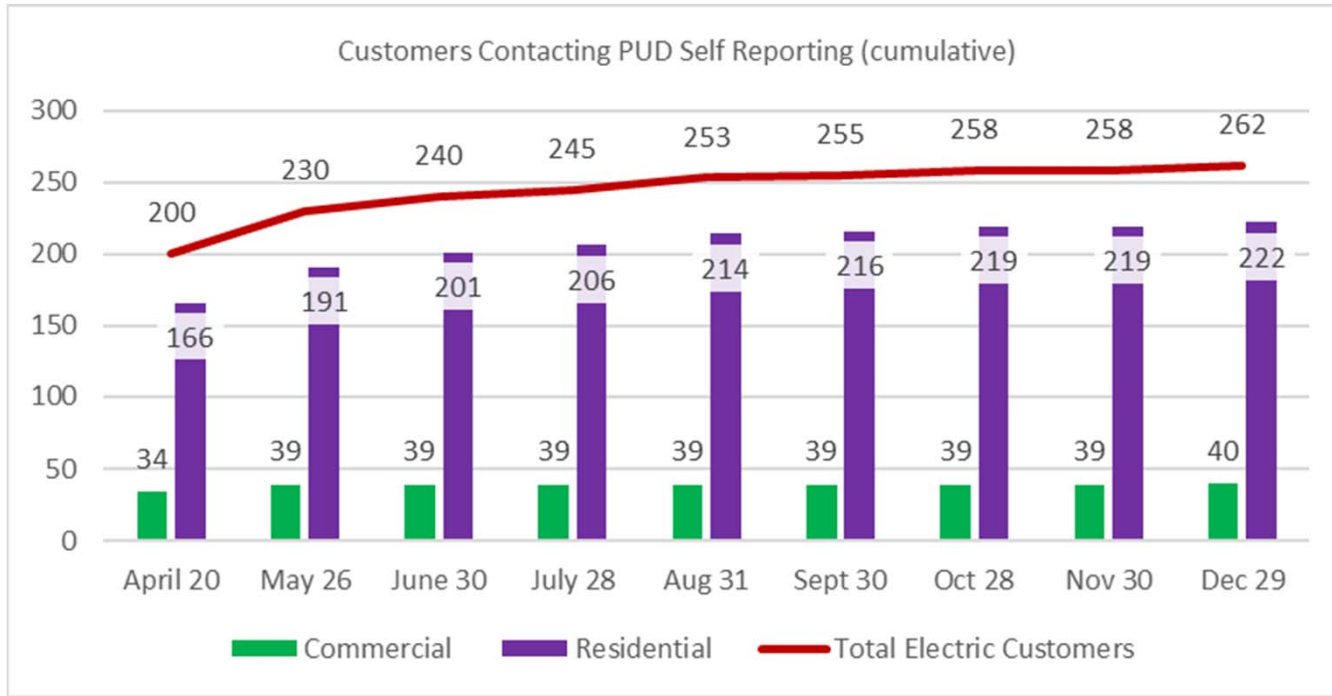


# COVID-19 Customer Impacts Update

as of December 2020



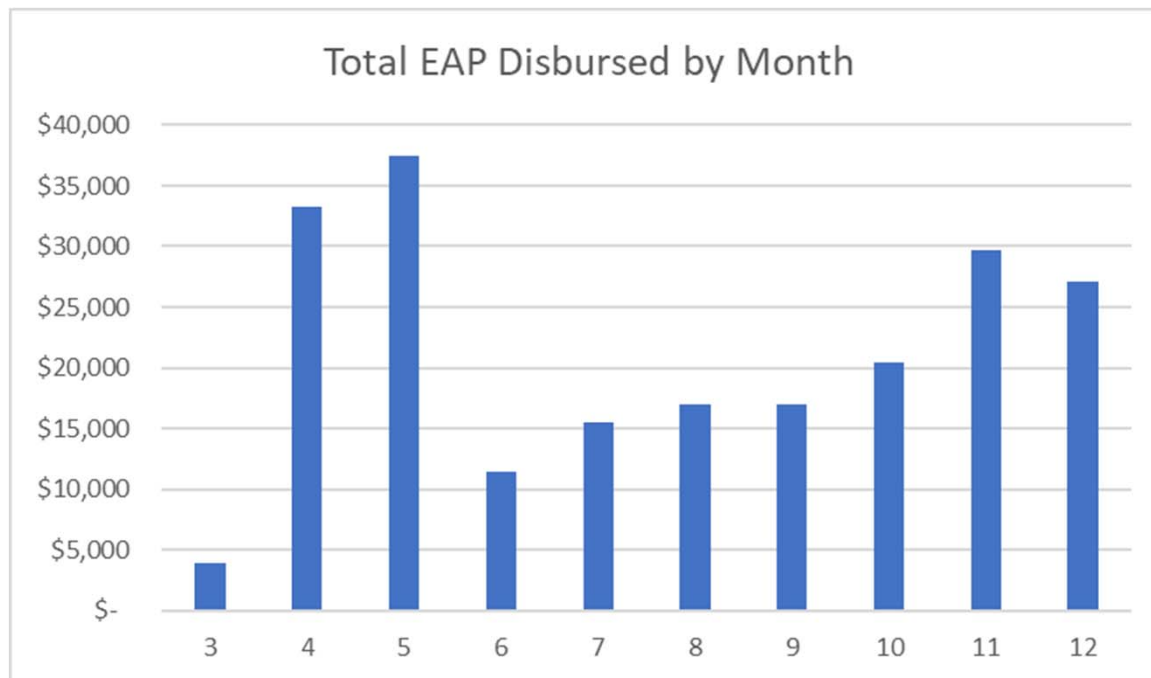
# PUD Customers Reporting Impact by COVID



## Customers with Active Payment Arrangements

At Month end	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Residential	0	0	0	0	0	0	0	0	1
Commercial/Industrial	0	0	0	0	0	0	0	0	1

# Energy Assistance (EAP) through Community Action



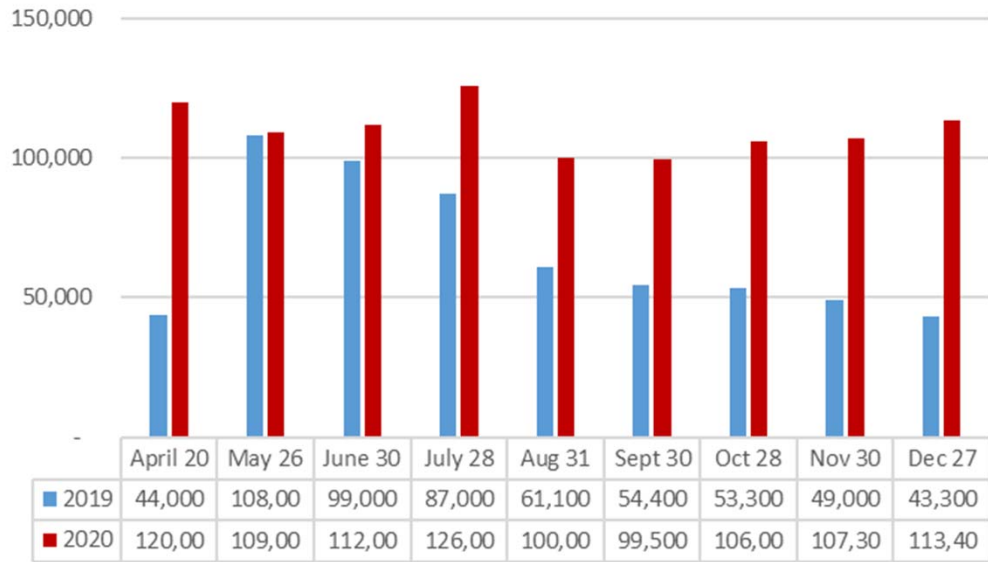
Month	Customer Count	Average per customer
3 - Mar	14	\$ 280
4 - Apr	72	\$ 462
5 - May	91	\$ 412
6 - Jun	25	\$ 459
7 - Jul	34	\$ 457
8 - Aug	40	\$ 424
9 - Sept	44	\$ 387
10 - Oct	74	\$ 276
11 - Nov	121	\$ 245
12 - Dec	102	\$ 266
<b>Total</b>	<b>617</b>	<b>\$ 345</b>

**\$212,804 in customer assistance since March**

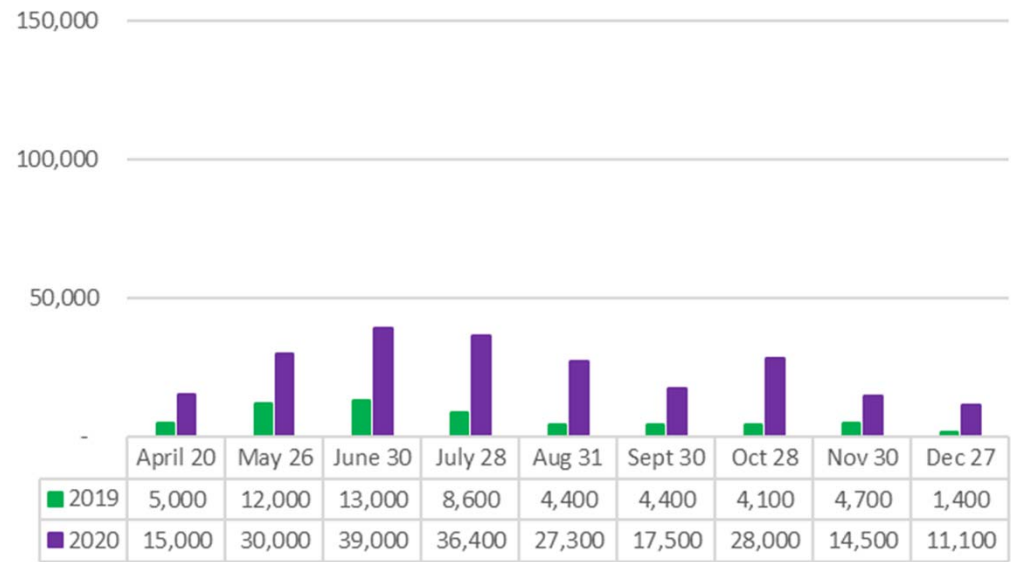
# Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted

Residential

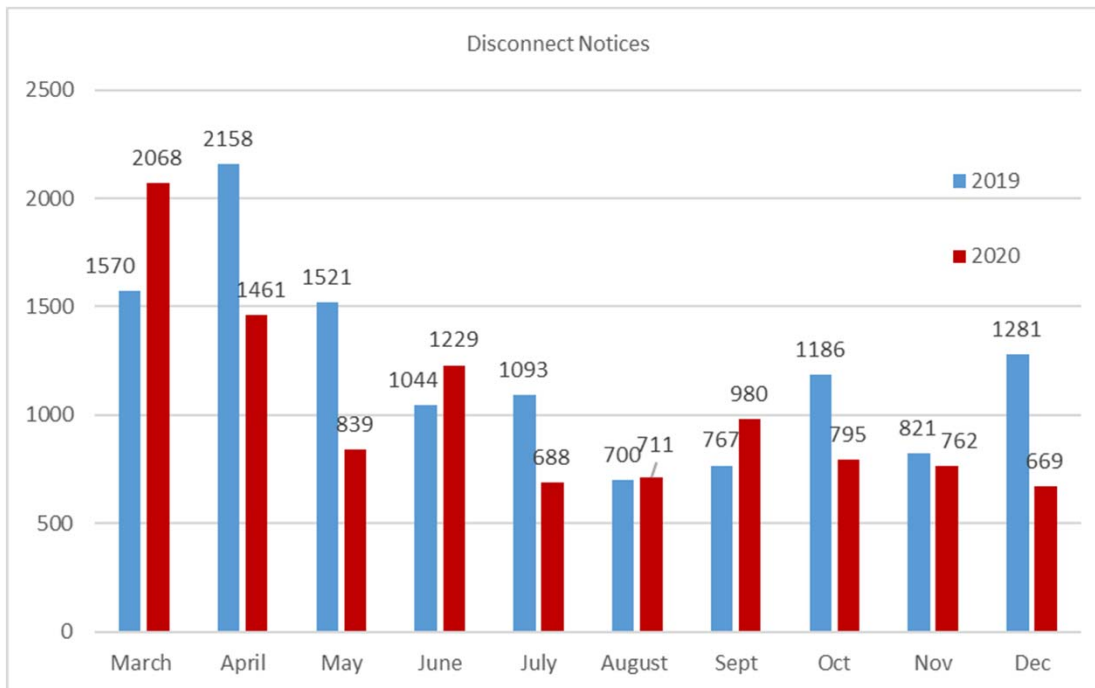


Commercial/Industrial



# Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly



## Customers with Active Payment Arrangements

TOTALS	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Residential	65	28	19	22	15	14	12	9	14
Commercial	0	0	0	0	1	1	0	0	0

## Customer Data

278 Past Due accounts as of 12/28/2020 (reduction of 37 since last month)

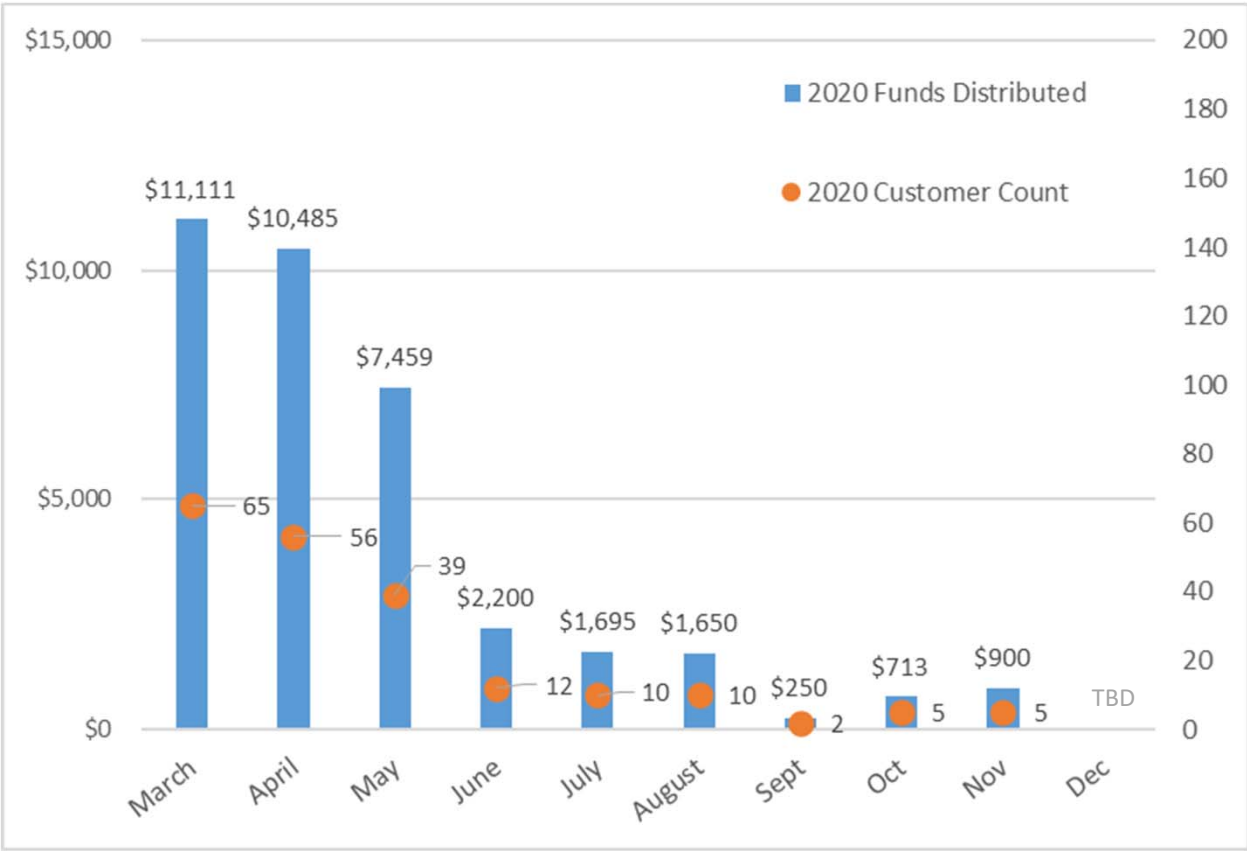
Residential Count = 257

Commercial Count = 21

Average 34,946 customer payments per month March to Nov 2020. The 2019 average was 34,432 per month



# Helping Hands Distribution



Average Distribution of Helping Hands = \$168

Customer Contributions To Helping Hands since March = \$31,659

Balance Remaining of Helping Hands = \$80,654

<u>2019</u>	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
Customers	12	13	12	8	14	15	12	3	6
Distributed	\$1,800	\$1,850	\$1,950	\$1,010	\$1,900	\$1,300	\$2,800	\$311	\$648

