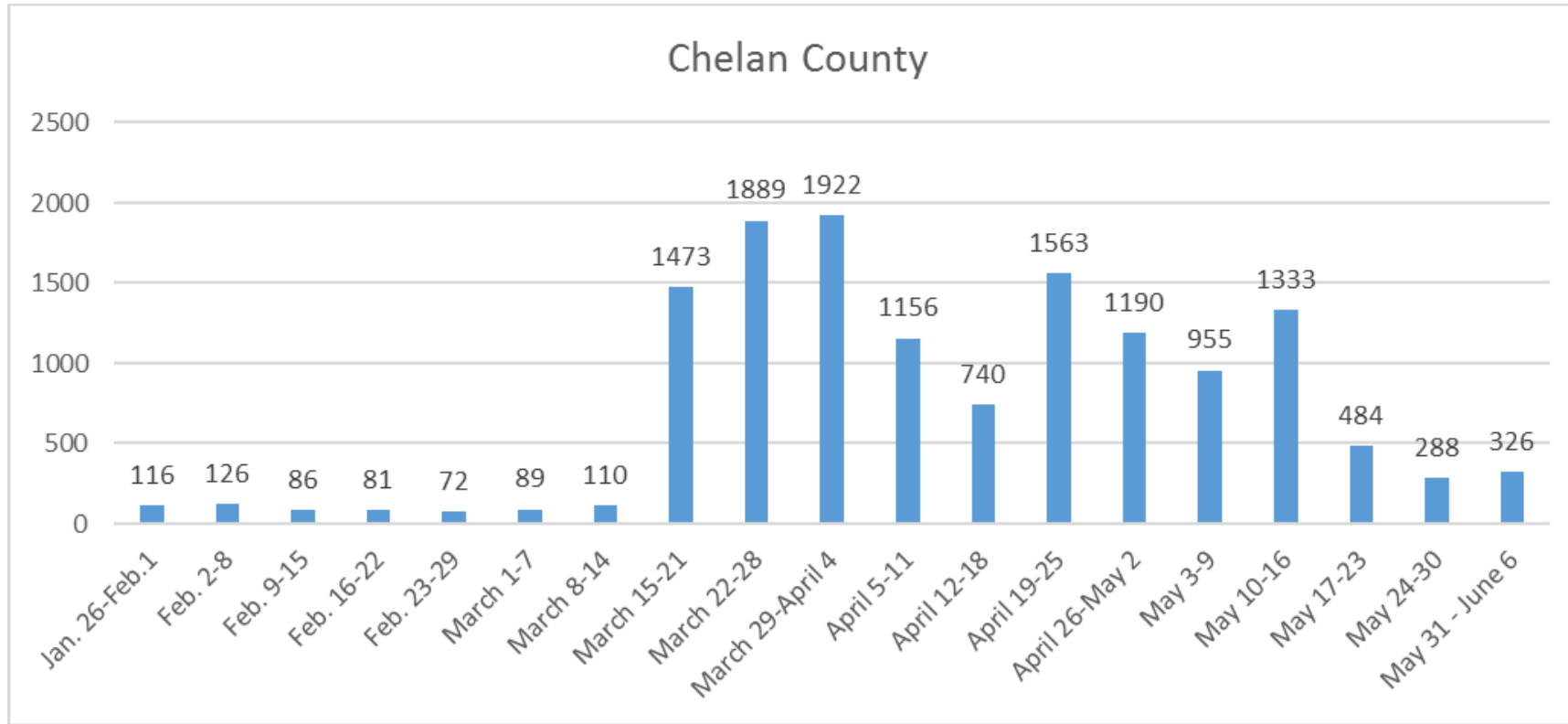


COVID-19 Customer Impacts Update



Kerri Wendell June 15, 2020

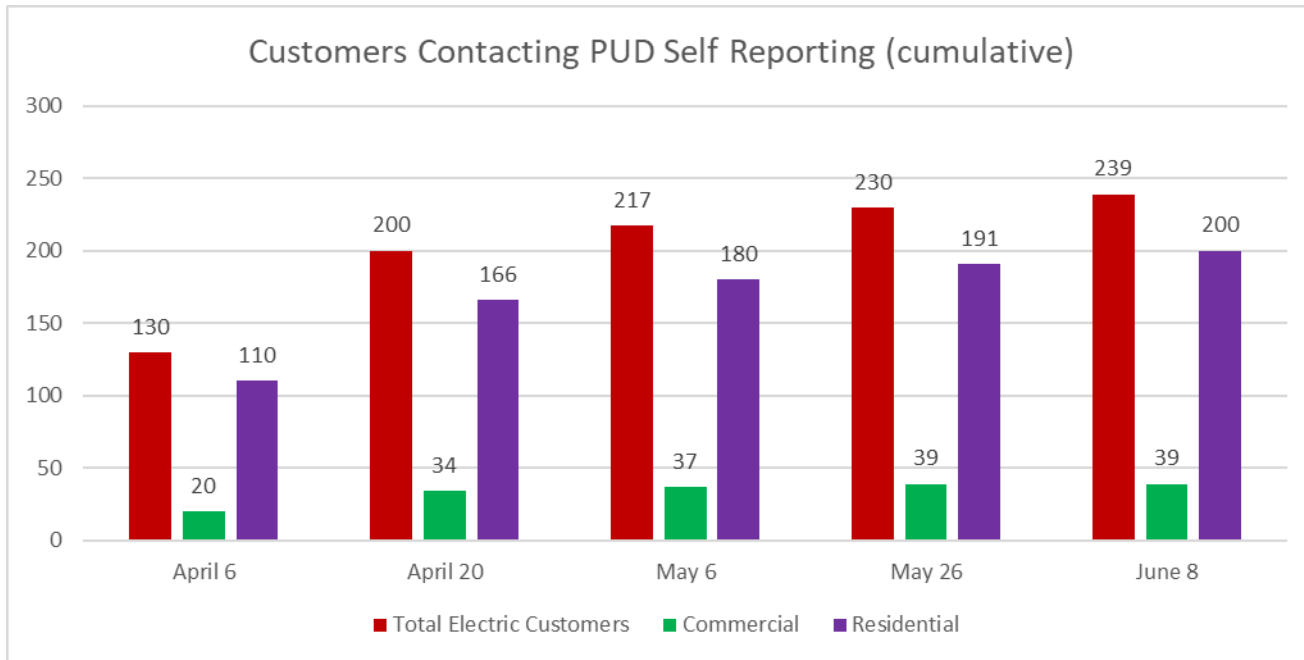
Chelan County INITIAL Unemployment Application



- Majority of claims did not disclose industry
- Of the disclosed industries, majority are in agriculture or food services

“ESD believes the continued decrease is due to a variety of reasons including fraud prevention measures and more people going back to work with the reopening of some industry sectors and regions over the past three weeks.” Employment Security Dept. Release 20-027, June 11, 2020

PUD Customers Affected by COVID- (March 16 thru June 8)



Customer Data based on PUD Credit Score

Residential Count = **200** Customers

87 have a PUD credit rating above 700 (0 to 3 late notices/year)

113 have a PUD credit rating below 700 (more than 3 late notices/year)

44% of these customers pay on time – not typically late

56% of these customers are typically late

Commercial Count = **39** Businesses

24 have a PUD credit rating above 700 (0 to 3 late notices/year)

15 have a PUD credit rating below 700 (more than 3 late notices/year)

62% of these customers pay on time – not typically late

38% of these customers are typically late

Customers with Active Payment Arrangements

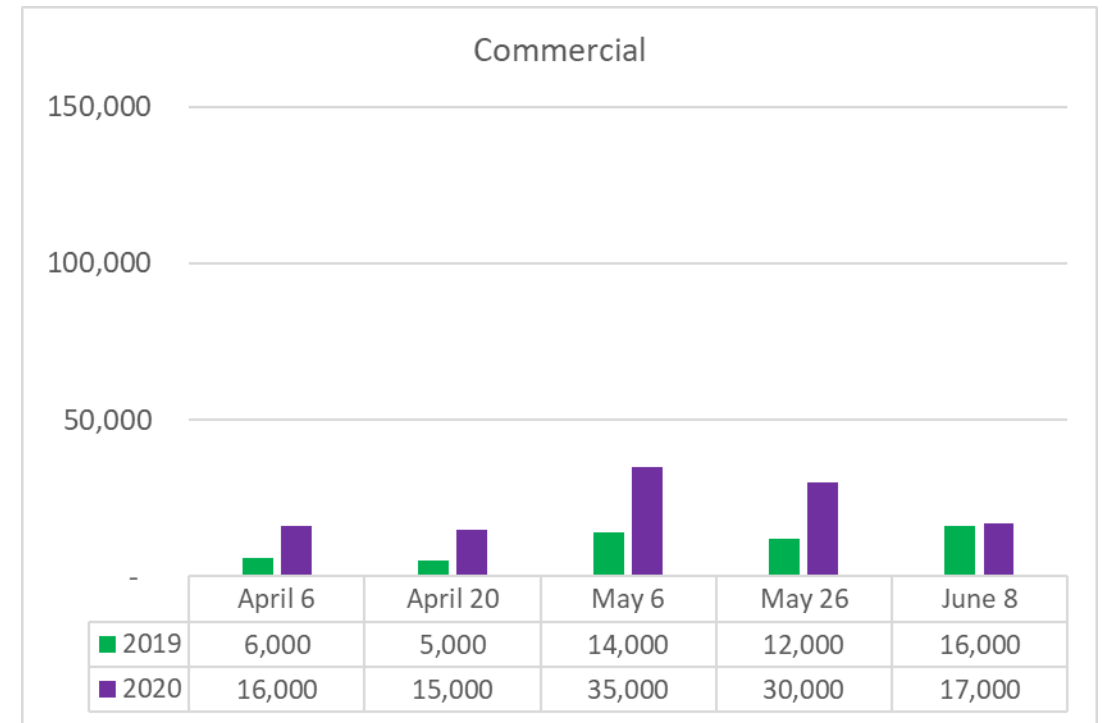
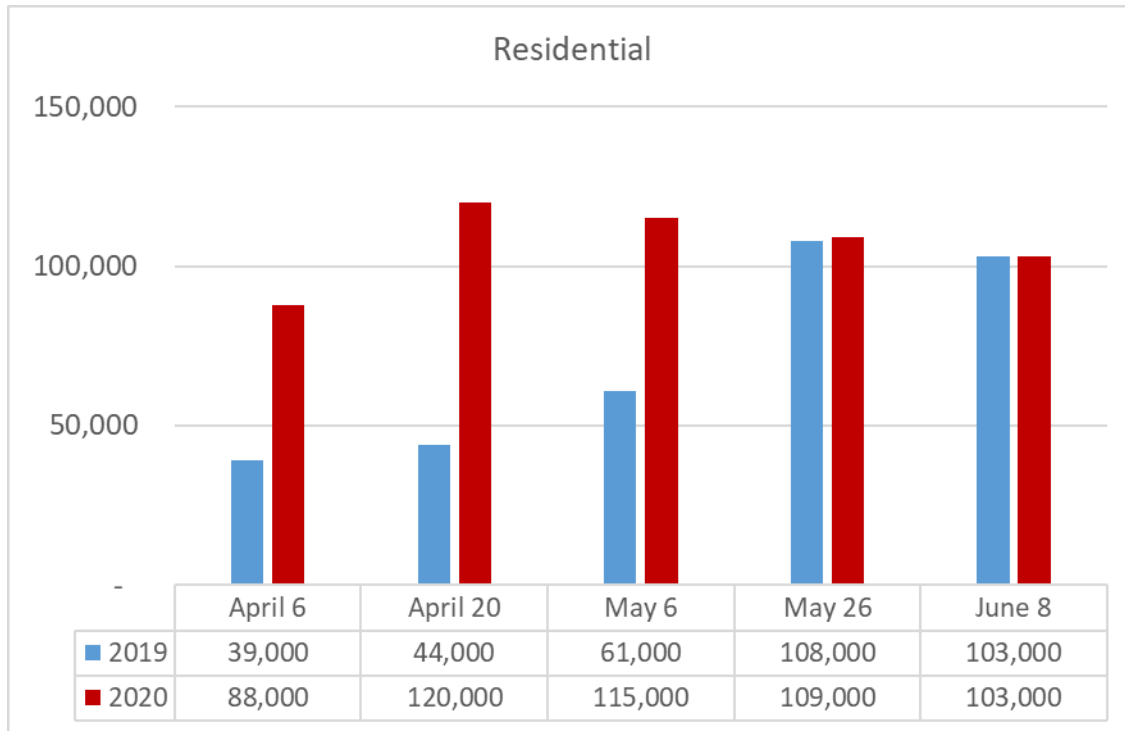
	<u>April Total</u>	<u>May Total</u>	<u>June Total</u>
Residential	0	0	0
Commercial	0	0	0

Customers approved for the Energy Assistance thru Community Action = **163**



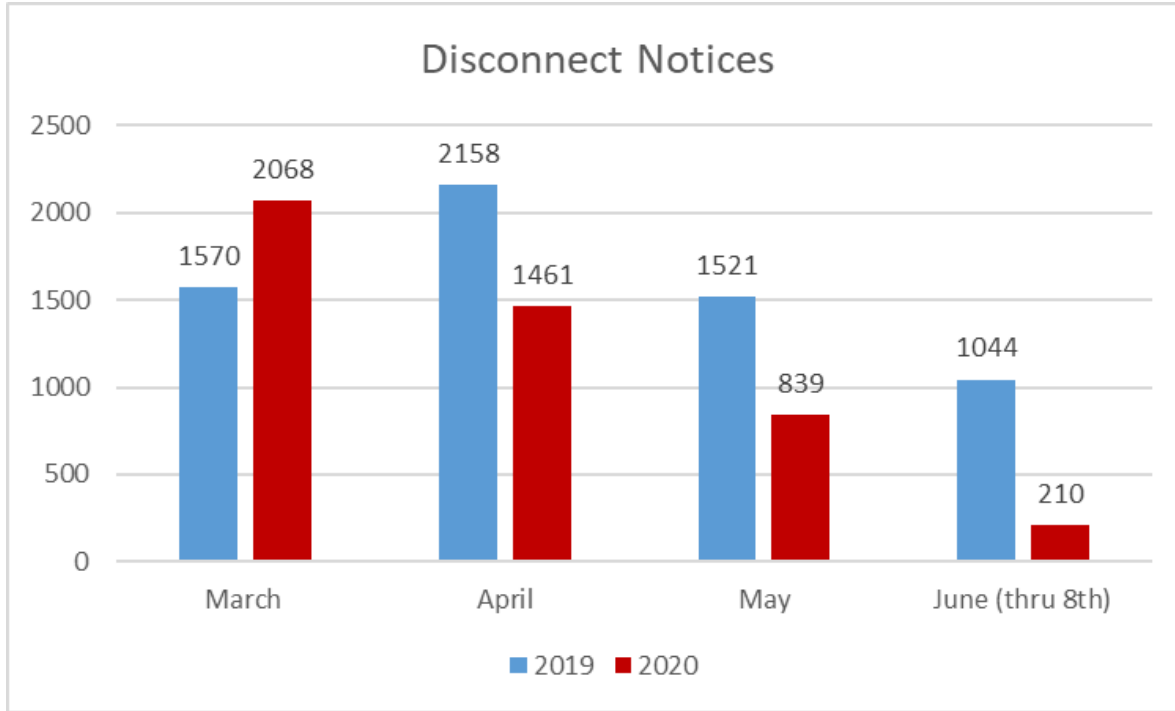
Retail Revenue In Past Due Status

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	<u>April 6</u>	<u>April 20</u>	<u>May 6</u>	<u>May 26</u>	<u>June 8</u>
Residential	65	29	28	12	19
Commercial	0	0	0	0	0

Customer Data based on PUD Credit Score

307 Past Due accounts as of 6/8/2020

Residential Count = 277 Customers

49 have a PUD credit rating above 700 (0 to 3 late notices/year)
 228 have a PUD credit rating below 700 (more than 3 late notices/year)
 18% of these customers pay on time – not typically late
 82% of these customers are typically late

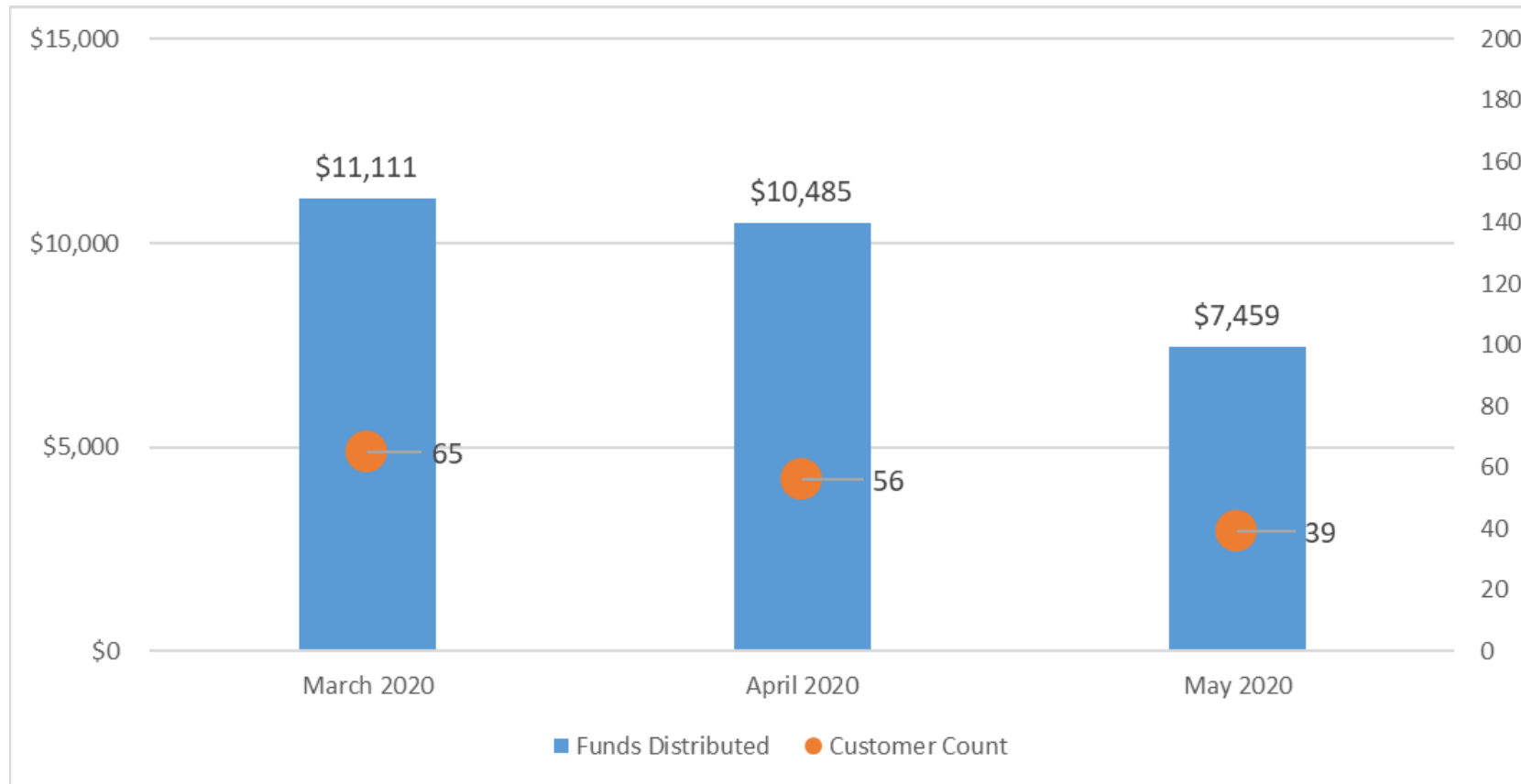
Commercial Count = 30 Businesses

6 have a PUD credit rating above 700 (0 to 3 late notices/year)
 24 have a PUD credit rating below 700 (more than 3 late notices/year)
 20% of these customers pay on time – not typically late
 80% of these customers are typically late



Helping Hands Distribution

(March-April-May)



Average Distribution of Helping Hands = \$180

Customer Contributions To Helping Hands = \$7,700

Balance Remaining of Helping Hands = \$64,800

Note:

March of 2019 - 12 customers helped & \$1,800 distributed
April of 2019 - 13 customers helped & \$1,850 distributed
May of 2019 - 12 customers helped & \$1,950 distributed
June of 2019 - 8 customer helped & \$1,010 distributed

