

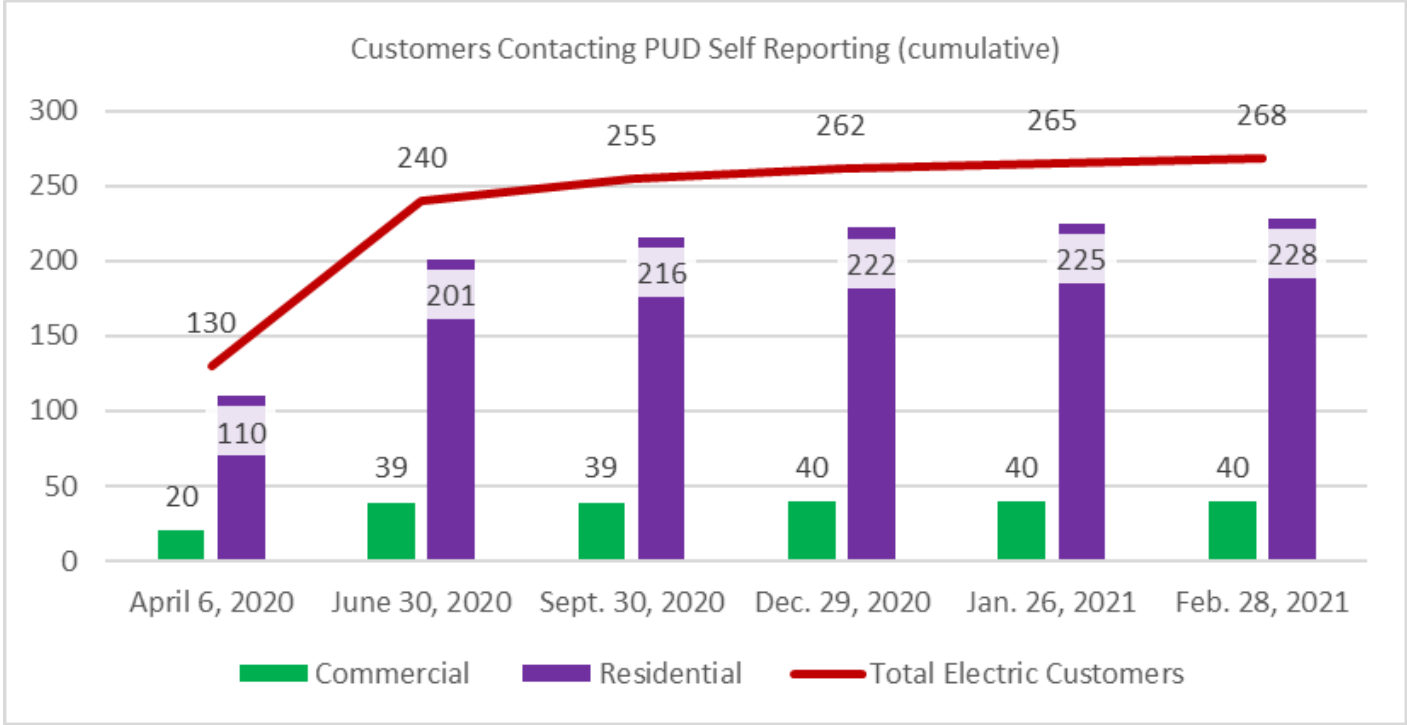
COVID-19 Customer Impacts

February 2021 Update



3/15/2021

PUD Customers Reporting Impact by COVID

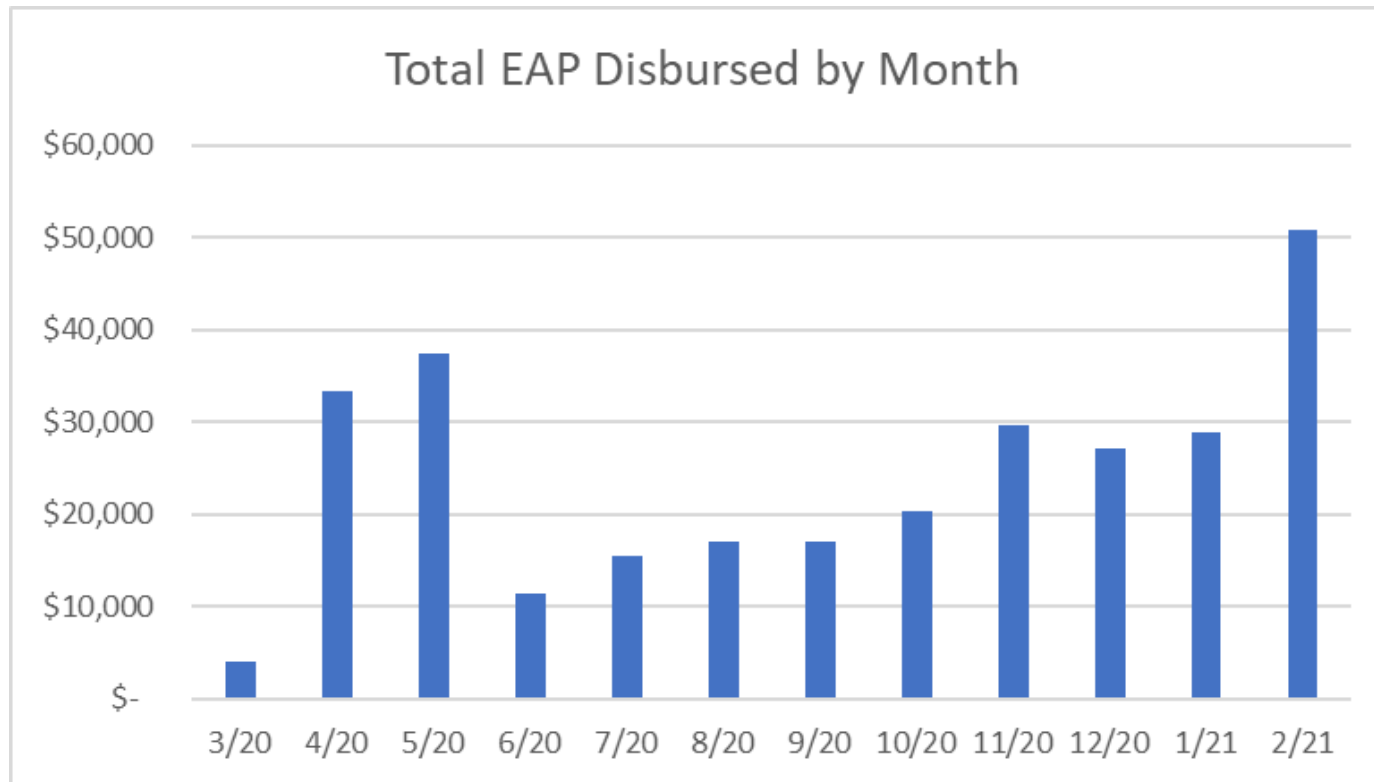


Customers with Active Payment Arrangements

	End Q1 2020	End Q2 2020	End Q3 2020	End Q4 2020	Jan 2021	Feb 2021
Residential	0	0	0	1	1	6
Commercial/Industrial	0	0	0	1	0	0



Energy Assistance (EAP) through Community Action

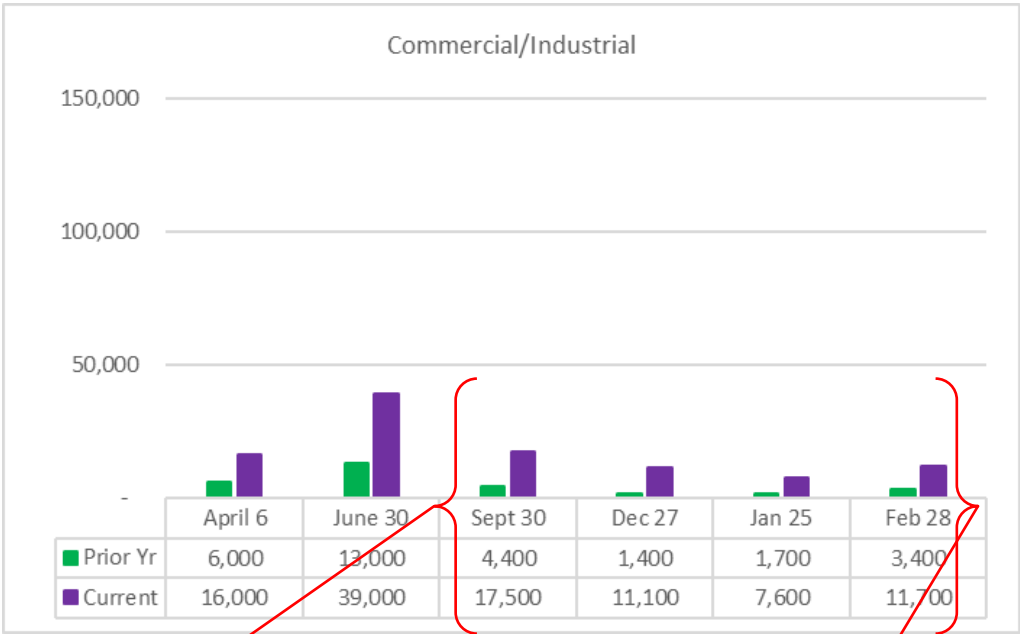
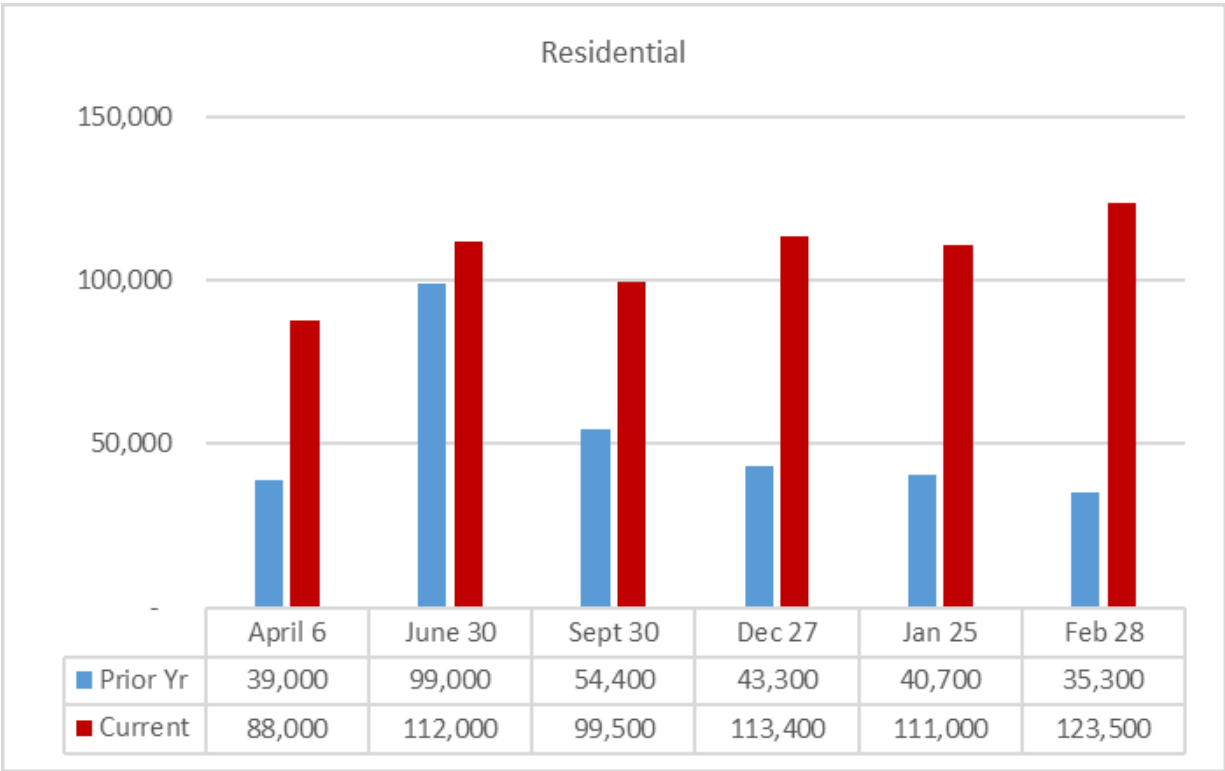


Month	Customer Count	Average per customer
3 – Mar 20	14	\$ 280
4 – Apr 20	72	\$ 462
5 – May 20	91	\$ 412
6 – Jun 20	25	\$ 459
7 – Jul 20	34	\$ 457
8 – Aug 20	40	\$ 424
9 – Sept 20	44	\$ 387
10 – Oct 20	74	\$ 276
11 – Nov 20	121	\$ 245
12 – Dec 20	102	\$ 266
1 – Jan 21	130	\$ 222
2 – Feb 21	163	\$ 312
Total	910	\$ 321

\$292,490 in customer assistance since March 2020

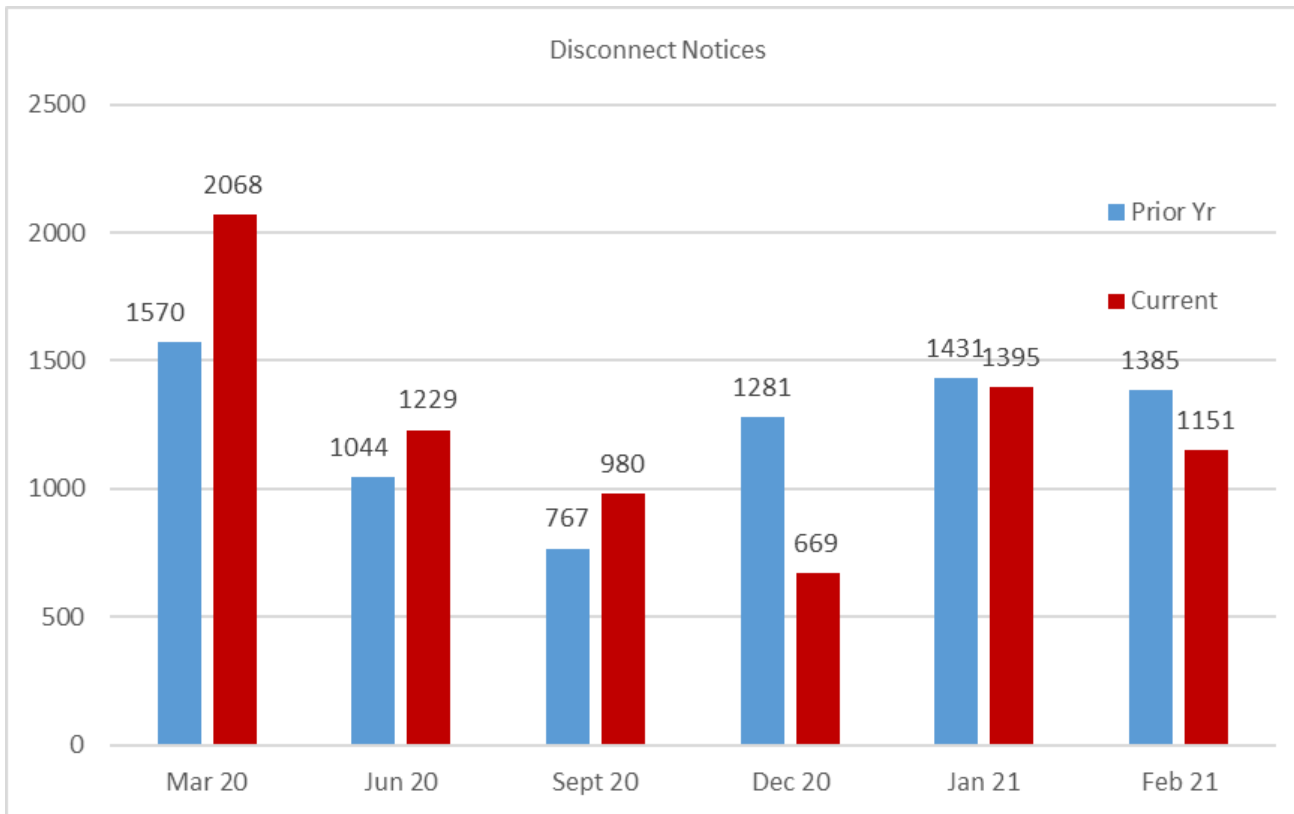
Retail Revenue In Past Due Status

Amount compared prior year balance on date noted



Retail Revenue In Past Due Status

Monthly volume on date noted



Customers with Active Payment Arrangements

TOTALS	<u>Apr</u>	<u>Jun</u>	<u>Sept</u>	<u>Dec</u>	<u>Jan '21</u>	<u>Feb '21</u>
Residential	65	19	14	14	21	37
Commercial	0	0	1	0	3	1

Customer Data

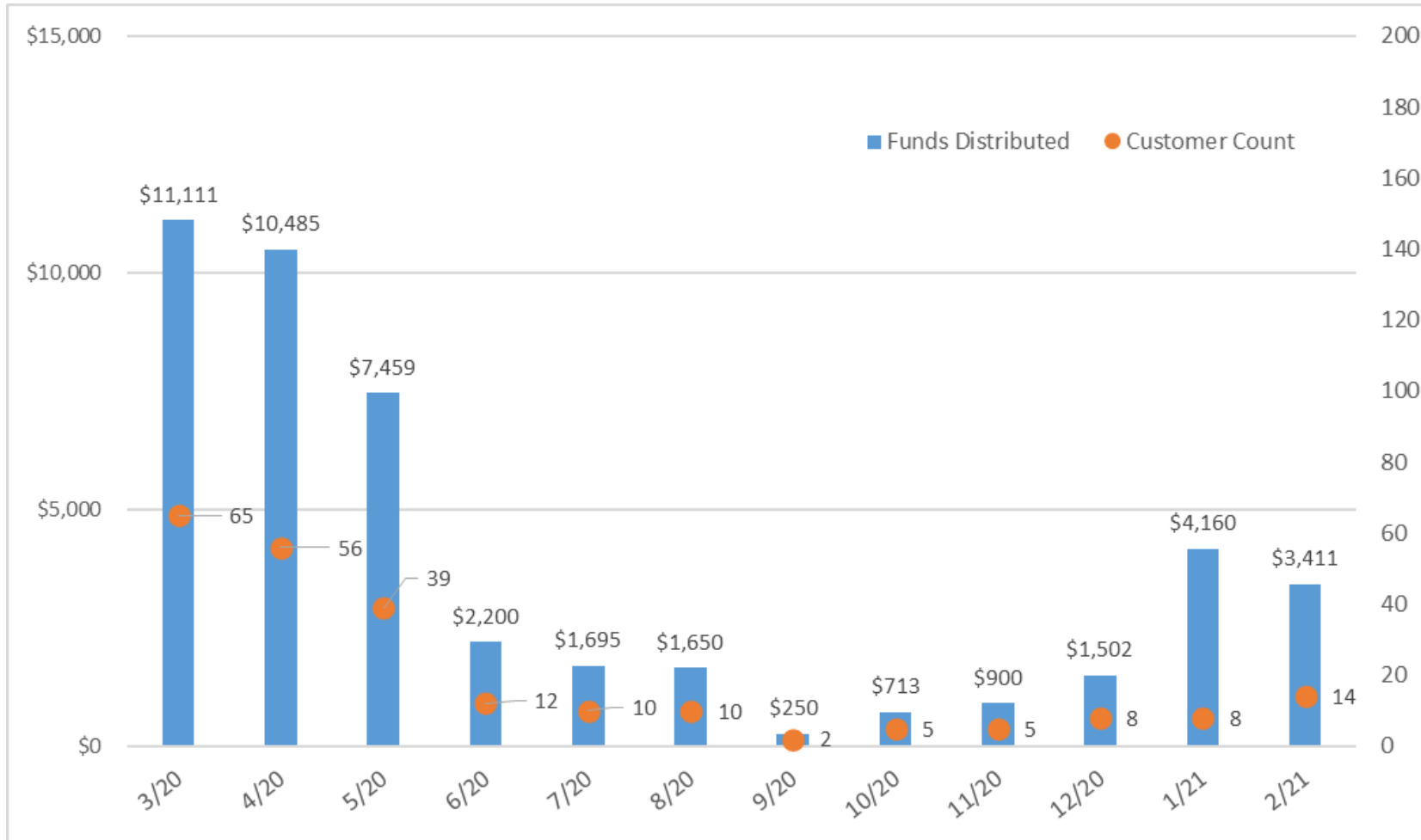
301 Past Due accounts as of 2/28/2021

Residential = 285

Commercial = 16



Helping Hands Distribution



Average Distribution of Helping Hands = \$195

Customer Contributions To Helping Hands since March = \$46,384

Balance Remaining Approx. \$126,721 incl. District contribution of \$40,565