

# COVID-19 Customer Impacts

June 2021 Update



7/19/2021

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# Customer Accounts Activity/Status

## Customer Outreach Performed

- 1,013 notices sent (accounts not paid at 45 days)
- 36 doorhangers delivered resulting in:
  - Payments – 15 (10 res and 5 comm)
  - Pay plans/CA appointments – 7
  - No responses – 14
- 288 credit calls (accounts not paid at 55 days)
- 28 payment arrangement contacts (in addition to the payment plans)
- Referred 33 customers to Community Action for assistance

## Customer Data

363 Past due accounts as of 6/30/2021 (*more than 55 days past due*)

Residential = 341 (*Prior month 371*)

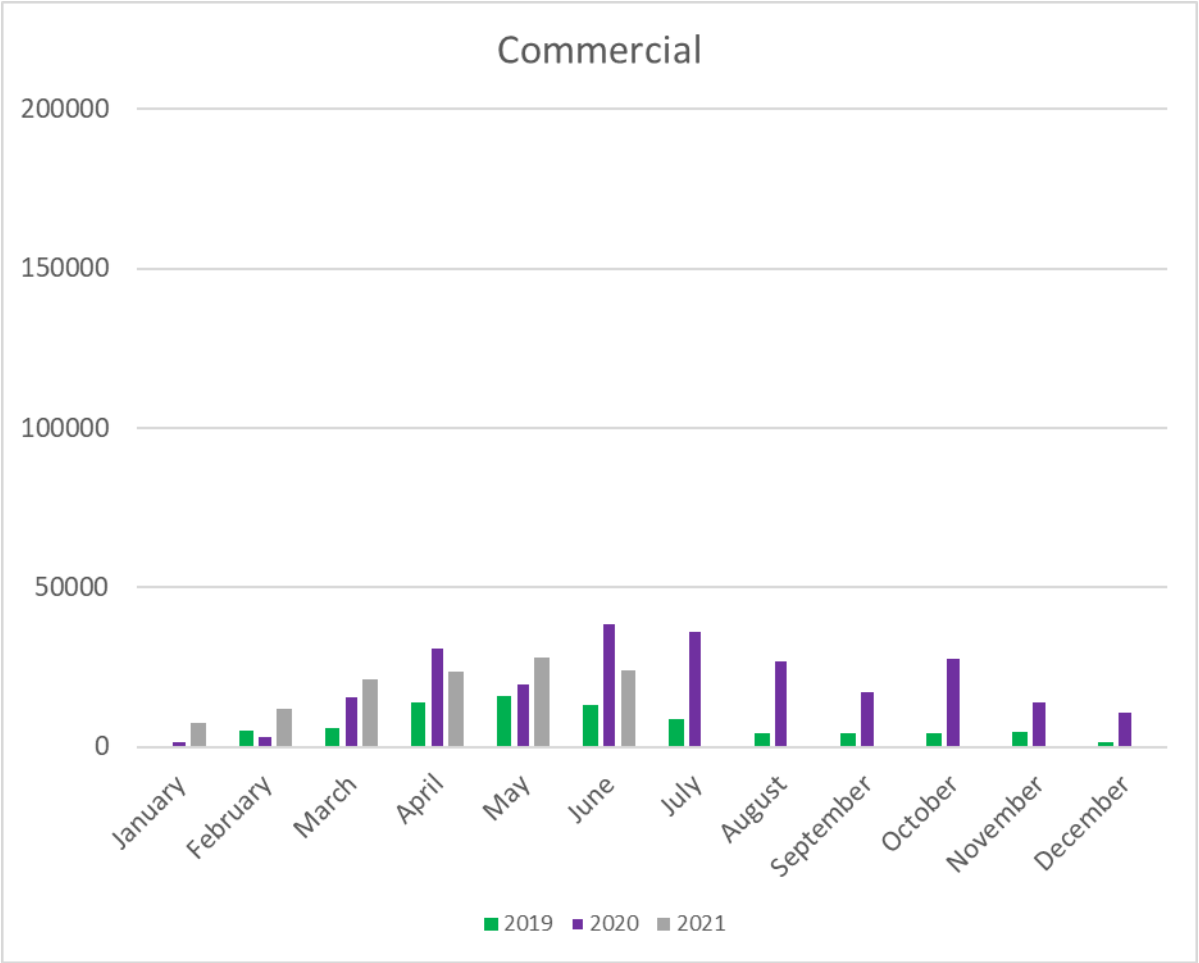
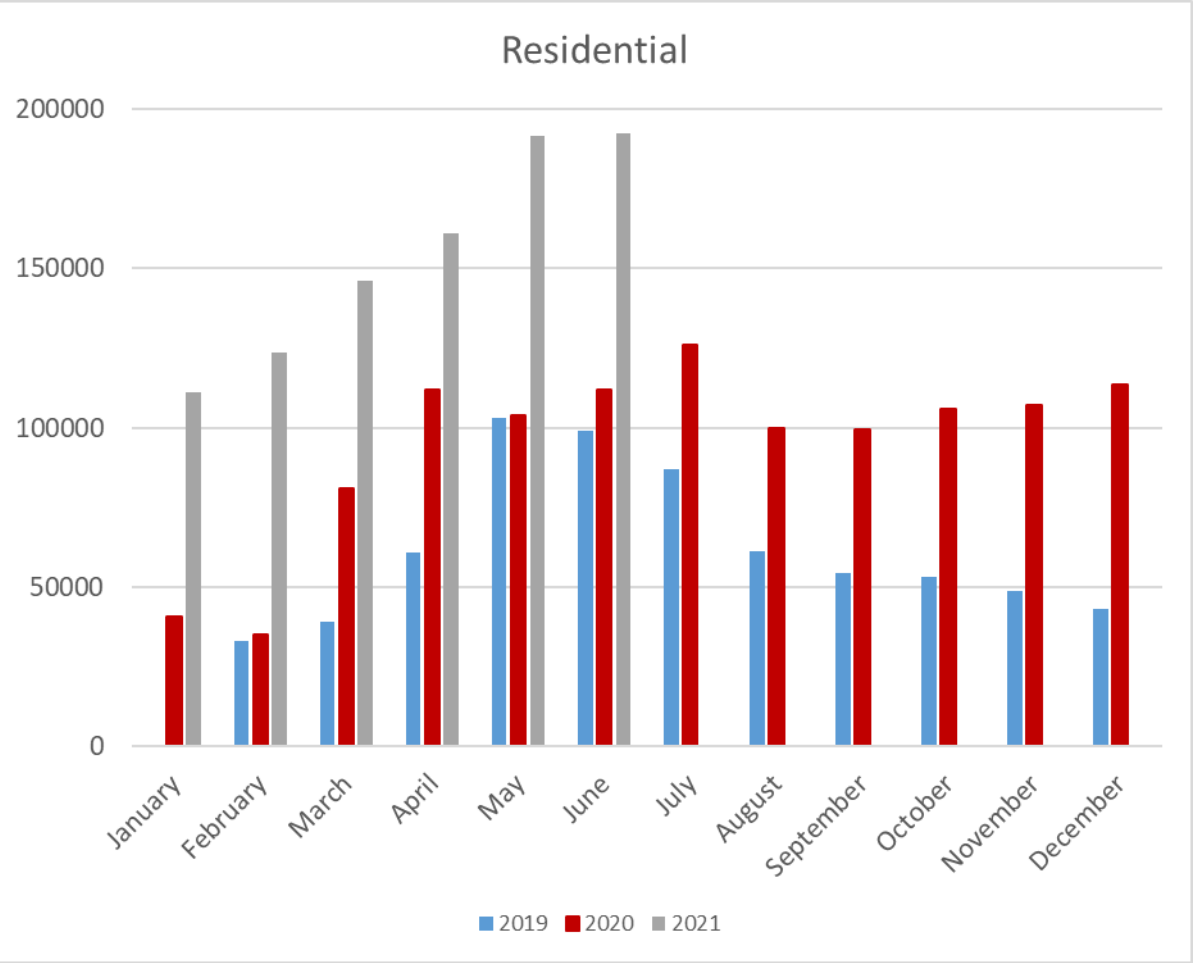
Commercial = 22 (*Prior month 28*)

## Customers with Active Payment Plans

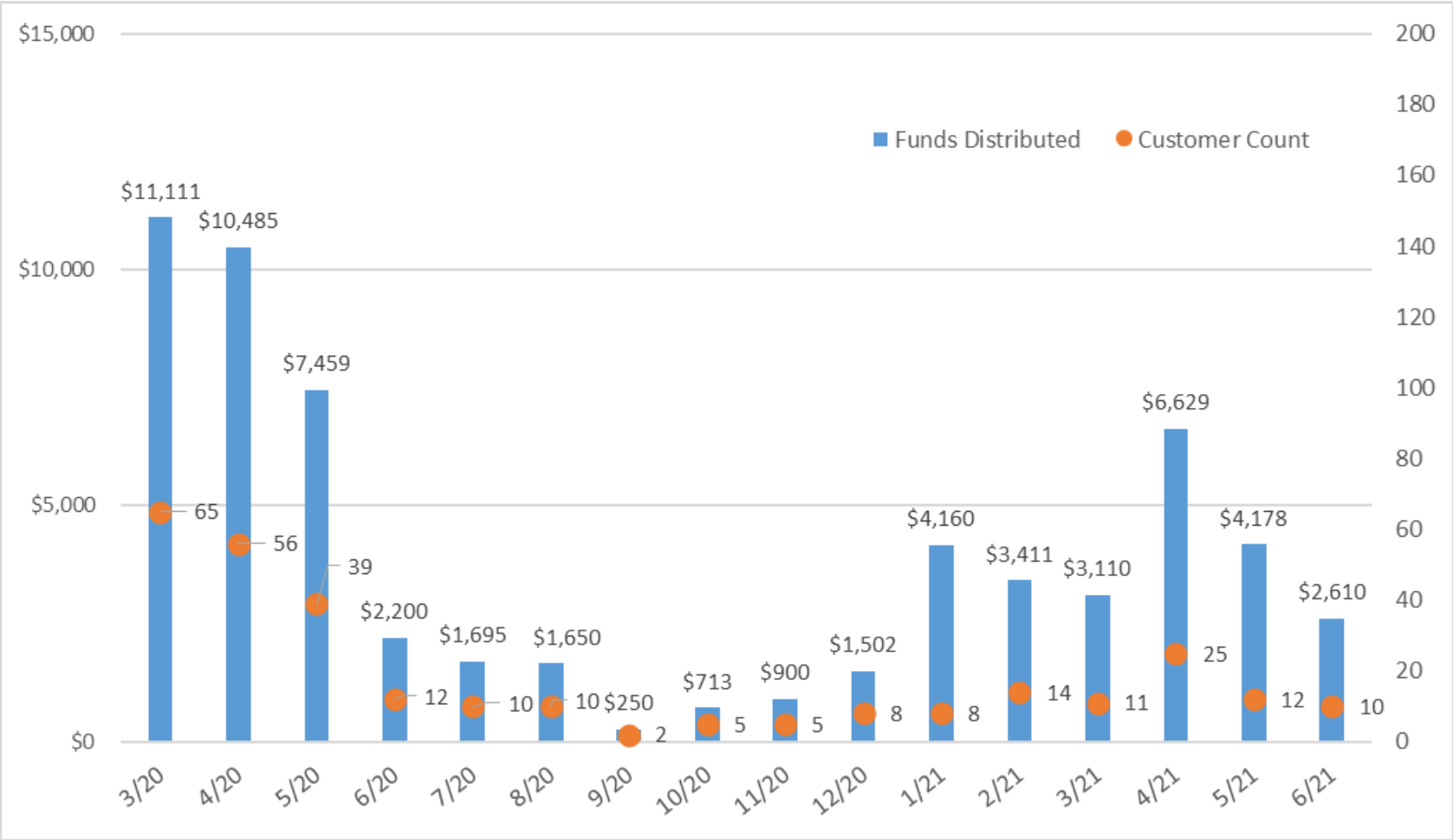
| TOTALS      | <u>Q2-20</u> | <u>Q3-20</u> | <u>Q4-20</u> | <u>Q1-21</u> | <u>Q2-21</u> |
|-------------|--------------|--------------|--------------|--------------|--------------|
| Residential | 19           | 14           | 14           | 32           | 27           |
| Commercial  | 0          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

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

Amount compared prior year balance at month-end



# Helping Hands Distribution



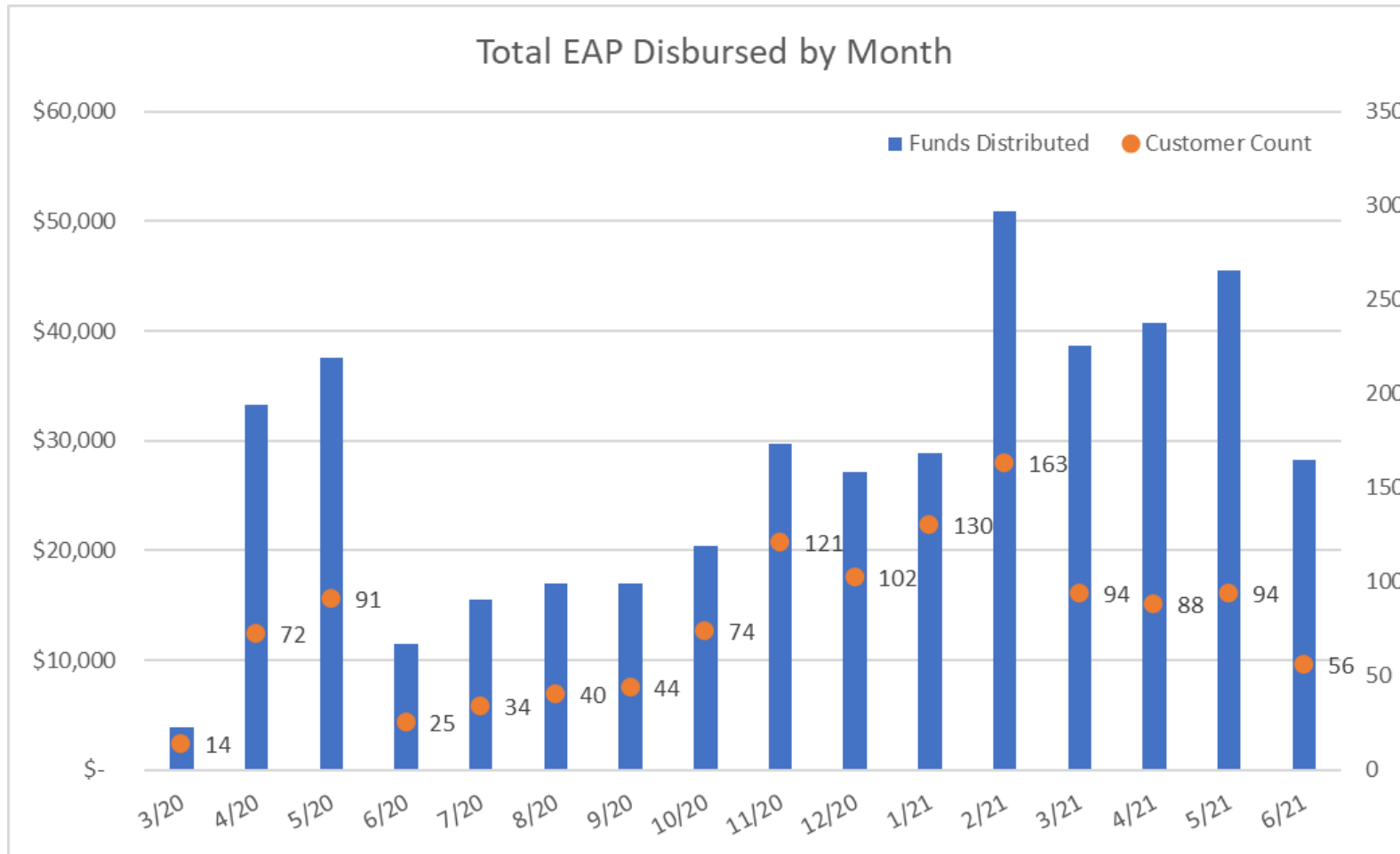
Average 2020 = \$170/customer  
Average 2021 = \$320/customer

Customer Contributions  
To Helping Hands since March  
2020 = \$61,712

Total Distributed since March  
2020 = \$62,062

Balance Remaining  
Approx. \$125,323 including  
District contribution of \$40,565

# Energy Assistance (EAP) through Community Action



Average 2020 = \$367/customer  
Average 2021 = \$399/customer

\$445,616 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 recently extended from July 30<sup>th</sup> 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
  - Disconnect doorhanger placed – request contact by next business day
  - If no response, serviceman dispatched to disconnect