

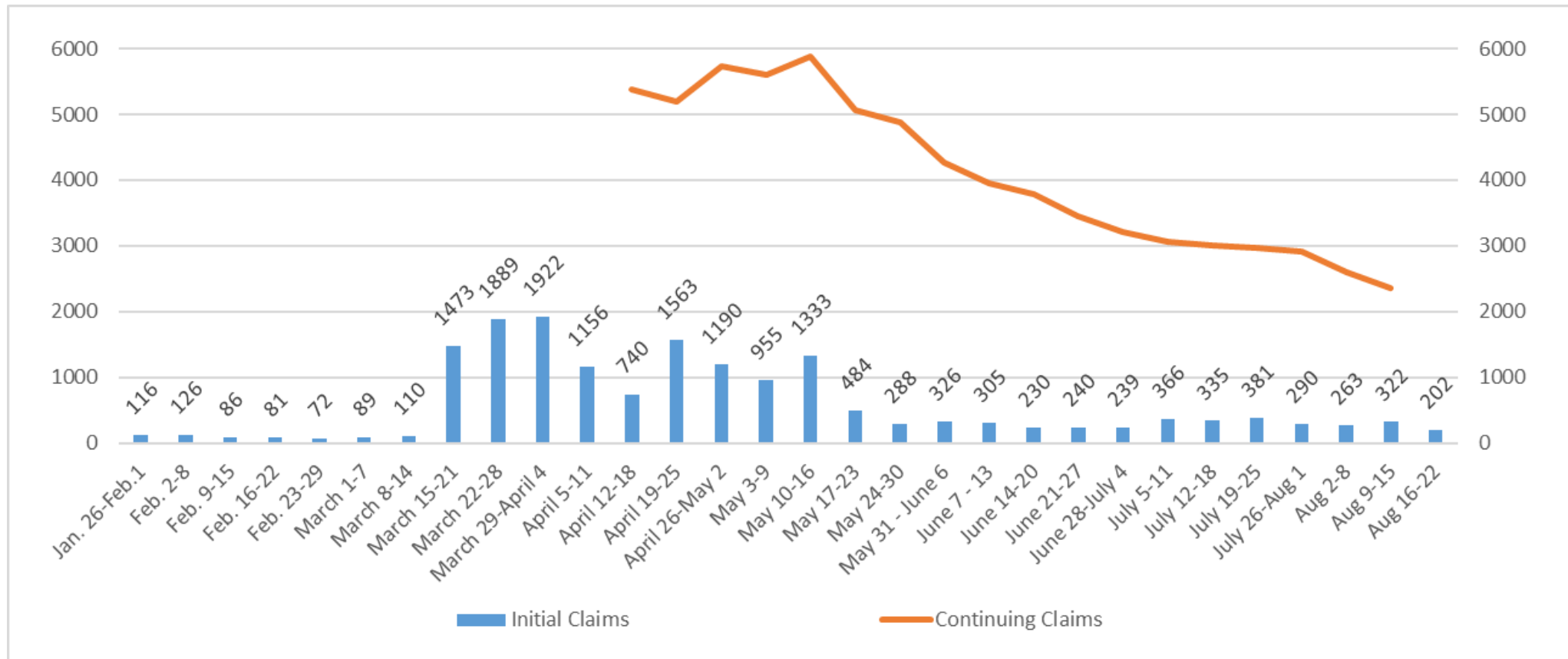
COVID-19 Customer Impacts Update



Kerri Wendell

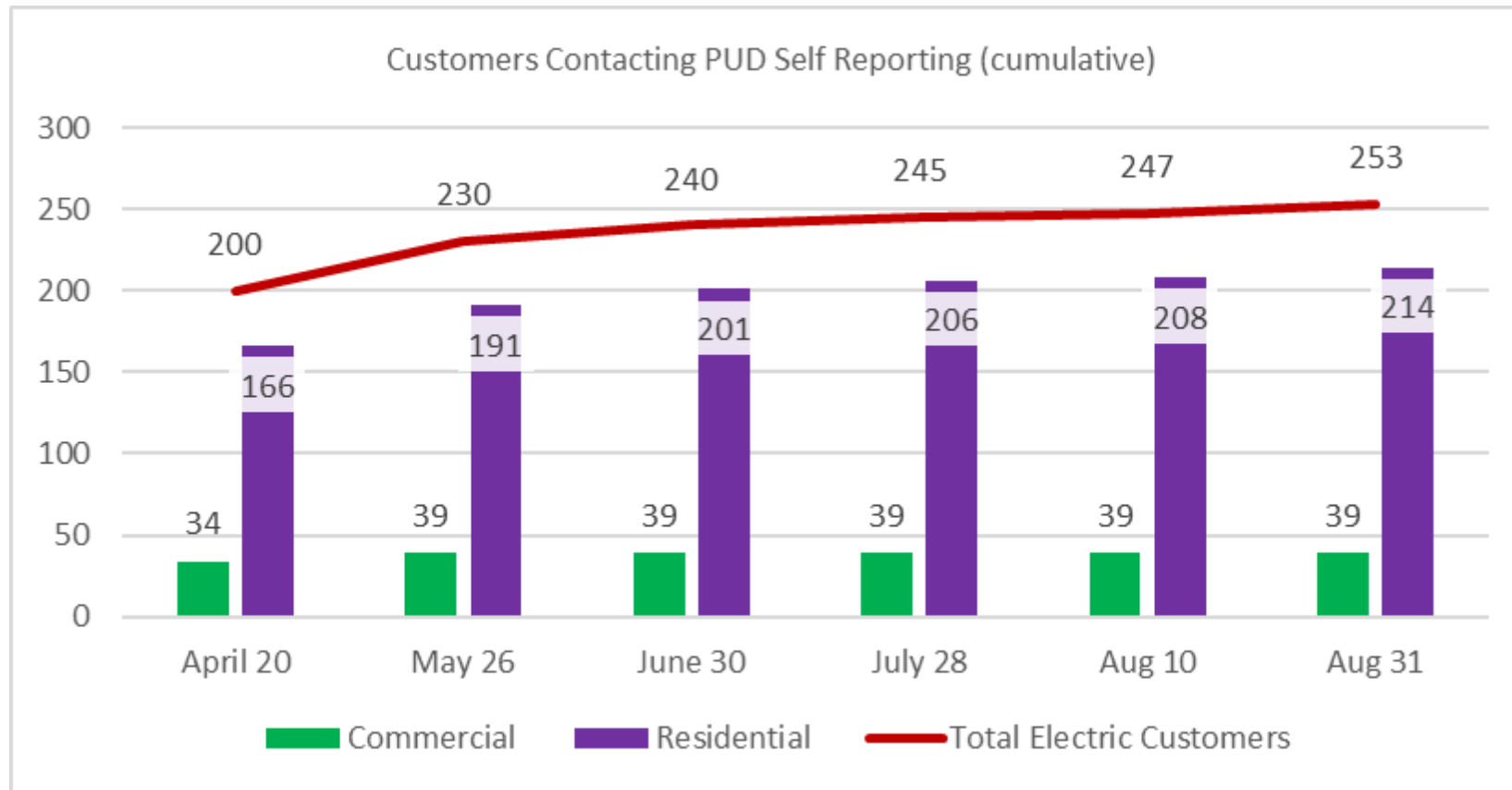
August 31, 2020

Chelan County Unemployment Applications



- Initial claims: initial unemployment claims
- Continued claims: unemployment claims filed by workers who have previously filed an initial unemployment claim and continue to be eligible, does not include initial claims

PUD Customers Affected by COVID (March 16 - August 31)



Customers with Active Payment Arrangements

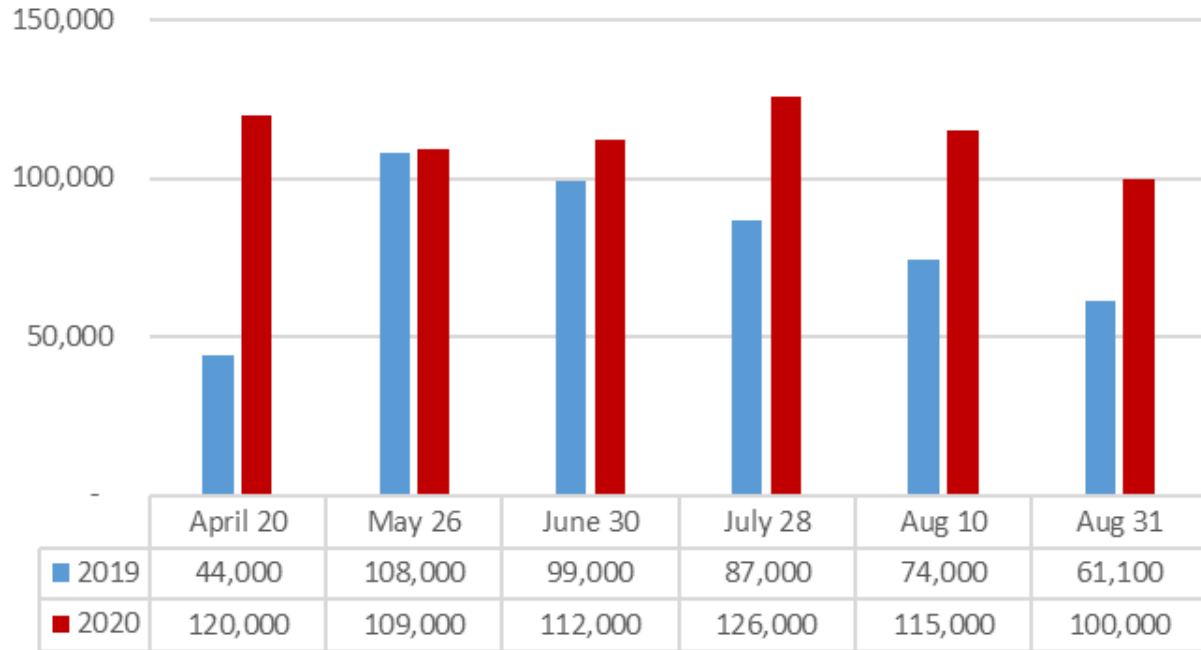
	<u>April Total</u>	<u>May Total</u>	<u>June Total</u>	<u>July Total</u>	<u>August Total</u>
Residential	0	0	0	0	0
Commercial	0	0	0	0	0

Customers approved for the energy assistance through Community Action = 276 (40 new in August)

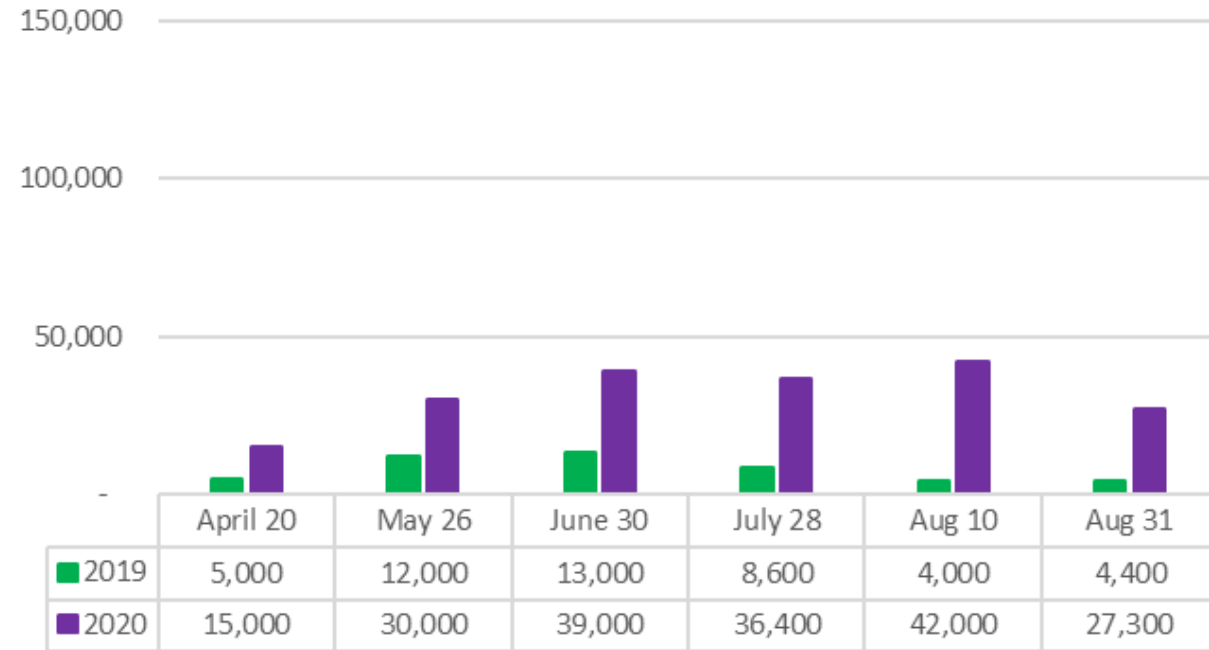
Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted

Residential



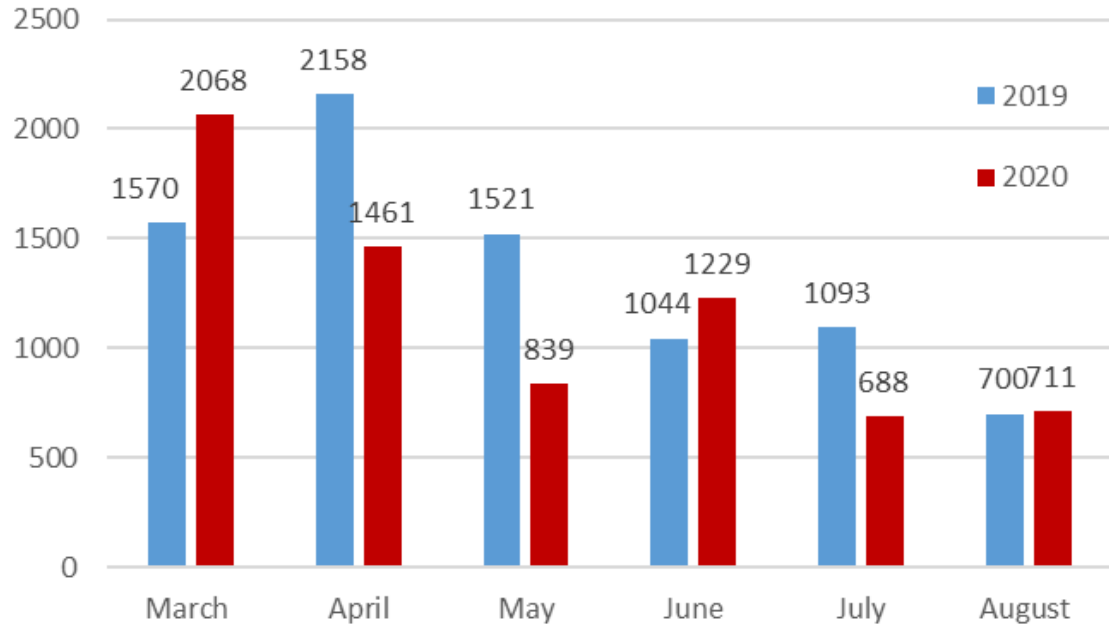
Commercial/Industrial



Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly

Disconnect Notices



Customers with Active Payment Arrangements

TOTALS	<u>April 6</u>	<u>May 6</u>	<u>June 8</u>	<u>July 14</u>	<u>Aug 31</u>
Residential	65	28	19	22	15
Commercial	0	0	0	0	1

Customer Data

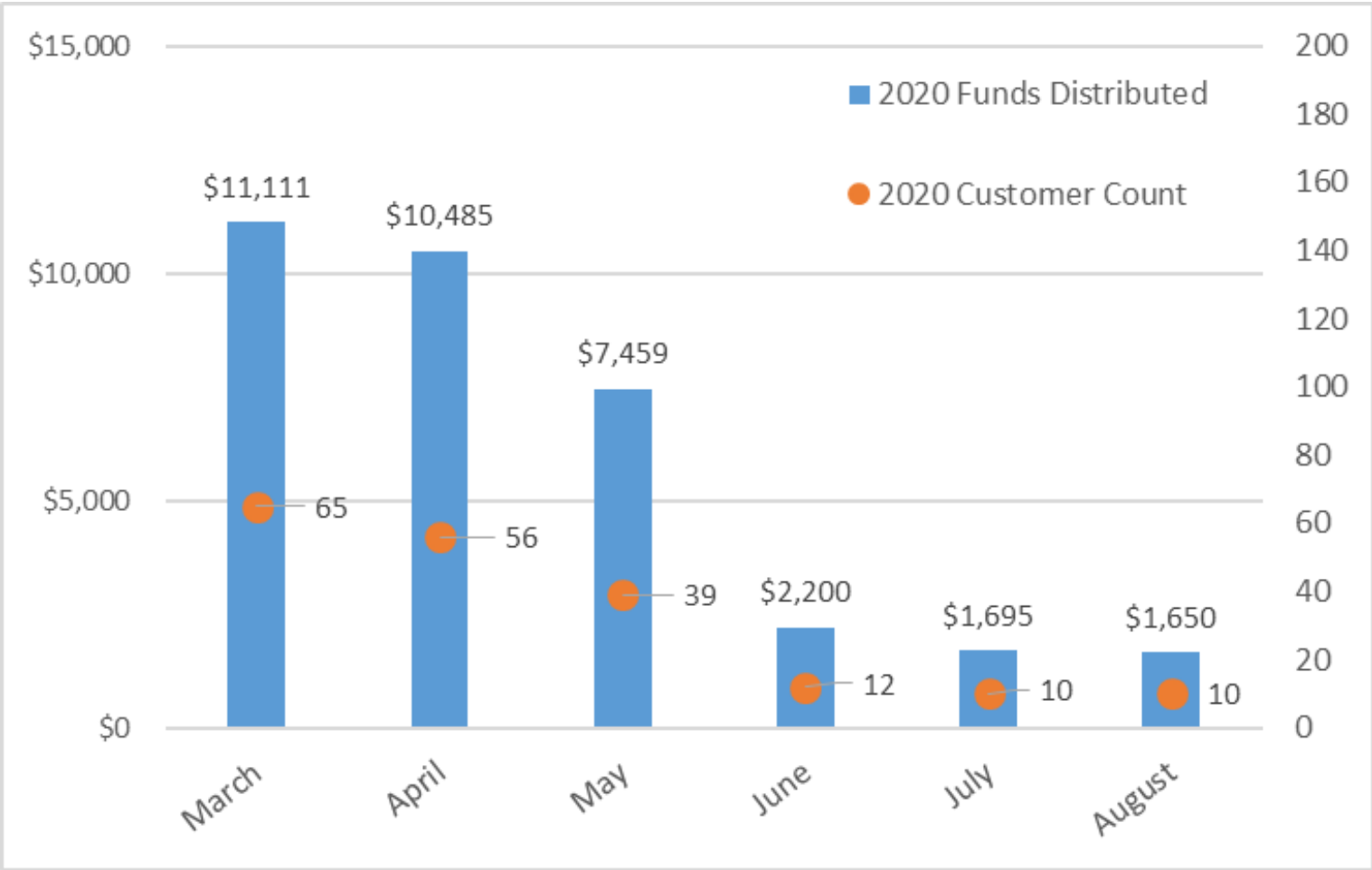
153 Past Due accounts as of 8/31/2020

Residential Count = 138 Customers (*reduction of 50 since 8/10*)

Commercial Count = 15 Businesses



Helping Hands Distribution



Average Distribution of Helping Hands = \$178

Customer Contributions To Helping Hands since March = \$18,000

Balance Remaining of Helping Hands = \$69,000

Note:

March of 2019 - 12 customers helped & \$1,800 distributed; April of 2019 - 13 customers helped and \$1,850 distributed
 May of 2019 – 12 customers helped & \$1,950 distributed; June of 2019 – 8 customer helped and \$1,010 distributed
 July of 2019 – 14 customers helped & \$1,900 distributed; August 2019 – 15 customers helped and \$2020 distributed

