COVID-19 Customer Impacts Update
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)

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 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

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>61-90 days past due</td>
<td>73,000</td>
<td>65,000</td>
<td>10,600</td>
<td>19,500</td>
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<tr>
<td>91-120 days</td>
<td>23,000</td>
<td>26,000</td>
<td>2,400</td>
<td>4,000</td>
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<tr>
<td>Over 120 days</td>
<td>3,000</td>
<td>21,000</td>
<td>-</td>
<td>6,500</td>
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<tr>
<td>Total</td>
<td>99,000</td>
<td>112,000</td>
<td>13,000</td>
<td>30,000</td>
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Customers with Active Payment Arrangements

<table>
<thead>
<tr>
<th></th>
<th>April 6</th>
<th>May 6</th>
<th>June 8</th>
<th>June 30</th>
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<tbody>
<tr>
<td>Residential</td>
<td>65</td>
<td>28</td>
<td>19</td>
<td>25</td>
</tr>
<tr>
<td>Commercial</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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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
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