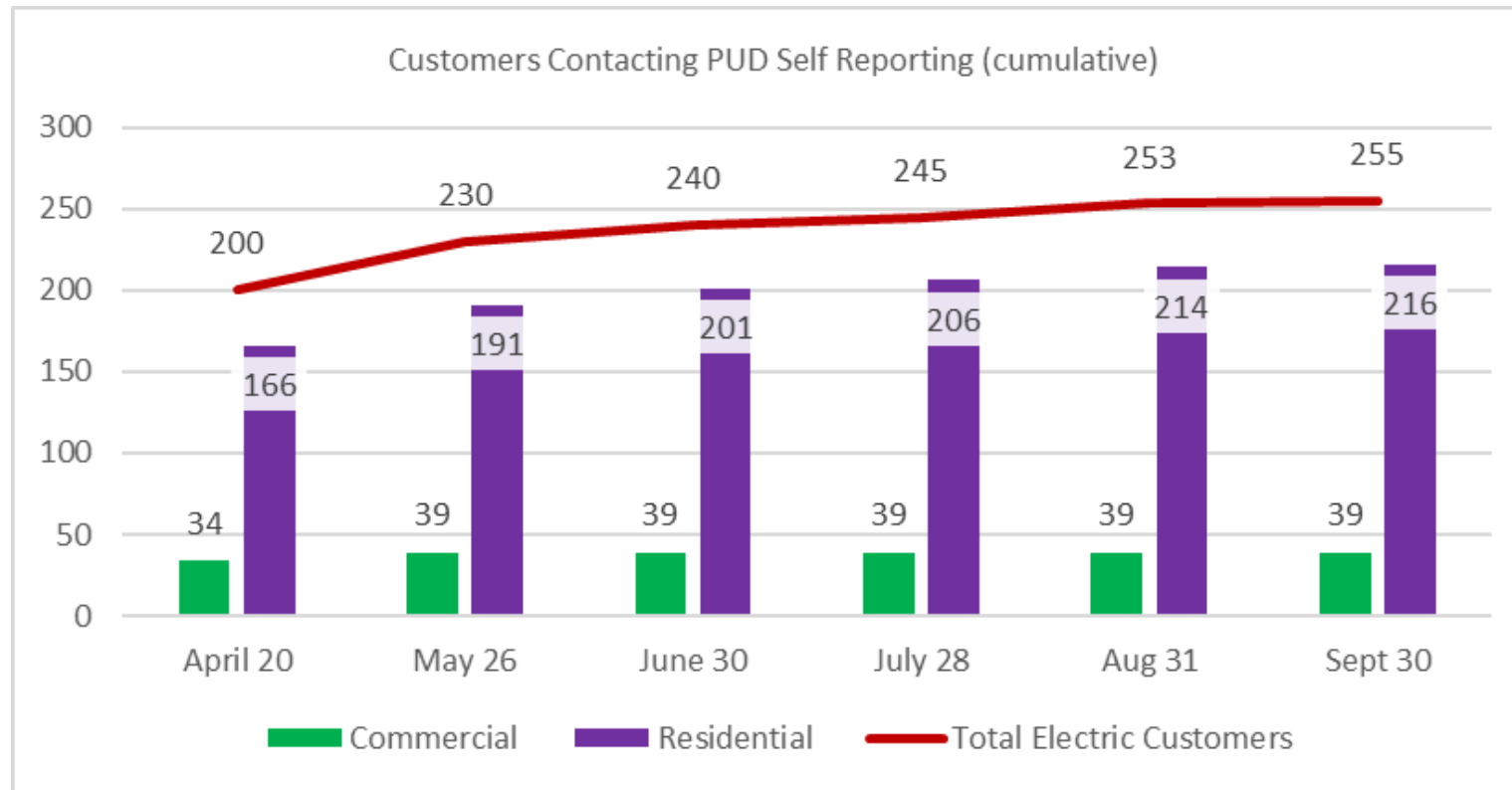


COVID-19 Customer Impacts Update

as of 9/30/2020



PUD Customers Affected by COVID



Customers with Active Payment Arrangements

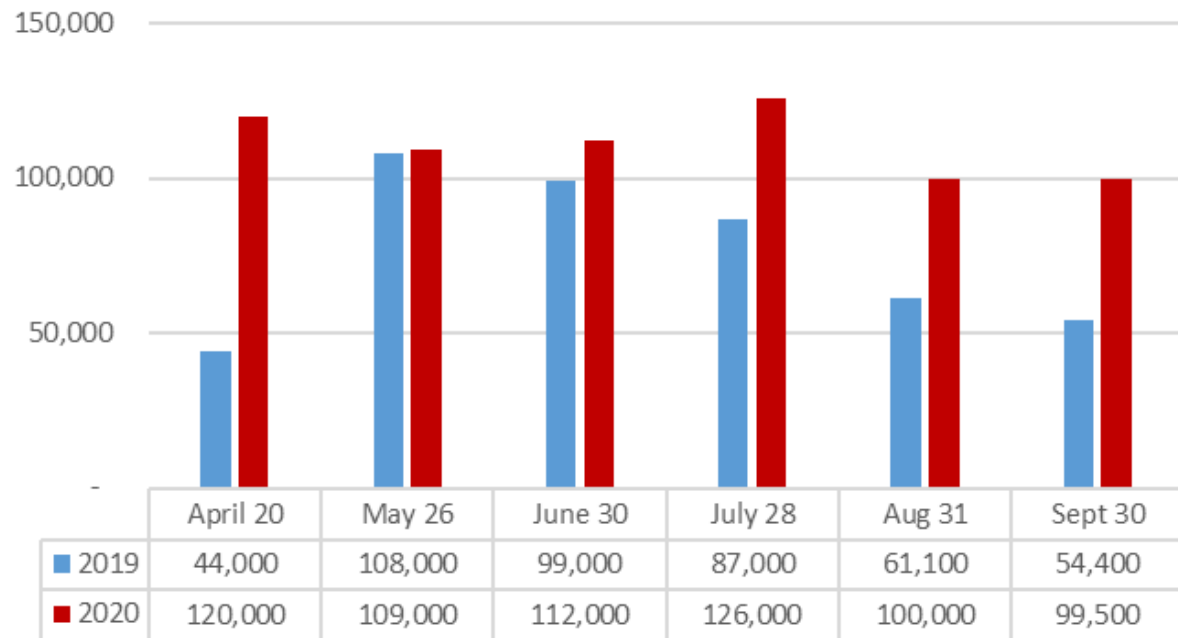
At Month end	April	May	June	July	Aug	Sept
Residential	0	0	0	0	0	0
Commercial/Industrial	0	0	0	0	0	0

Customers approved for the energy assistance through Community Action = 320 (44 new in September)

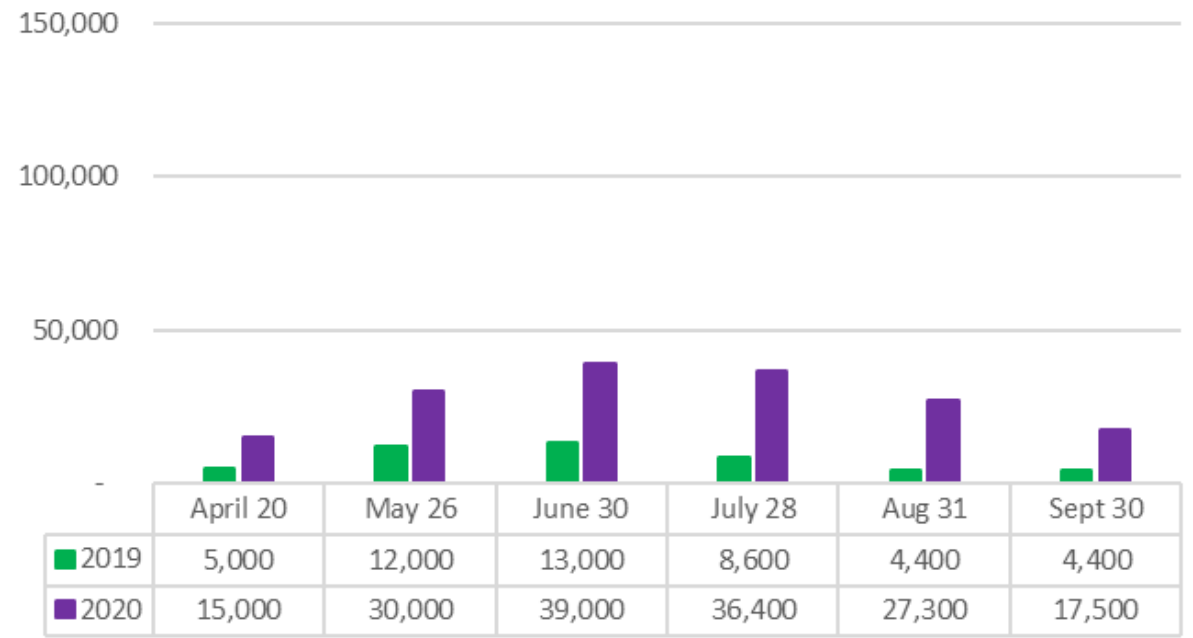
Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted

Residential

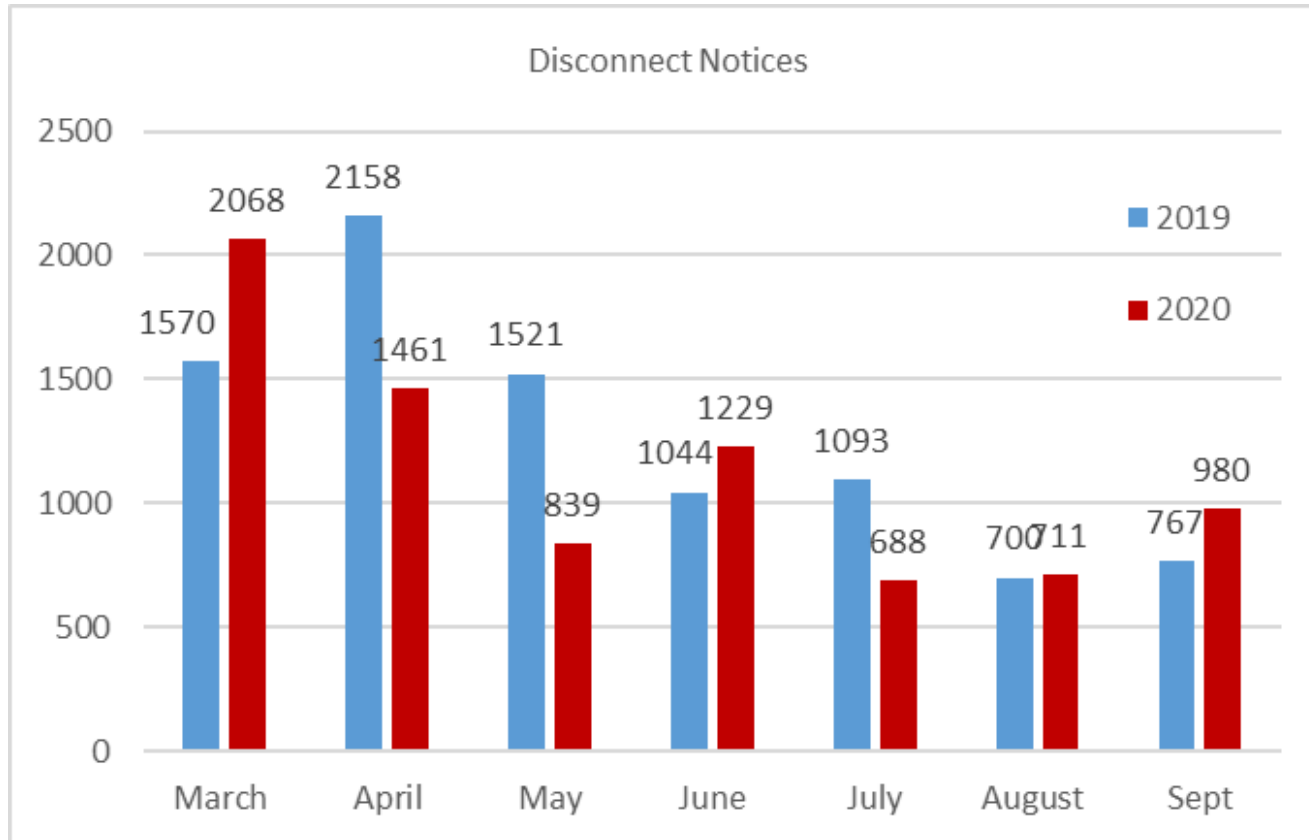


Commercial/Industrial



Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly



Customers with Active Payment Arrangements

TOTALS	April 6	May 6	June 8	July 14	Aug 31	Sept 30
Residential	65	28	19	22	15	14
Commercial	0	0	0	0	1	1

Customer Data

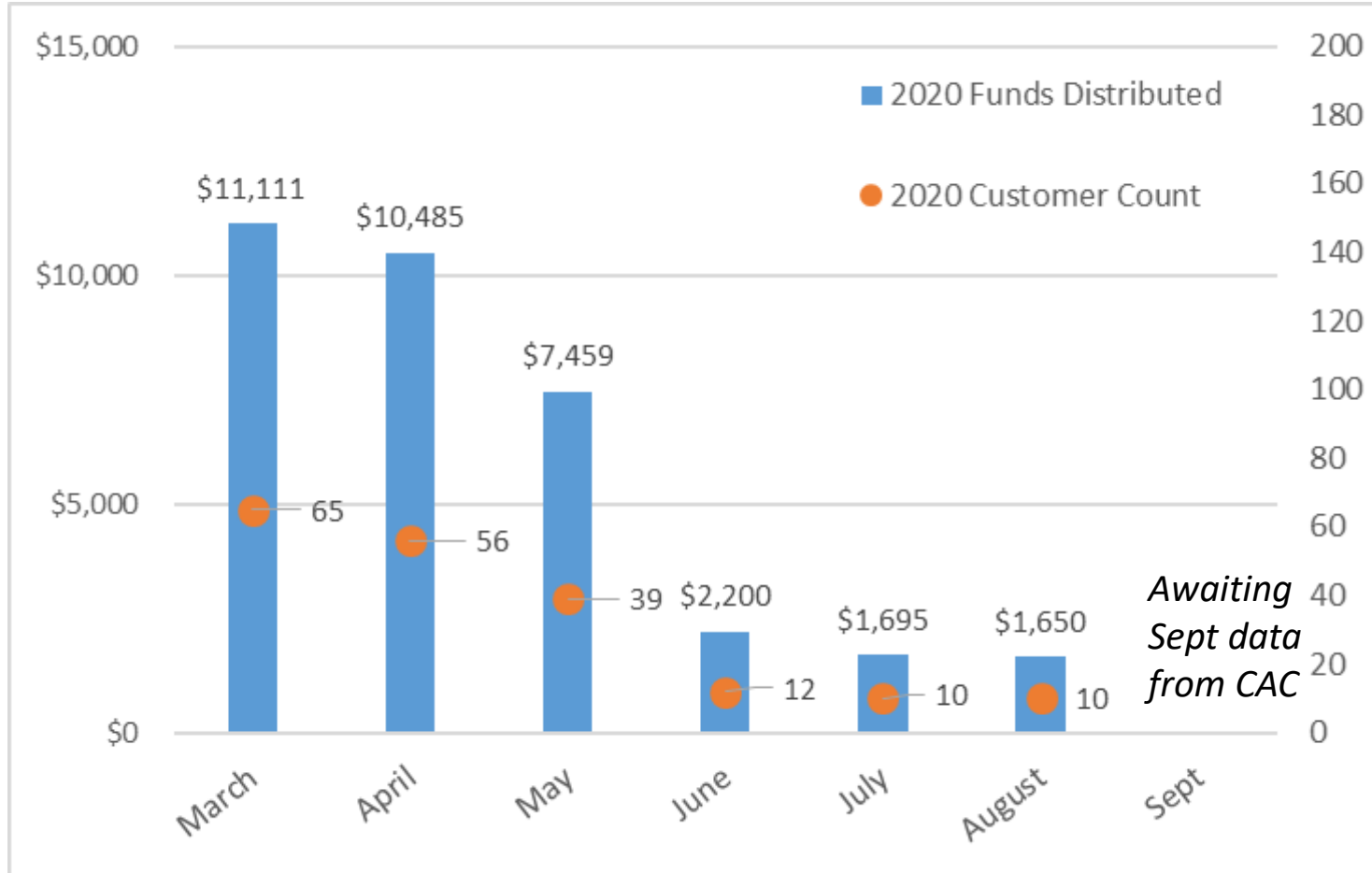
210 Past Due accounts as of 9/30/2020

Residential Count = 191 Customers

Commercial Count = 19 Businesses



Helping Hands Distribution



Average Distribution of Helping Hands = \$178

Customer Contributions To Helping Hands since March = \$21,000

Balance Remaining of Helping Hands = \$72,000

2019	Mar	Apr	May	June	July	Aug	Sept
Customers	12	13	12	8	14	15	12
Distributed	\$1,800	\$1,850	\$1,950	\$1,010	\$1,900	\$1,300	\$2,800



Chelan County

Economic Recovery Dashboard
Best viewed in full screen

		Current Level	% Change ¹	Absolute Change ¹	Trend
Employment Detailed views	Total Employment	41K	-10% ▼	-5K	
	Unemployment Rate	8.2%	3.9% ▲		
	Job Postings				
Business Detailed views	Taxable Retail Sales	\$209M	-2% ▼	-\$3M	
	Taxable Business Income				
	Export Volume				
Support Programs Detailed views	Basic Food ² Participants	9.5K	14% ▲	1.1K	
	TANF ³ Participants	0.5K	37% ▲	0.1K	
Consumer Behavior Detailed views	Credit Card Spend		1% ▲		
	Time Outside Home		-2% ▼		

Year-over-year employment change by county

© Mapbox © OSM

Click a county to view county-specific statistics in the table to the left - click in the gray area outside Washington to clear the filter

1. Change over time period shown in trend-line. Time periods differ due to differences in publication schedules. Percentage change reflects change over last 12 months or since the first available month in last 12 months.

2. Supplemental Nutrition Assistance Program (SNAP) and State Food Assistance Program (FAP)

3. Temporary Assistance for Needy Families

The Economic Recovery Dashboard is a visualization tool that uses an assortment of data sources to track Washington state's economic recovery and resiliency. It displays the latest available data on employment, businesses, government assistance programs, and consumer behavior, helping monitor the economic impact of COVID-19 across Washington state. This dashboard is intended to provide the public access to key metrics that may help inform policy and economic recovery initiatives. As this dashboard is still evolving, we may update the available views and data sources where possible. Updates are made on a monthly basis.

Dashboard last updated: September 23, 2020