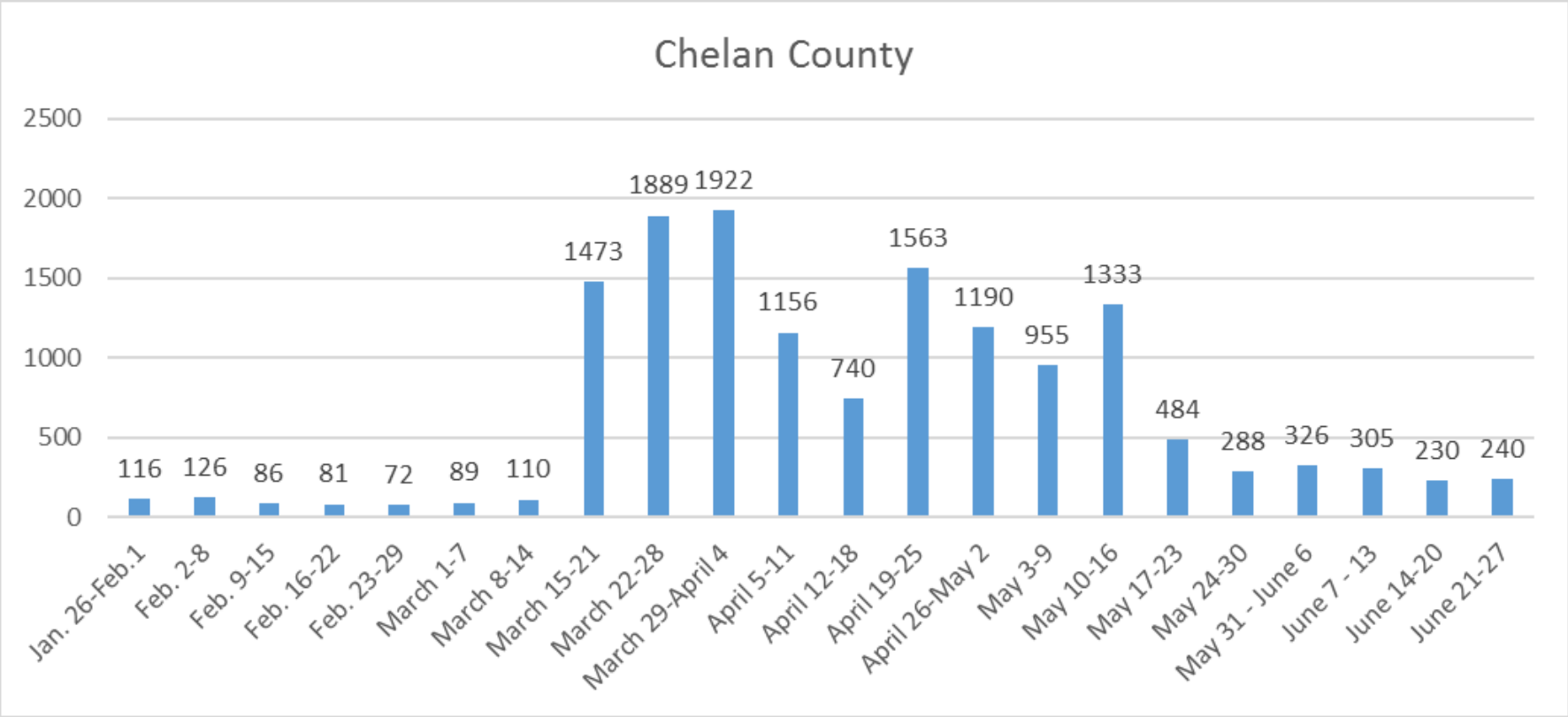


COVID-19 Customer Impacts Update



Kerri Wendell & Lindsey Mohns July 6, 2020

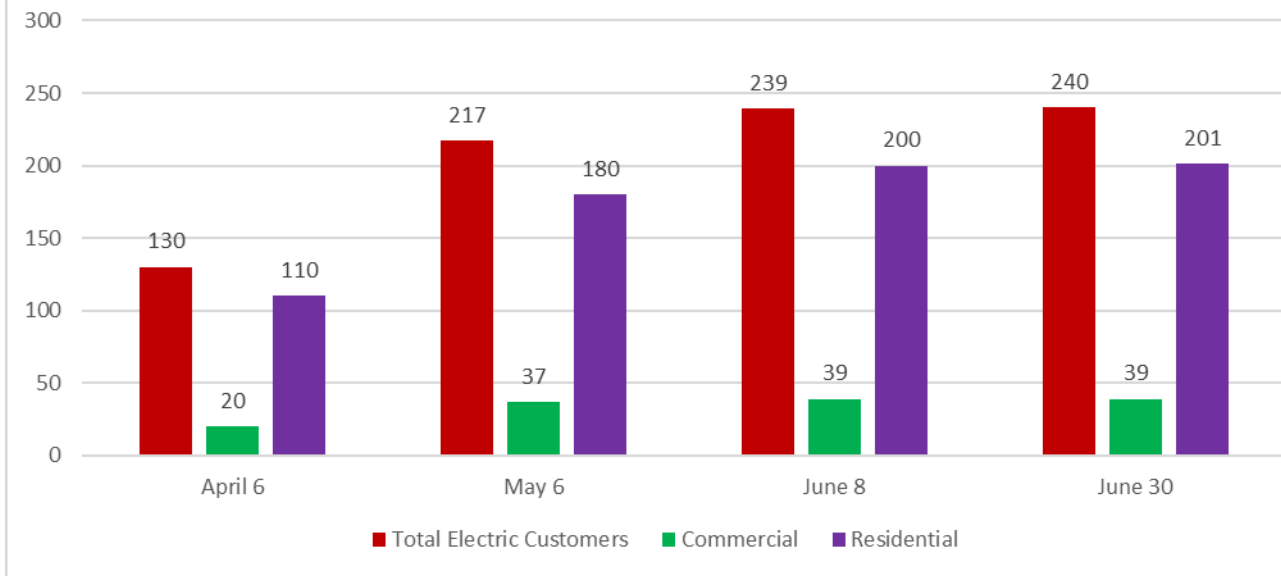
Chelan County Initial Unemployment Applications



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

PUD Customers Affected by COVID- (March 16 thru June 30)

Customers Contacting PUD Self Reporting (cumulative)



Customer Data based on PUD Credit Score

Residential Count = **201** Customers (only 1 added since June 8)

84 have a PUD credit rating above 700 (0 to 3 late notices/year)
117 have a PUD credit rating below 700 (more than 3 late notices/year)

42% of these customers pay on time – not typically late
 58% of these customers are typically late

Commercial Count = **39** Businesses

23 have a PUD credit rating above 700 (0 to 3 late notices/year)
16 have a PUD credit rating below 700 (more than 3 late notices/year)

59% of these customers pay on time – not typically late
 41% of these customers are typically late

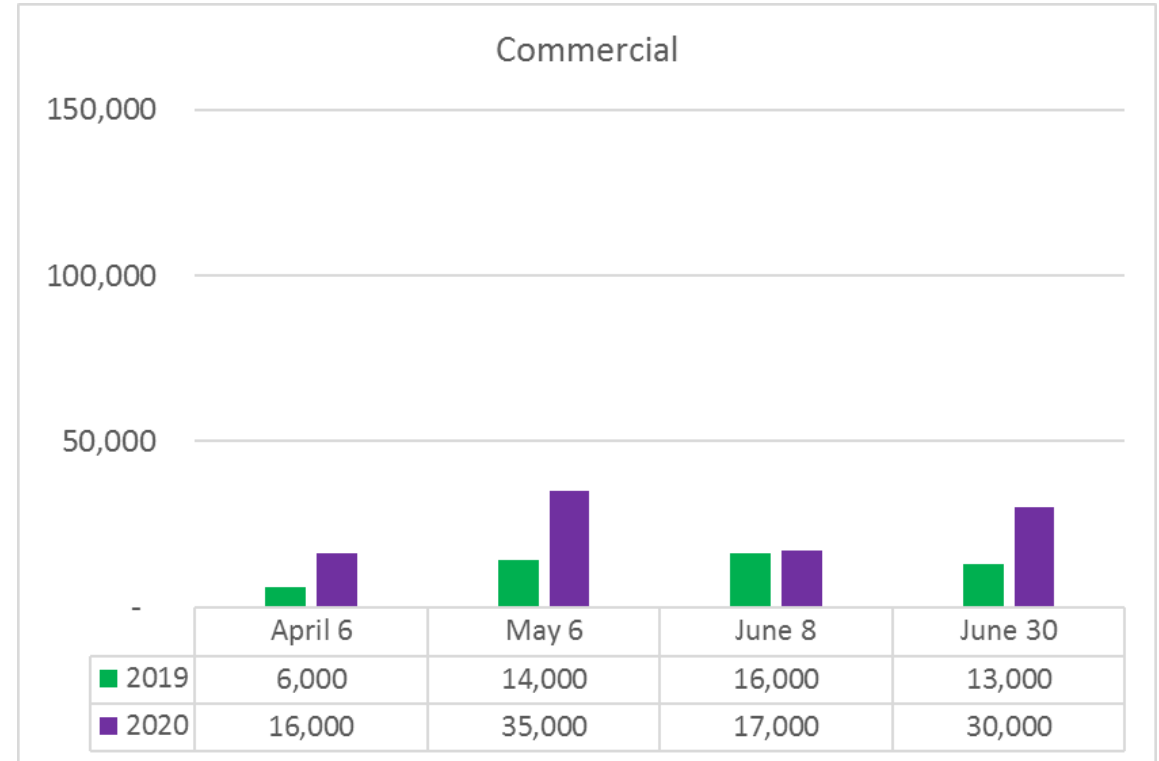
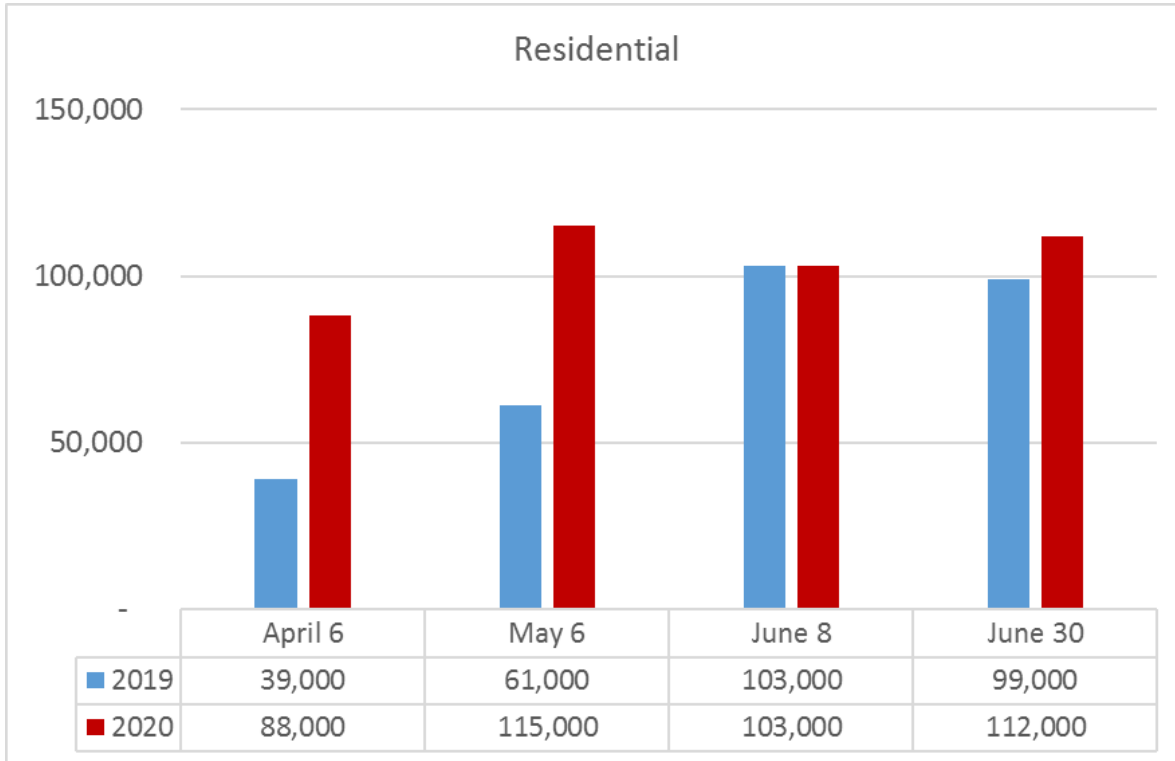
Customers with Active Payment Arrangements

	April Total	May Total	June Total
Residential	0	0	0
Commercial	0	0	0

Customers approved for the Energy Assistance thru Community Action = **202** (up 40 from last report)

Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted



June 30 detail

61-90 days past due
91-120 days
Over 120 days

	<u>2019 Residential</u>	<u>2020 Residential</u>	<u>2019 Commercial</u>	<u>2020 Commercial</u>
	73,000	65,000	10,600	19,500
	23,000	26,000	2,400	4,000
	3,000	21,000	-	6,500
	99,000	112,000	13,000	30,000



Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly

Customers with Active Payment Arrangements

TOTALS	<u>April 6</u>	<u>May 6</u>	<u>June 8</u>	<u>June 30</u>
Residential	65	28	19	25
Commercial	0	0	0	0

Customer Data based on PUD Credit Score

245 Past Due accounts as of 6/30/2020

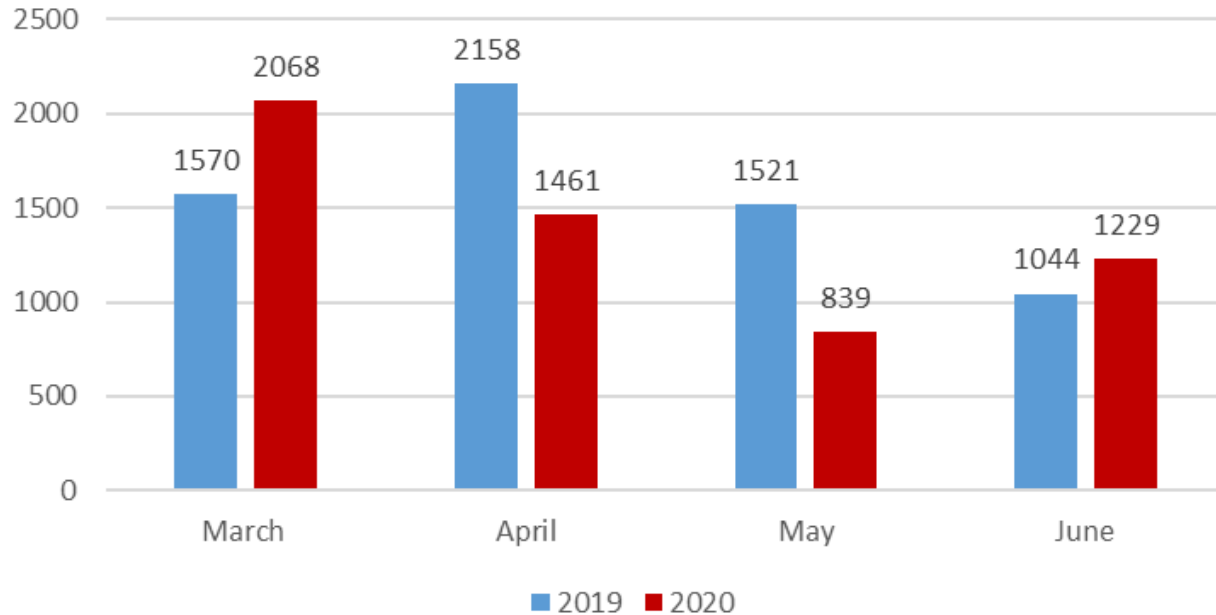
Residential Count = 210 Customers

31 have a PUD credit rating above 700 (0 to 3 late notices/year)
 179 have a PUD credit rating below 700 (more than 3 late notices/year)
 15% of these customers pay on time – not typically late
 85% of these customers are typically late

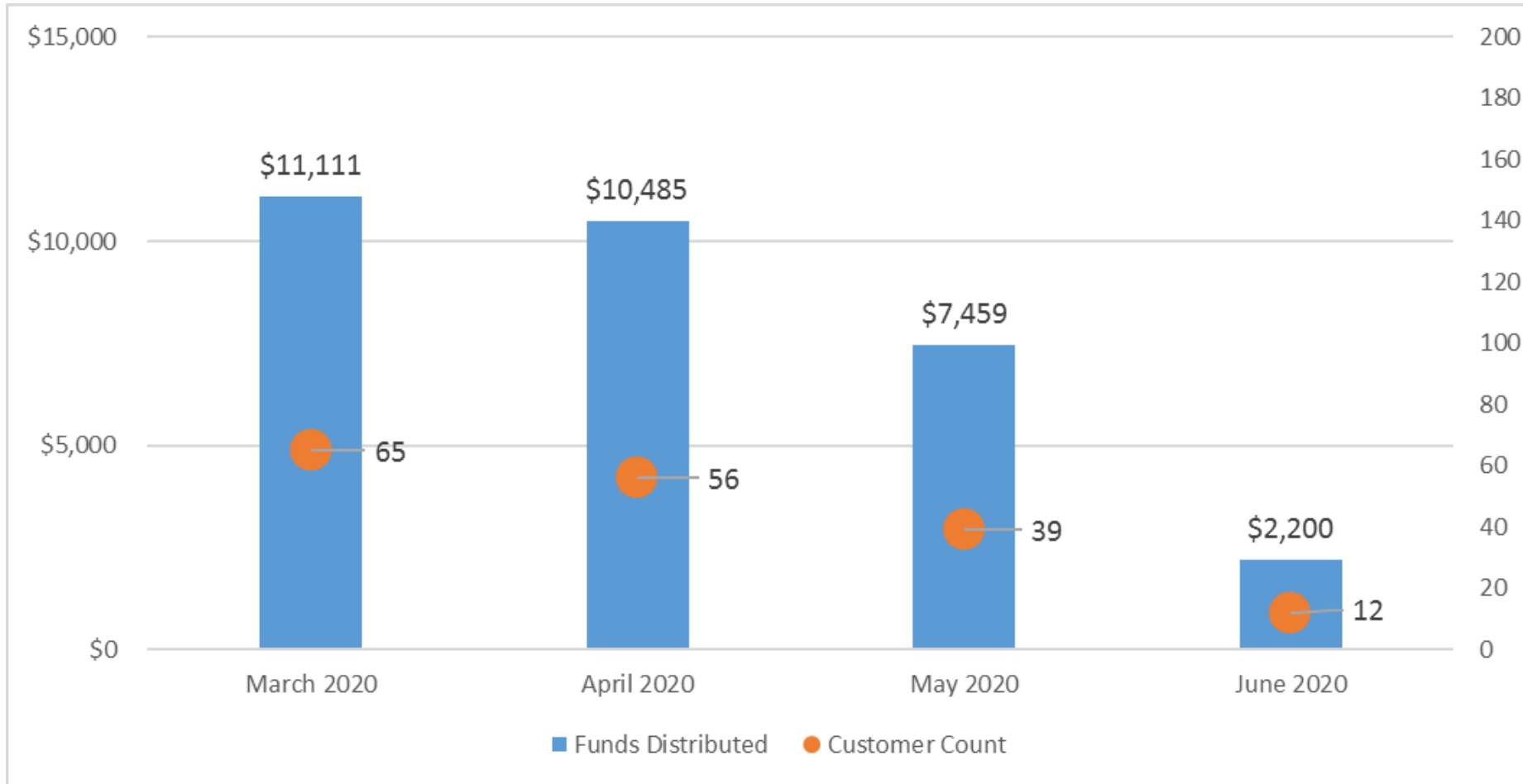
Commercial Count = 35 Businesses

12 have a PUD credit rating above 700 (0 to 3 late notices/year)
 23 have a PUD credit rating below 700 (more than 3 late notices/year)
 34% of these customers pay on time – not typically late
 66% of these customers are typically late

Disconnect Notices



Helping Hands Distribution



Average Distribution of Helping Hands = \$180

Customer Contributions To Helping Hands since March = \$11,000

Balance Remaining of Helping Hands = \$65,450

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

Website Updates Coming Soon

- To provide easier customer access to PUD programs, staff will consolidate COVID-19 customer support program information on our website, including but not limited to:
 - Waiver of late fees through end of July
 - Suspending disconnections through end of July
 - How to contact the PUD for payment plans and other resources
 - Helping Hands program information
 - Weatherization programs
 - Deferral of rate increases until December 2020
 - Links to other local organizations that can help our customers with their electric bills

Website Updates Coming Soon

- While the PUD is not able to cancel past due accounts, the programs currently in place recognize the economic hardship the people and businesses of Chelan County are facing resulting from the economic impacts of COVID-19
- In accordance with the Governor's Proclamation 20-23.6, the General Manager has reviewed and approved the PUD COVID-19 customer support program list for display on the PUD's official website prior to August 1, 2020