

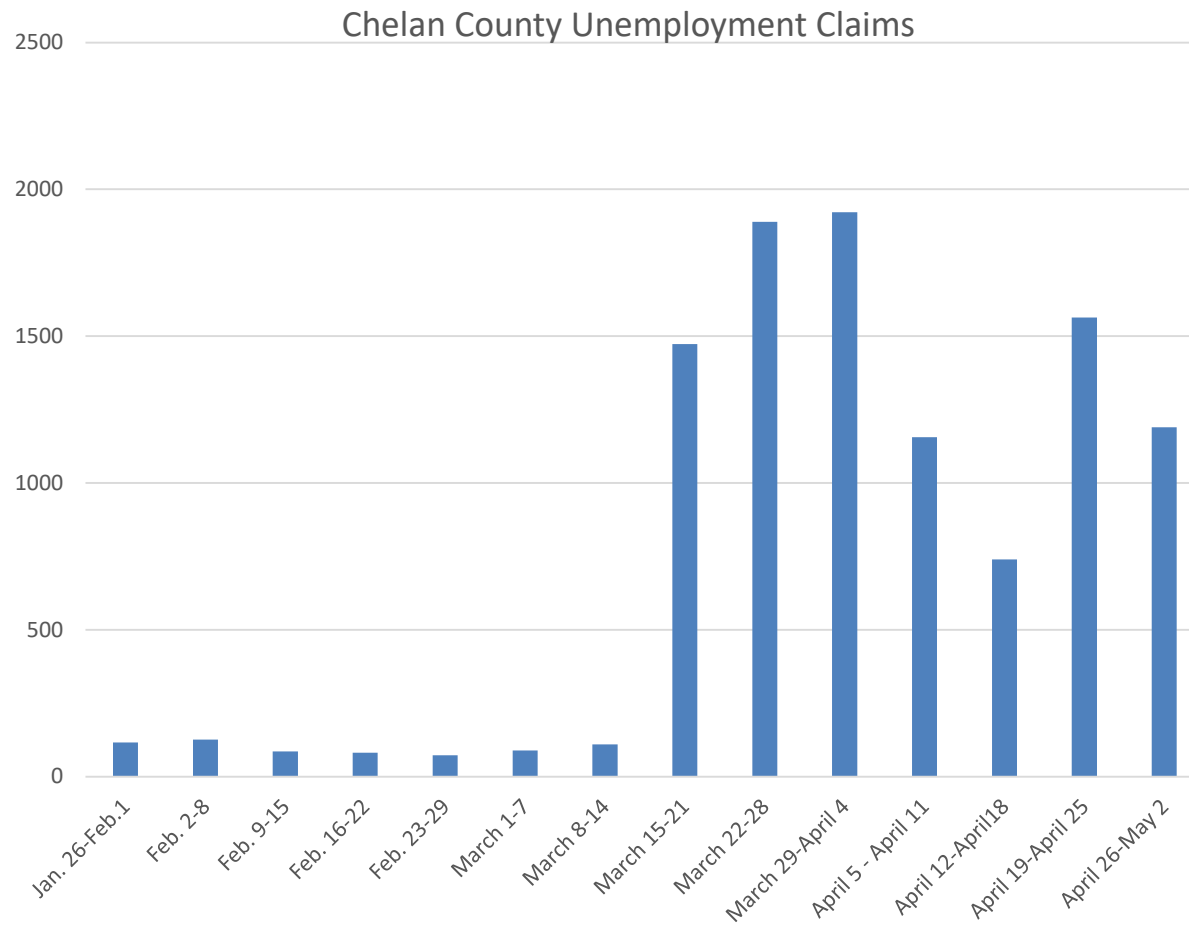
COVID-19 Customer Impacts

May- Update



Kerri Wendell May 11, 2020

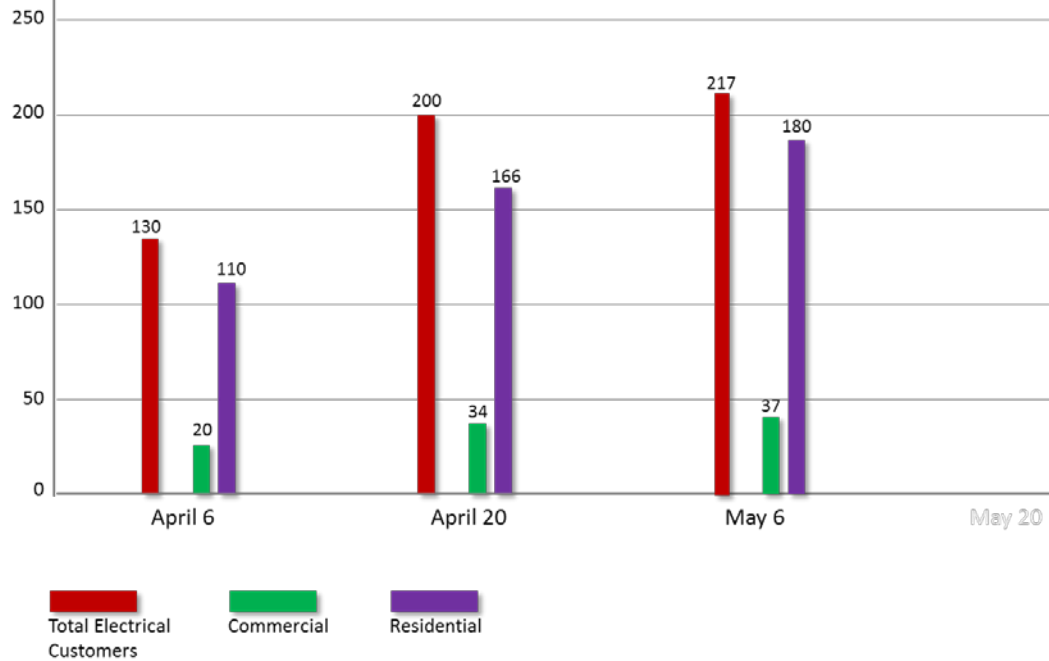
Updated Chelan County Unemployment Trends



- Majority of claims did not disclose industry
- Of the disclosed industries, majority are in health care, either ambulatory care or hospital

PUD Customers Affected by COVID- (March 16 thru May 6)

Customers Contacting PUD Self Reporting



Customers with Active Payment Arrangements

	<u>April 6 Total</u>	<u>April 20 Total</u>	<u>May 6 Total</u>
Residential	0	0	1
Commercial	0	0	0

Customers approved for the Energy Assistance thru Community Action = 72

Customer Data based on PUD Credit Score

Residential Count = 180 Customers

74 have a PUD credit rating above 700 (0 to 3 late notices/year)
 106 have a PUD credit rating below 700 (more than 3 late notices/year)
 41% of these customers pay on time – not typically late
 59% of these customers are typically late

*96 of 180 Customers have never received a “credit call” from PUD
 27 of these Customers are currently 65 days past due*

Commercial Count = 37 Businesses

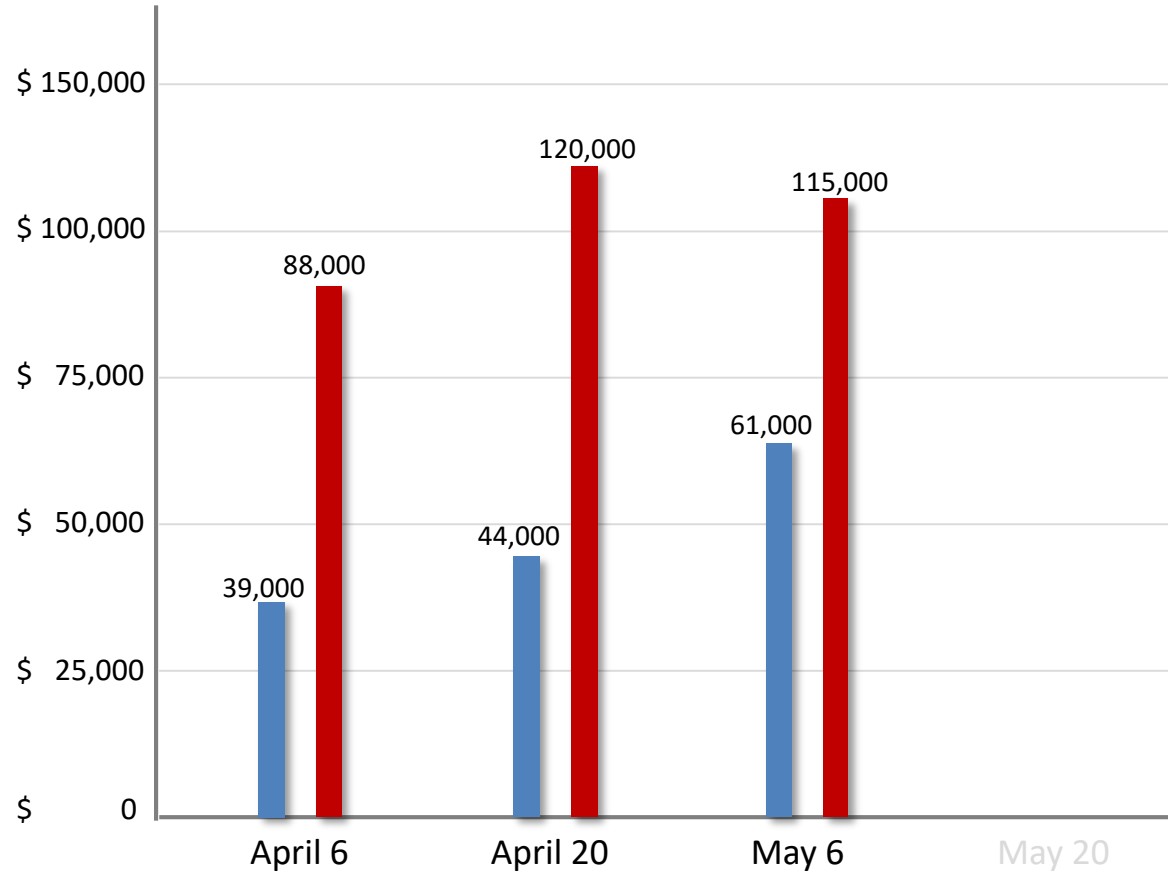
25 have a PUD credit rating above 700 (0 to 3 late notices/year)
 12 have a PUD credit rating below 700 (more than 3 late notices/year)
 68% of these customers pay on time – not typically late
 32% of these customers are typically late

*32 of the 37 Businesses have never received a “credit call” from PUD
 6 of the Businesses are currently 65 days past due*

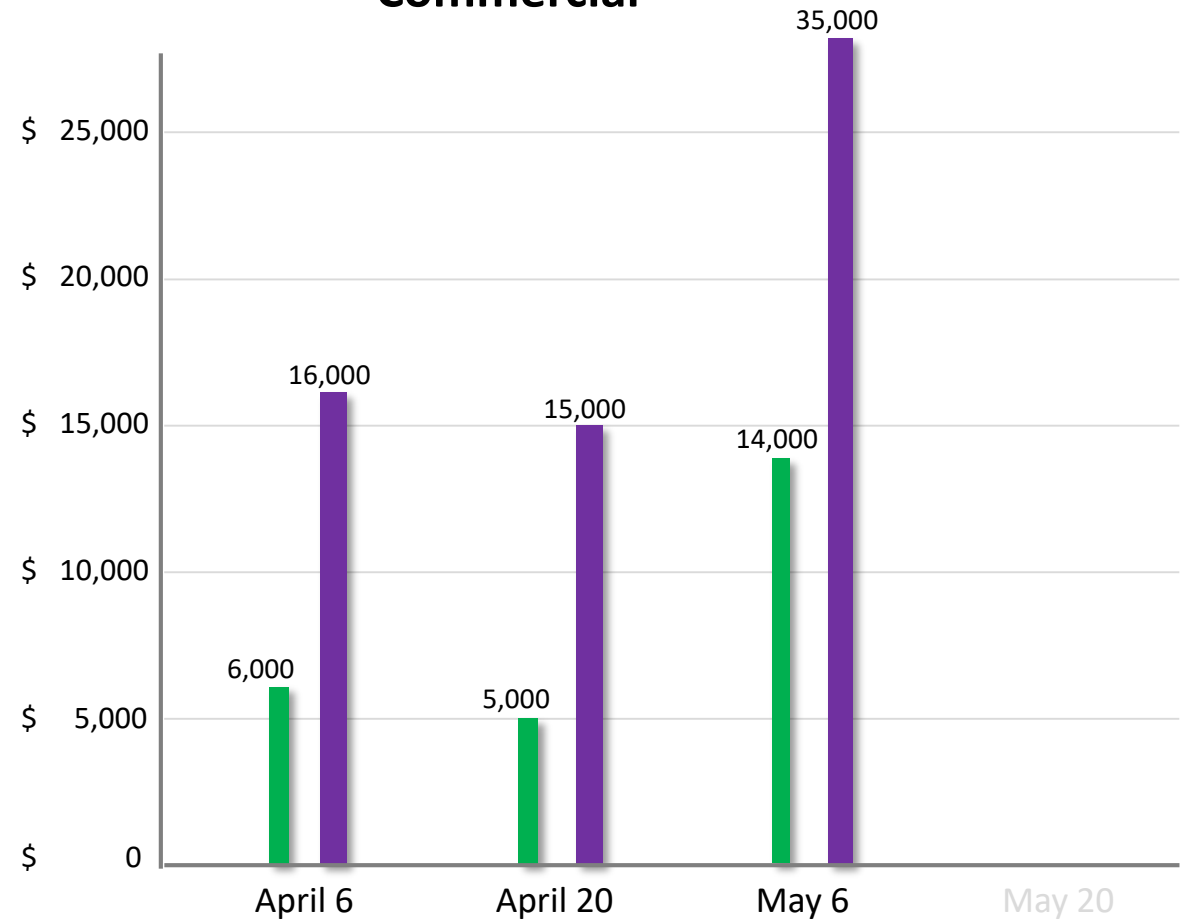
Retail Revenue In Past Due Status

2019 compared to 2020

Residential



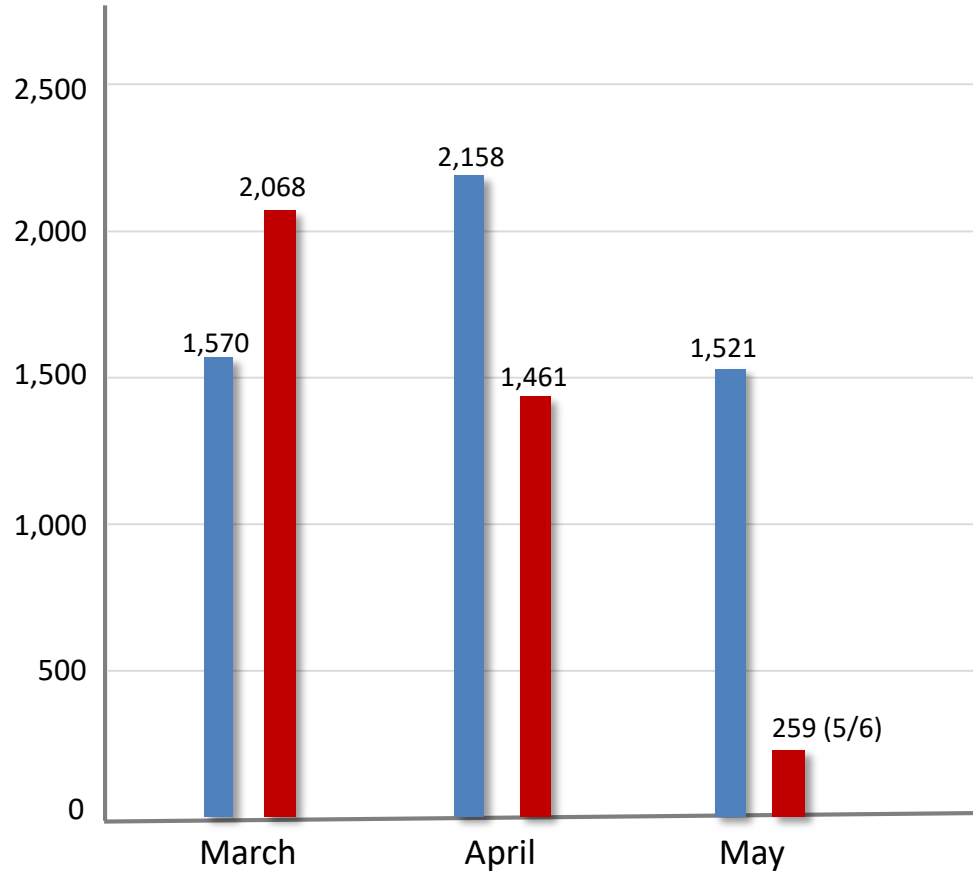
Commercial



Retail Revenue In Past Due Status

2019 compared to 2020

Disconnect Notices



2019
 2020

Customers with Active Payment Arrangements

	April 6 Total	April 20 Total	May 6 Total
Residential	65	29	28
Commercial	0	0	0

Customer Data based on PUD Credit Score

347 Past Due accounts as of 5/6/2020

Residential Count = 311 Customers

50 have a PUD credit rating above 700 (0 to 3 late notices/year)
 261 have a PUD credit rating below 700 (more than 3 late notices/year)
 16% of these customers pay on time – not typically late
 84% of these customers are typically late

Commercial Count = 36 Businesses

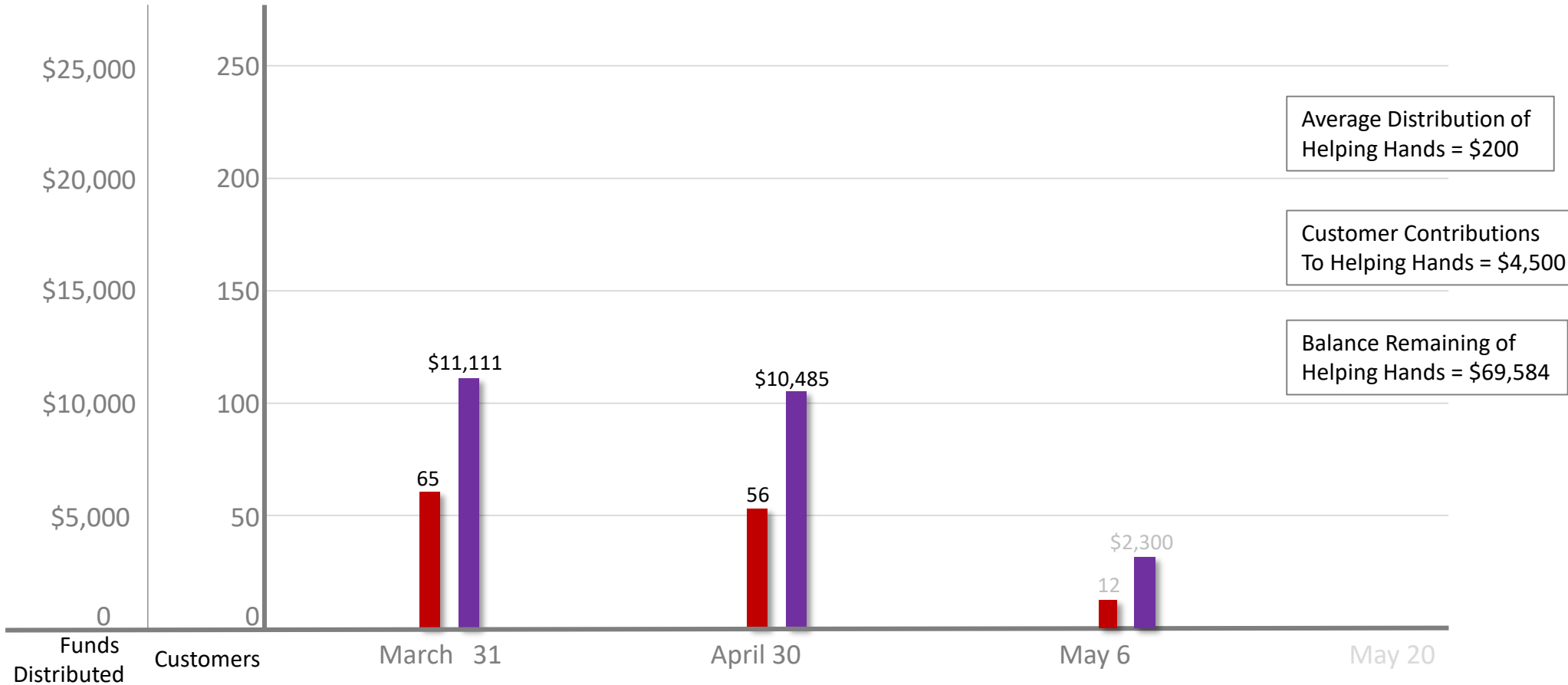
11 have a PUD credit rating above 700 (0 to 3 late notices/year)
 25 have a PUD credit rating below 700 (more than 3 late notices/year)
 30% of these customers pay on time – not typically late
 70% of these customers are typically late

Note:

Of the 347 Past Due accounts – 33 accounts are included are COVID

Helping Hands Distribution

(March-April-May)



Average Distribution of Helping Hands = \$200

Customer Contributions To Helping Hands = \$4,500

Balance Remaining of Helping Hands = \$69,584

Customer Receiving Helping Hands

Funds Distributed

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

