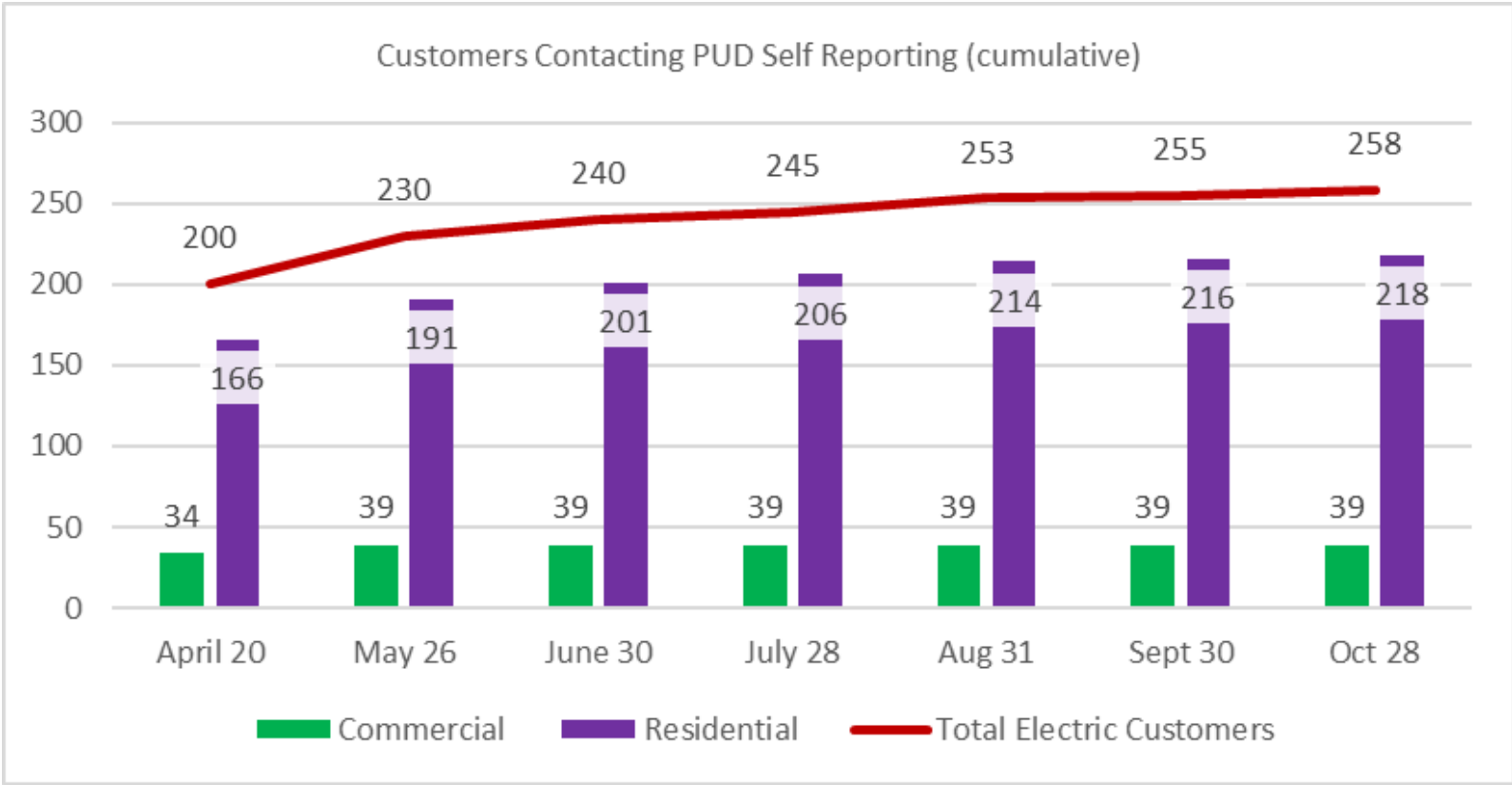


# COVID-19 Customer Impacts Update

as of 10/28/2020



# PUD Customers Affected by COVID



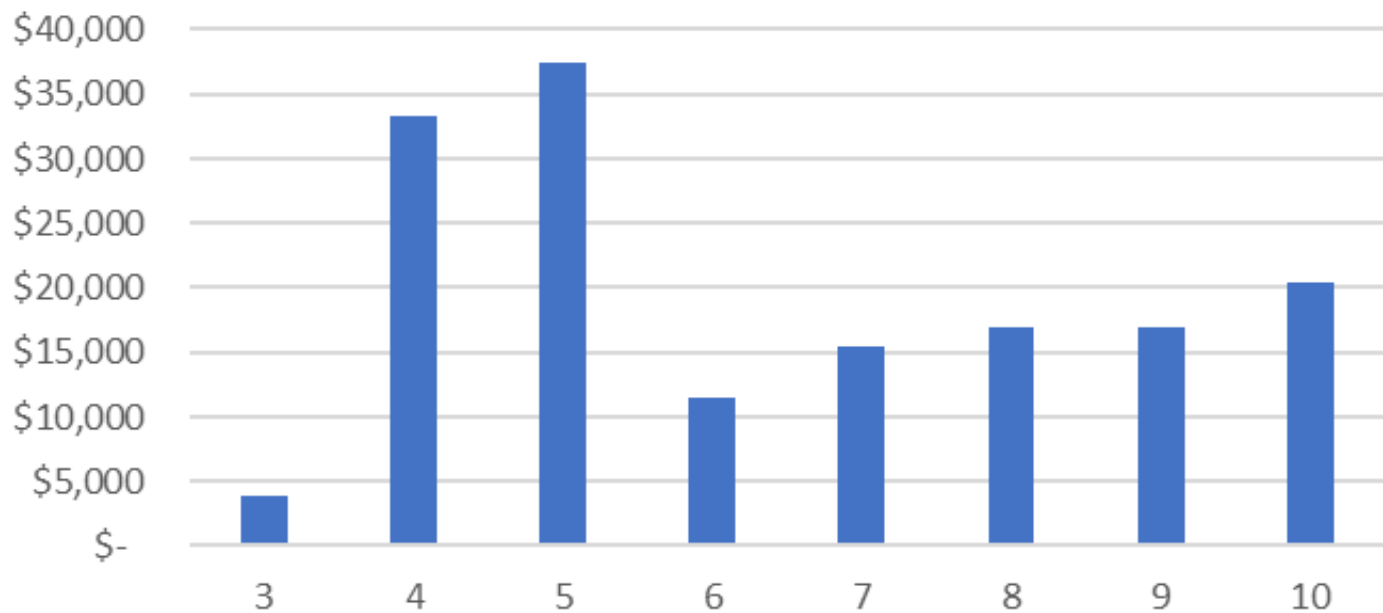
**Customers with Active Payment Arrangements**

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

# Energy Assistance (EAP) through Community Action

**\$156,054 disbursed since March**

Total EAP Disbursed by Month

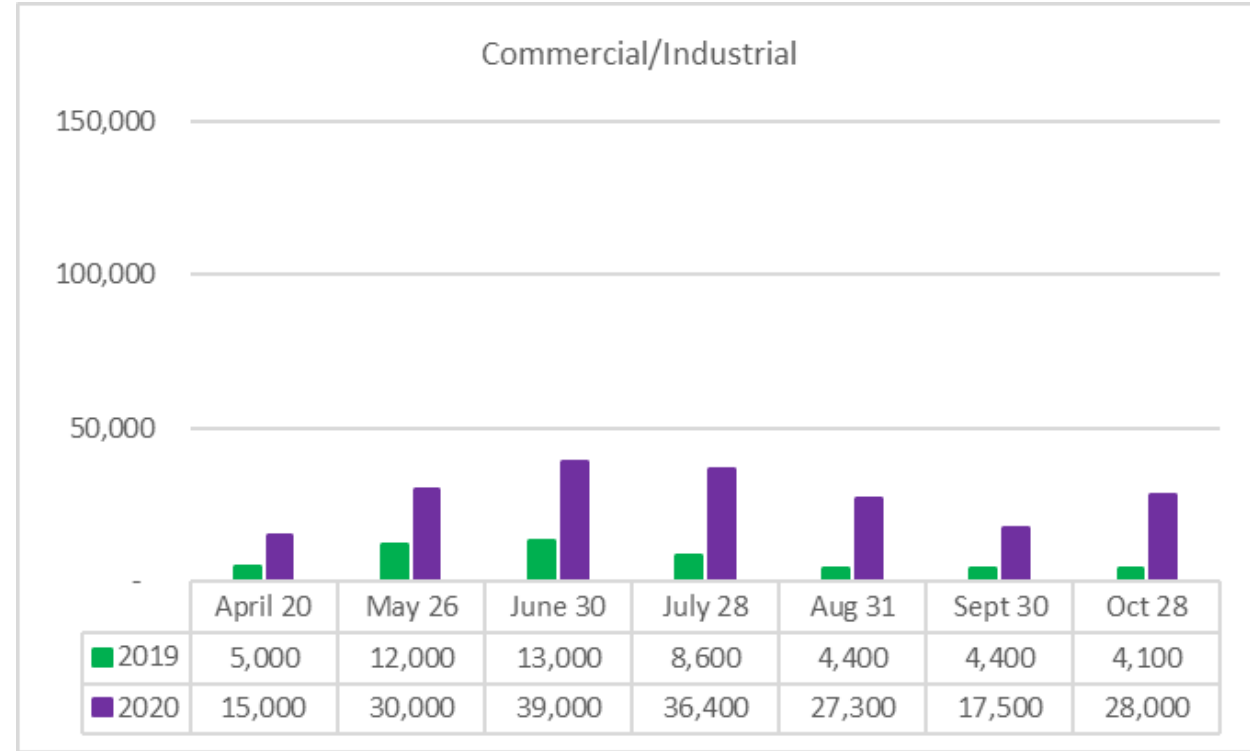
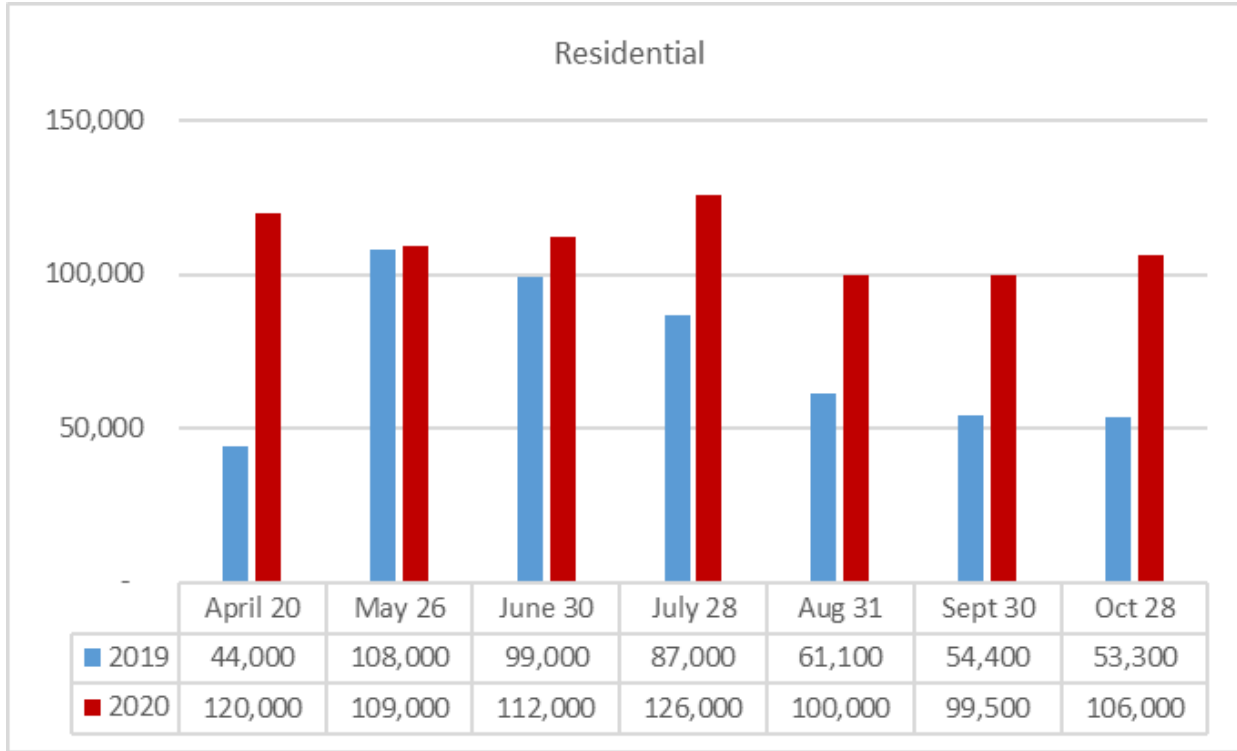


Month	Customer Count	Average per customer
3 - Mar	14	\$ 280.21
4 - Apr	72	\$ 462.24
5 - May	91	\$ 411.99
6 - Jun	25	\$ 458.60
7 - Jul	34	\$ 456.59
8 - Aug	40	\$ 423.58
9 - Sept	44	\$ 386.67
10 - Oct	74	\$ 275.86
<b>Total</b>	<b>394</b>	<b>\$ 396.08</b>



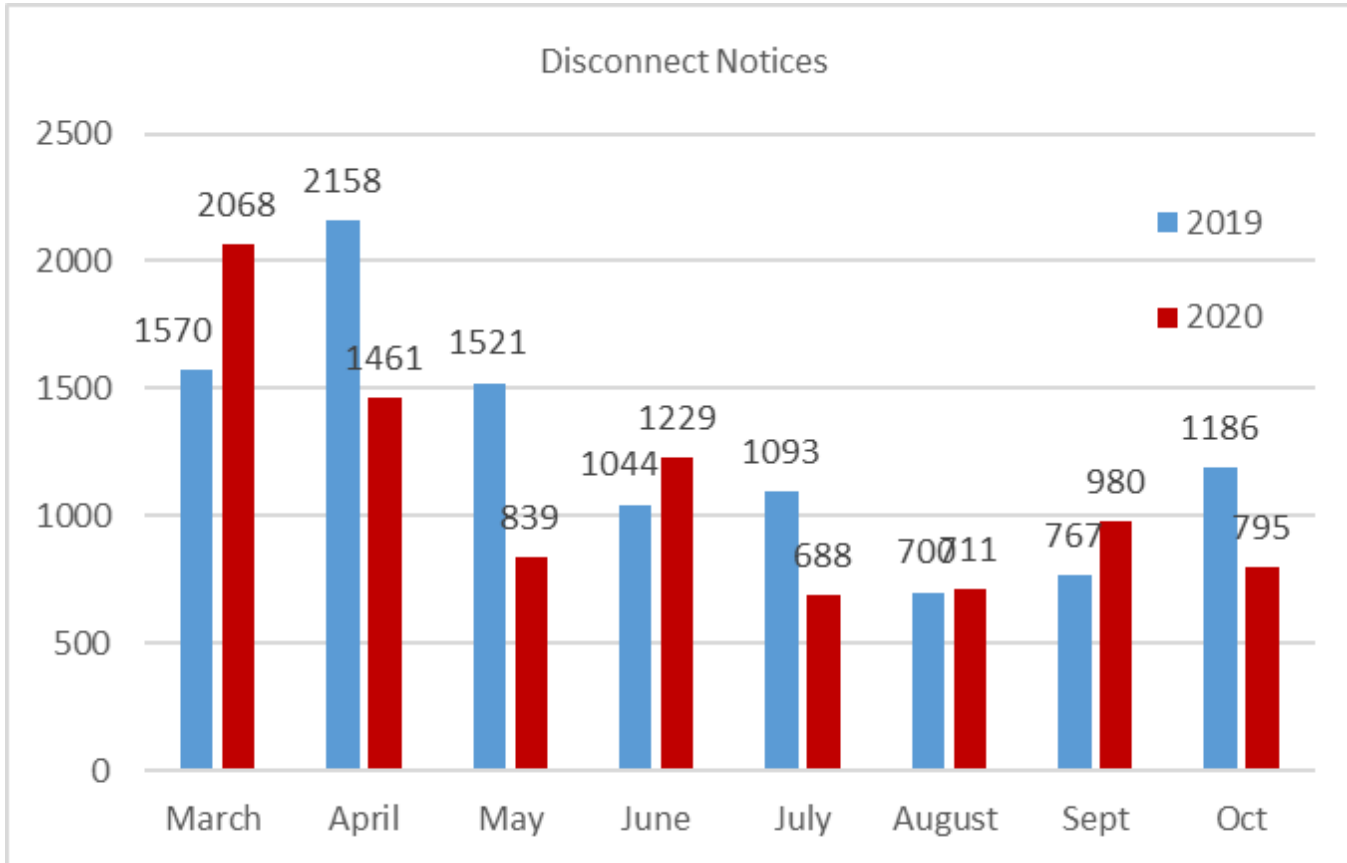
# Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted



# 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	Oct 28
Residential	65	28	19	22	15	14	12
Commercial	0	0	0	0	1	1	0

## Customer Data

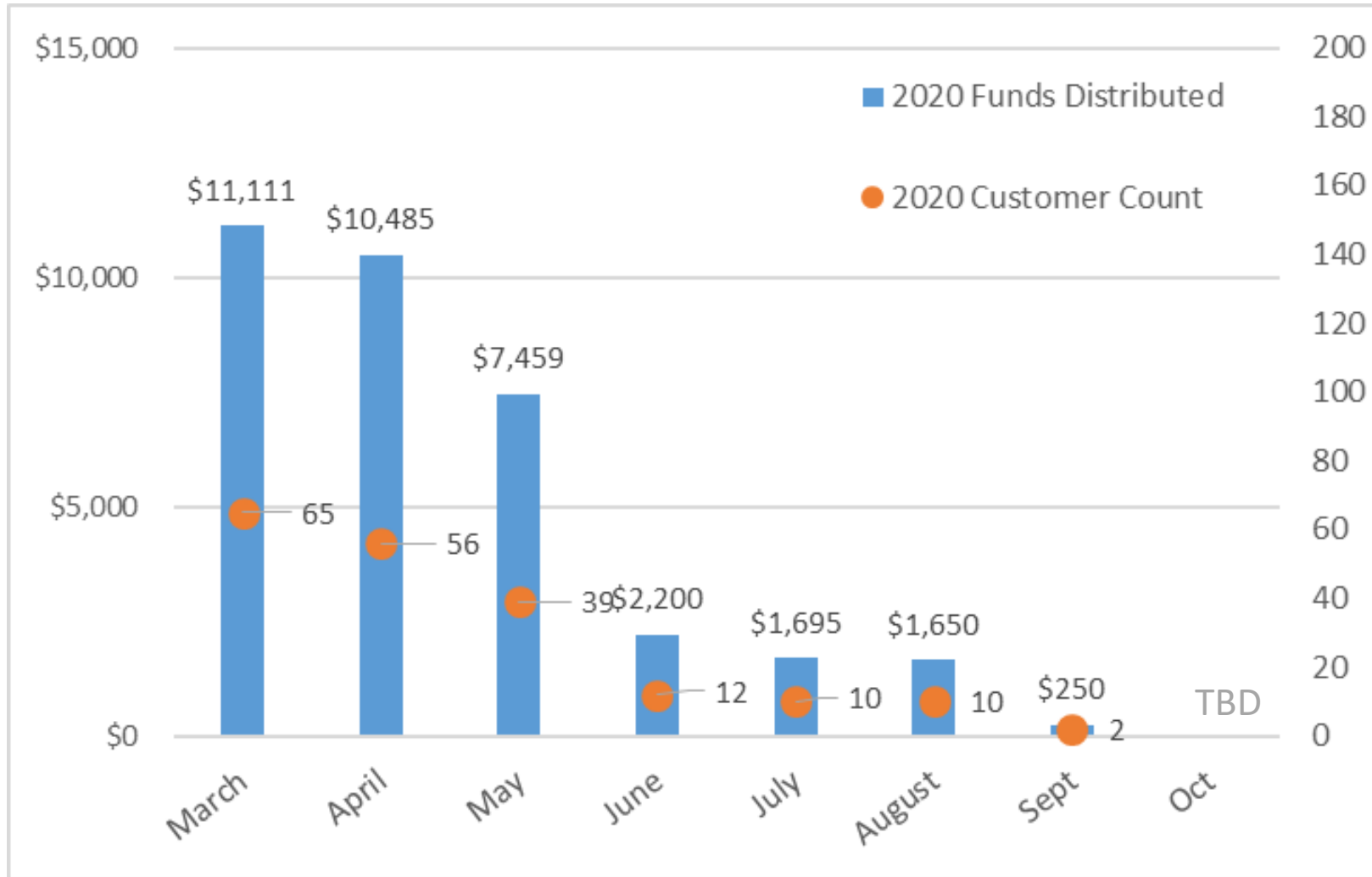
226 Past Due accounts as of 10/28/2020

Residential Count = 211 Customers

Commercial Count = 15 Businesses



# Helping Hands Distribution



Average Distribution of Helping Hands = \$178

Customer Contributions To Helping Hands since March = \$24,000

Balance Remaining of Helping Hands = \$74,000

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

