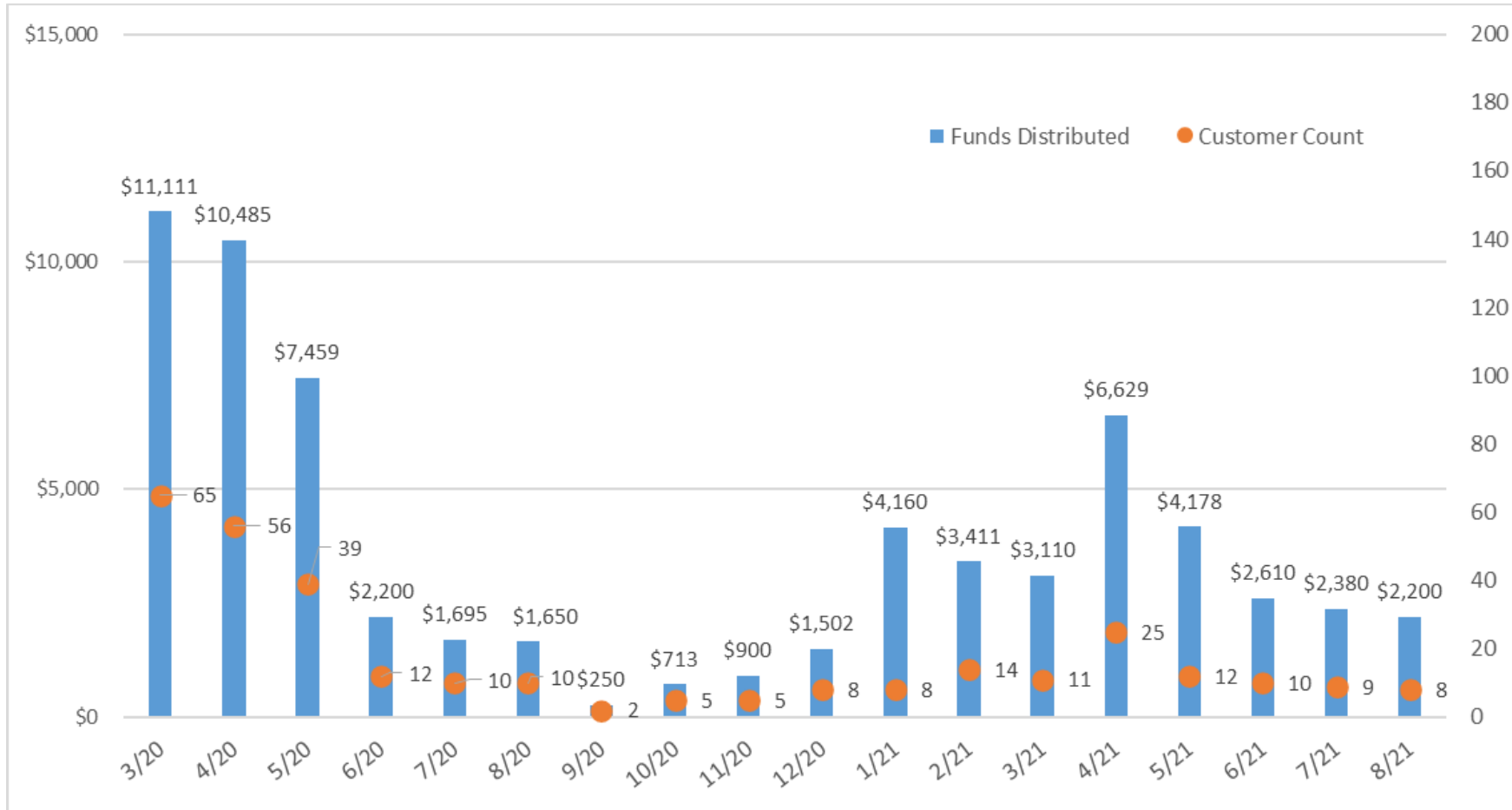
| TOTALS      | <u>Q2-20</u> | <u>Q3-20</u> | <u>Q4-20</u> | <u>Q1-21</u> | <u>Q2-21</u> | <u>Aug '21</u> |
|-------------|--------------|--------------|--------------|--------------|--------------|----------------|
| Residential | 19           | 14           | 14           | 32           | 27           | 11             |
| Commercial  | 0            | 1            | 0            | 2            | 1            | 3              |

# Retail Revenue In Past Due Status (60+ days)

Amount compared prior year balance at month-end



# Helping Hands Distribution



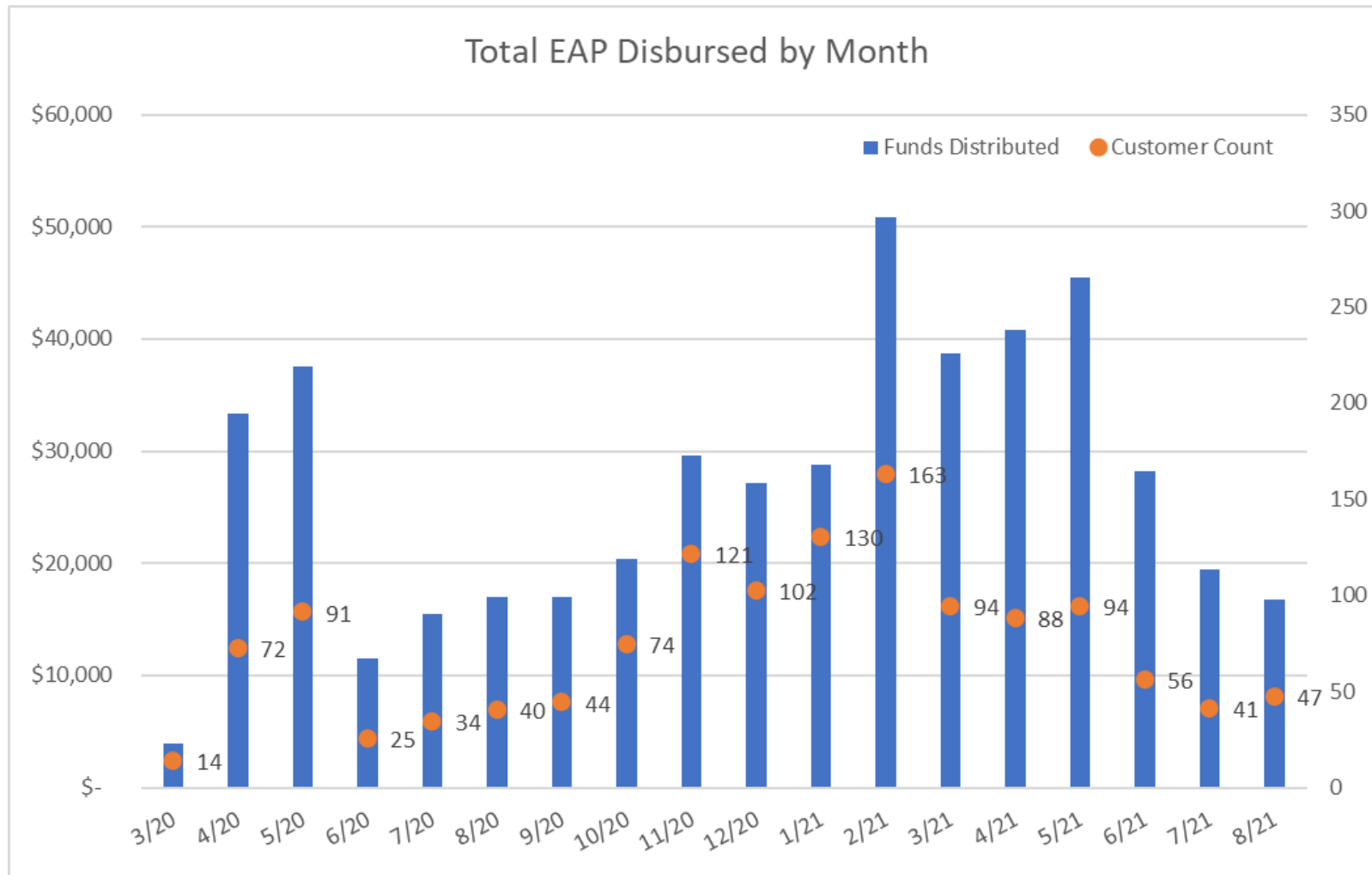
Average 2020 = \$170/customer  
 Average 2021 = \$308/customer

Customer Contributions  
 To Helping Hands since March  
 2020 = \$69,448  
 Total Distributed since March  
 2020 = \$66,642

Balance Remaining  
 Approx. \$128,420 including  
 District contribution of \$40,565



# Energy Assistance (EAP) through Community Action



Average 2020 = \$367/customer  
 Average 2021 = \$403/customer

\$481,788 in customer assistance since March 2020

Proclamation 20-23

# **DISCONNECTION MORATORIUM UPDATE DISCUSSION**

# Proclamation 20-23

- Moratorium on:
  - Disconnection due to non-payment for residential customers
  - Late fees or connection charges related to past-due accounts
- Originally declared March 18, 2020
- Expiration extended to September 30<sup>th</sup>
  - Governor's office has said this is the final extension

# Ongoing preparation for post-moratorium actions

- Provide customers notice of moratorium ending Sept. 30<sup>th</sup>
  - Encourage customers to contact PUD for options
  - Establish payment plans
  - Refer eligible accounts to Community Action programs
- At least 2 additional courtesy contacts if no response
  - Escalating effort via mail, email, phone, doorhanger
- Post-moratorium, disconnection process begins sometime after October 1
  - Disconnect doorhanger placed – request contact by next business day
  - If no response, serviceman dispatched to disconnect