

COVID-19 Customer Impacts

May 2021 Update



6/14/2021

Customer Accounts Activity/Status

Customer Outreach Performed

- 1,016 notices sent (accounts not paid at 45 days)
- 33 doorhangers delivered resulting in:
 - Payments – 16 (all 7 commercial contacts paid)
 - Pay Plans/CA Appointments – 3
 - No responses – 14
- 365 credit calls (accounts not paid at 55 days)
- 29 payment arrangement contacts (in addition to the payment plans)
- Referred 26 customers to Community Action for assistance

Customer Data

399 Past due accounts as of 5/31/2021 (*more than 55 days past due*)

Residential = 371 (*Prior month 458*)

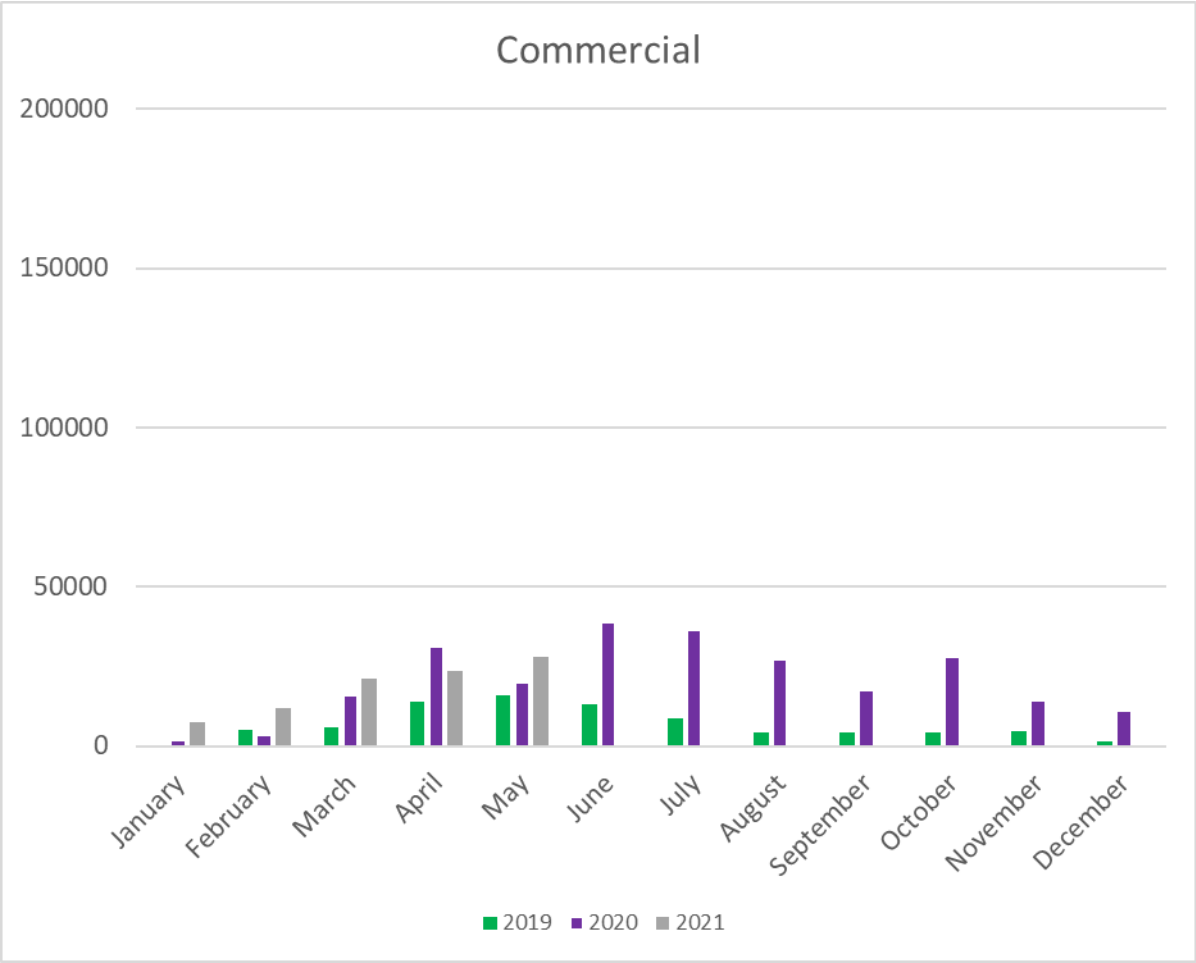
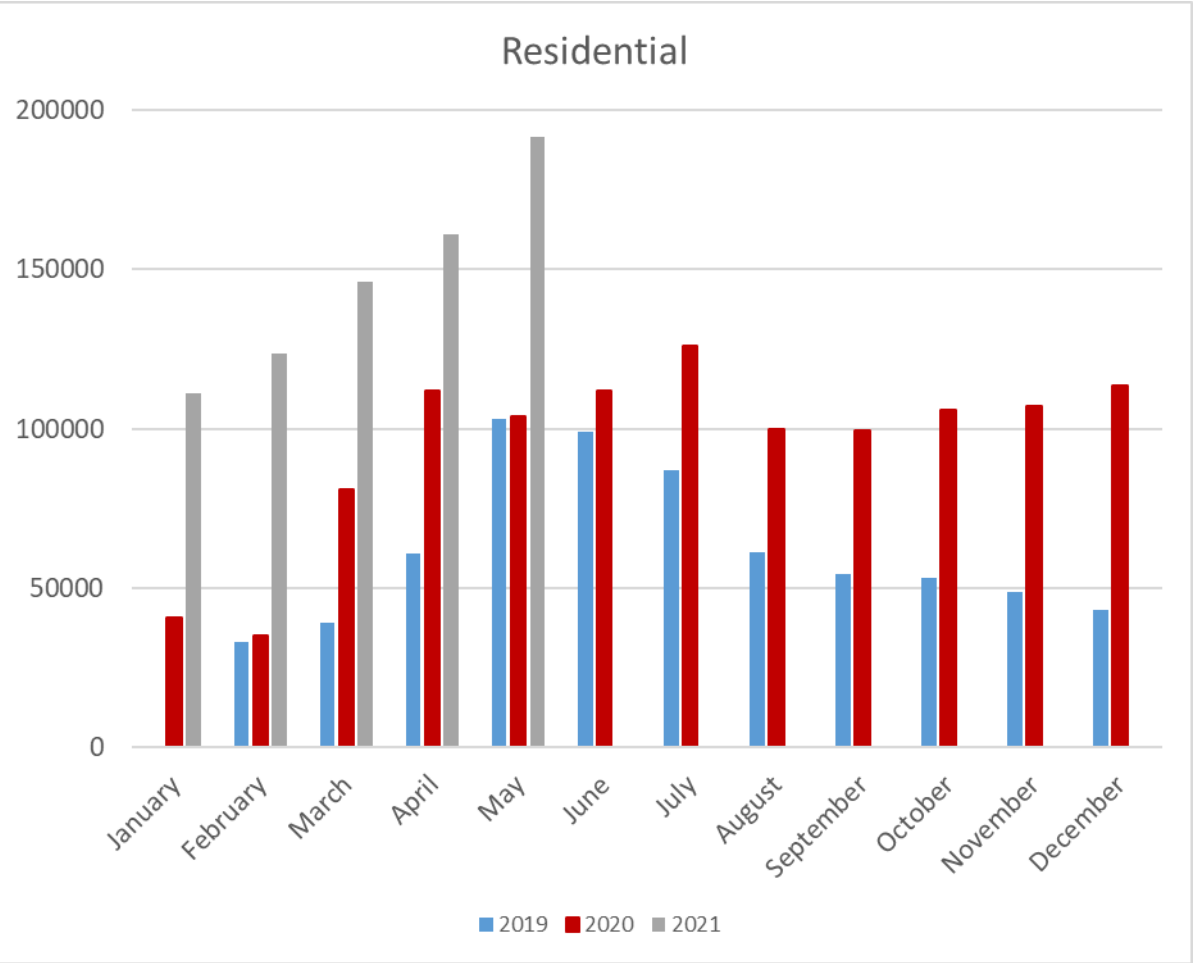
Commercial = 28 (*Prior month 27*)

Customers with Active Payment Plans

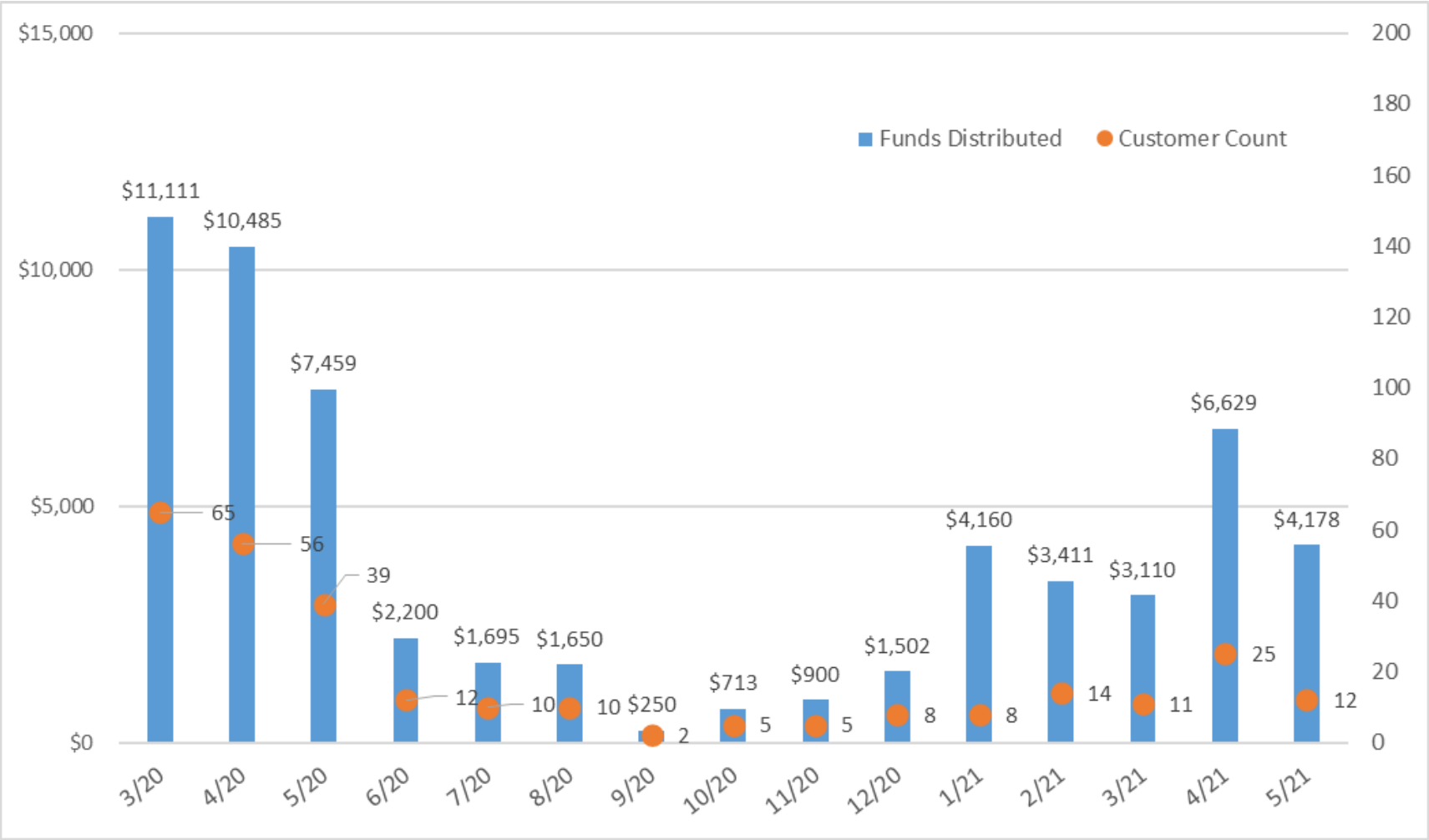
TOTALS	<u>Q2-20</u>	<u>Q3-20</u>	<u>Q4-20</u>	<u>Q1-21</u>	<u>5/31/21</u>
Residential	19	14	14	32	18
Commercial	0	1	0	2	2

Retail Revenue In Past Due Status (60+ days)

Amount compared prior year balance at month-end



Helping Hands Distribution

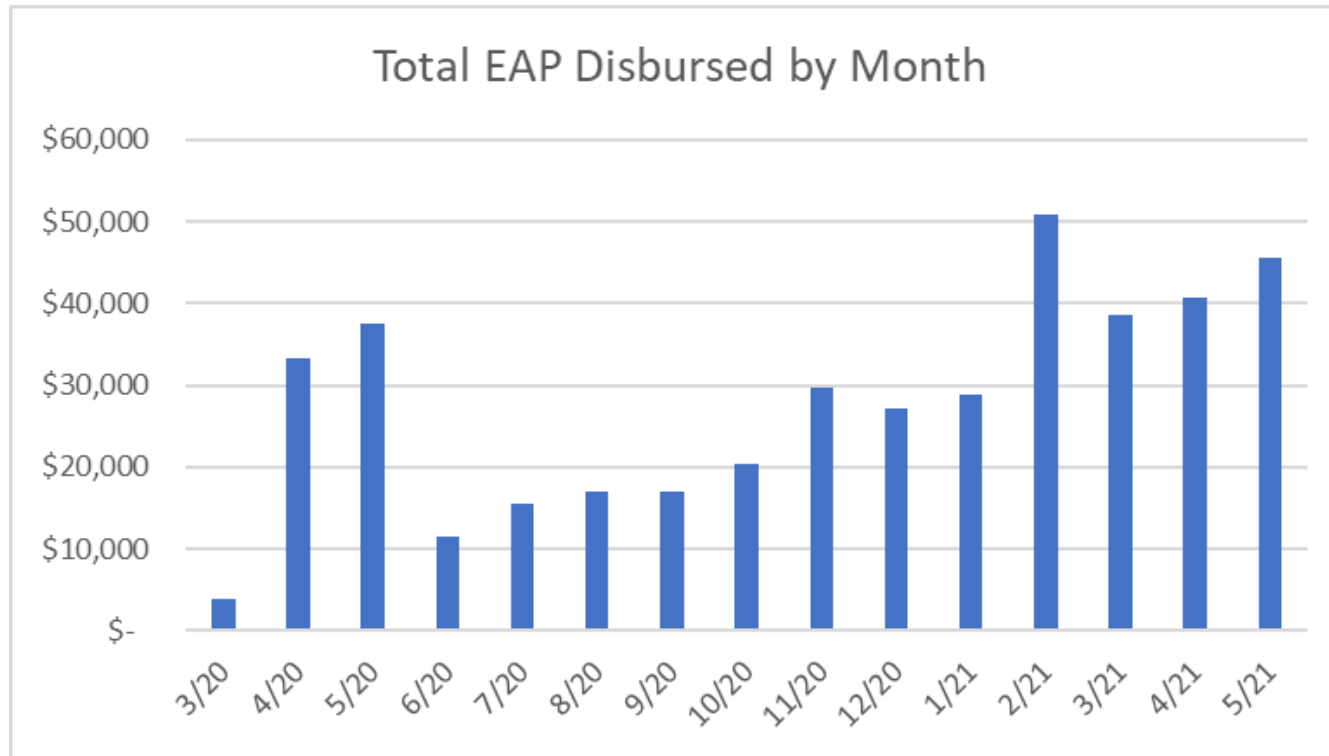


Average 2020 = \$170/customer
Average 2021 = \$332/customer

Customer Contributions
To Helping Hands since
March 2020 = \$59,105

Balance Remaining
Approx. \$125,376 incl.
District contribution of
\$40,565

Energy Assistance (EAP) through Community Action



\$417,416 in customer assistance since March 2020

Month	Customer Count	Average per customer
Mar 2020	14	\$ 280
Apr 2020	72	\$ 462
May 2020	91	\$ 412
Jun 2020	25	\$ 459
Jul 2020	34	\$ 457
Aug 2020	40	\$ 424
Sept 2020	44	\$ 387
Oct 2020	74	\$ 276
Nov 2020	121	\$ 245
Dec 2020	102	\$ 266
Jan 2021	130	\$ 222
Feb 2021	163	\$ 312
Mar 2021	94	\$ 411
Apr 2021	88	\$ 463
May 2021	94	\$ 484
Total	1,186	\$ 351

Future Efforts - Governor's Proclamation 20.23

- Proclamation expires July 31, unless extended
- Utilities are working together to develop guidelines for post-expiration customer interactions
- Currently proposed tools to avoid disconnection:
 - Multiple contact attempts
 - Long-term payment arrangements
 - Fee deferral
 - Optional additional support programs