

COVID-19 Customer Impacts

April 2021 Update



5/17/2021

Customer Accounts Activity/Status

Customer Outreach Performed

- 1,360 notices sent (accounts not paid at 45 days)
- 58 doorhangers delivered resulting in:
 - Payments – 22
 - Pay Plans – 2
 - Community Action appointments – 3
 - No responses – 31
- 408 credit calls (accounts not paid at 55 days)
- 47 payment arrangement contacts (in addition to the payment plans)
- Referred 40 customers to Community Action for assistance

Customer Data

485 Past due accounts as of 4/30/2021 (*more than 55 days past due*)

Residential = 458 (*Prior month 417*)

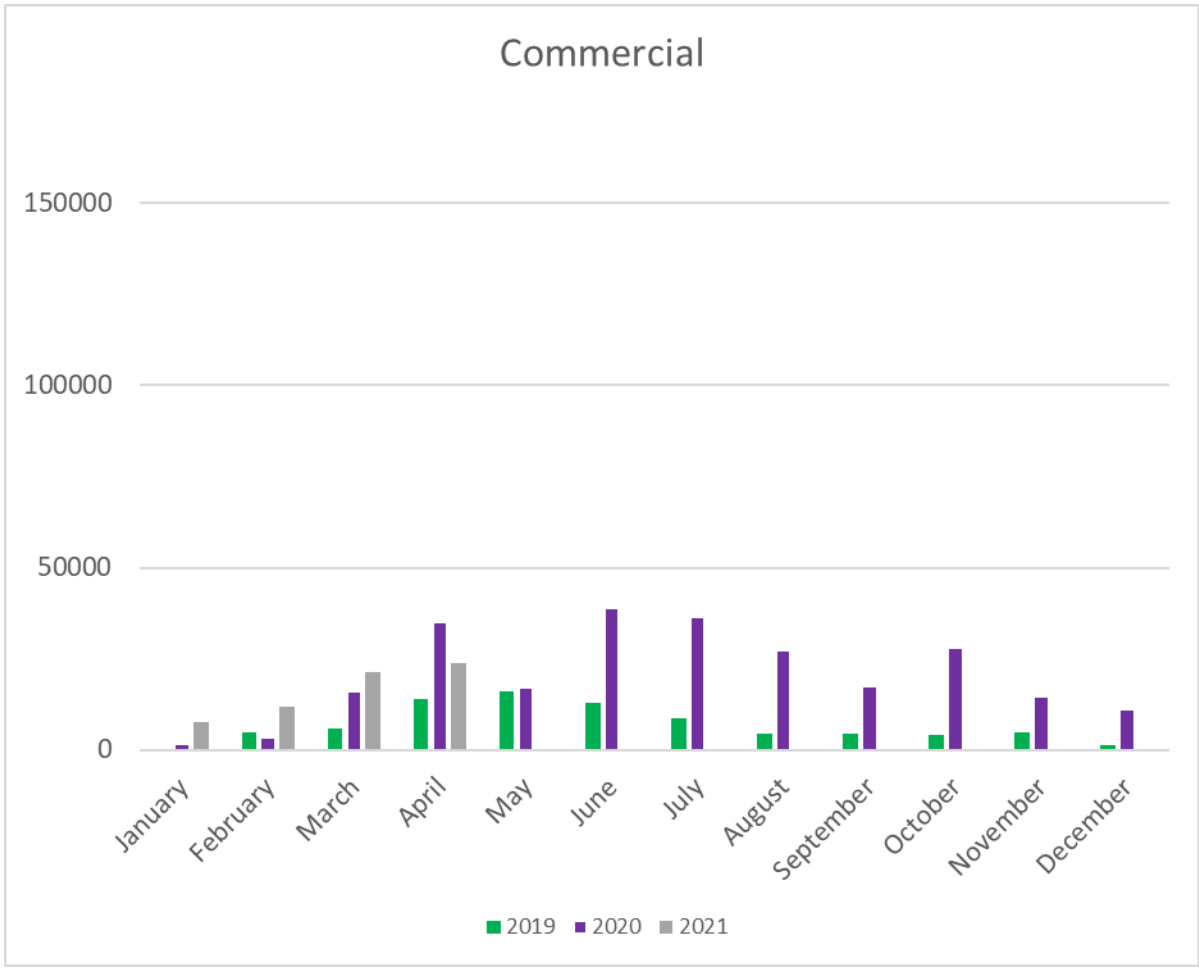
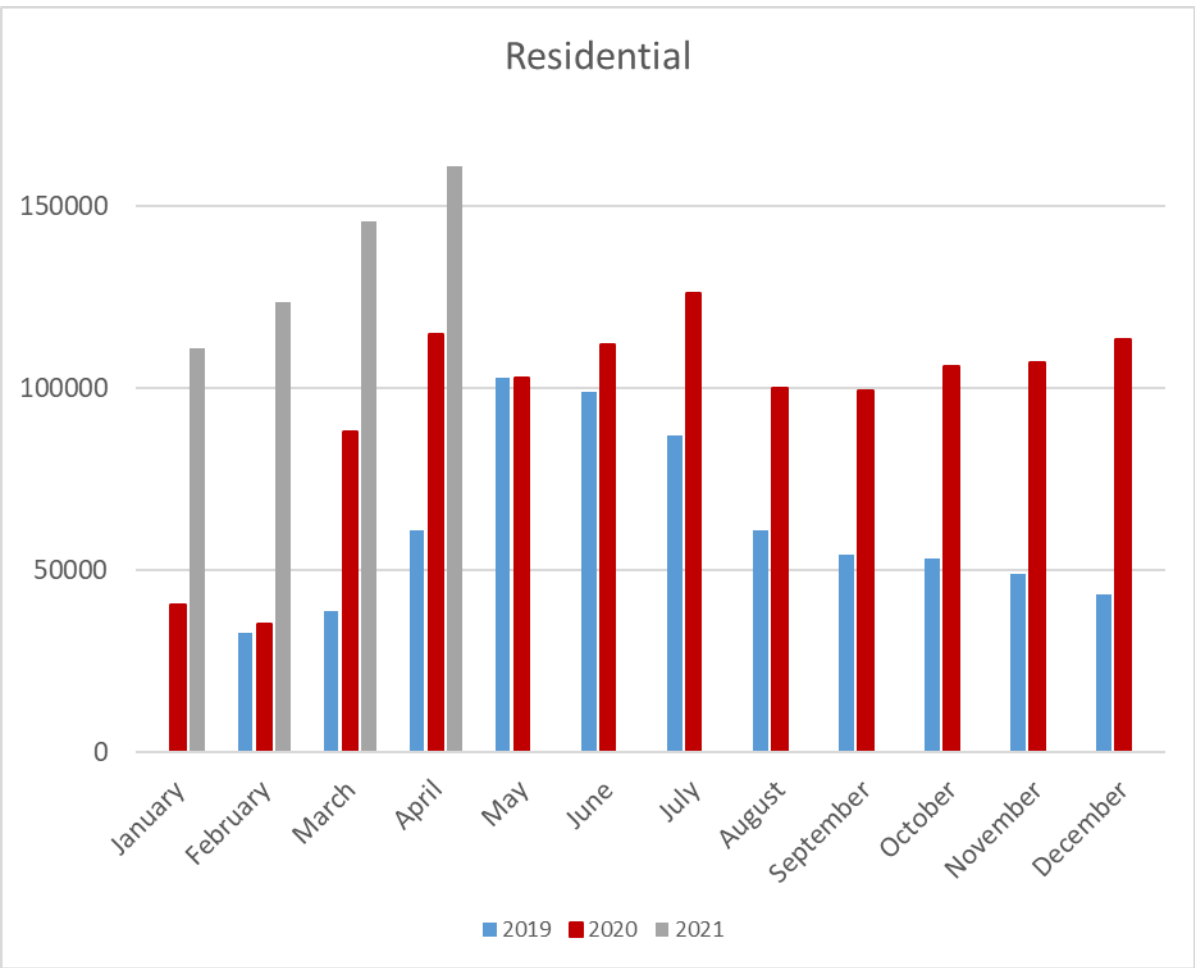
Commercial = 27 (*Prior month 31*)

Customers with Active Payment Plans

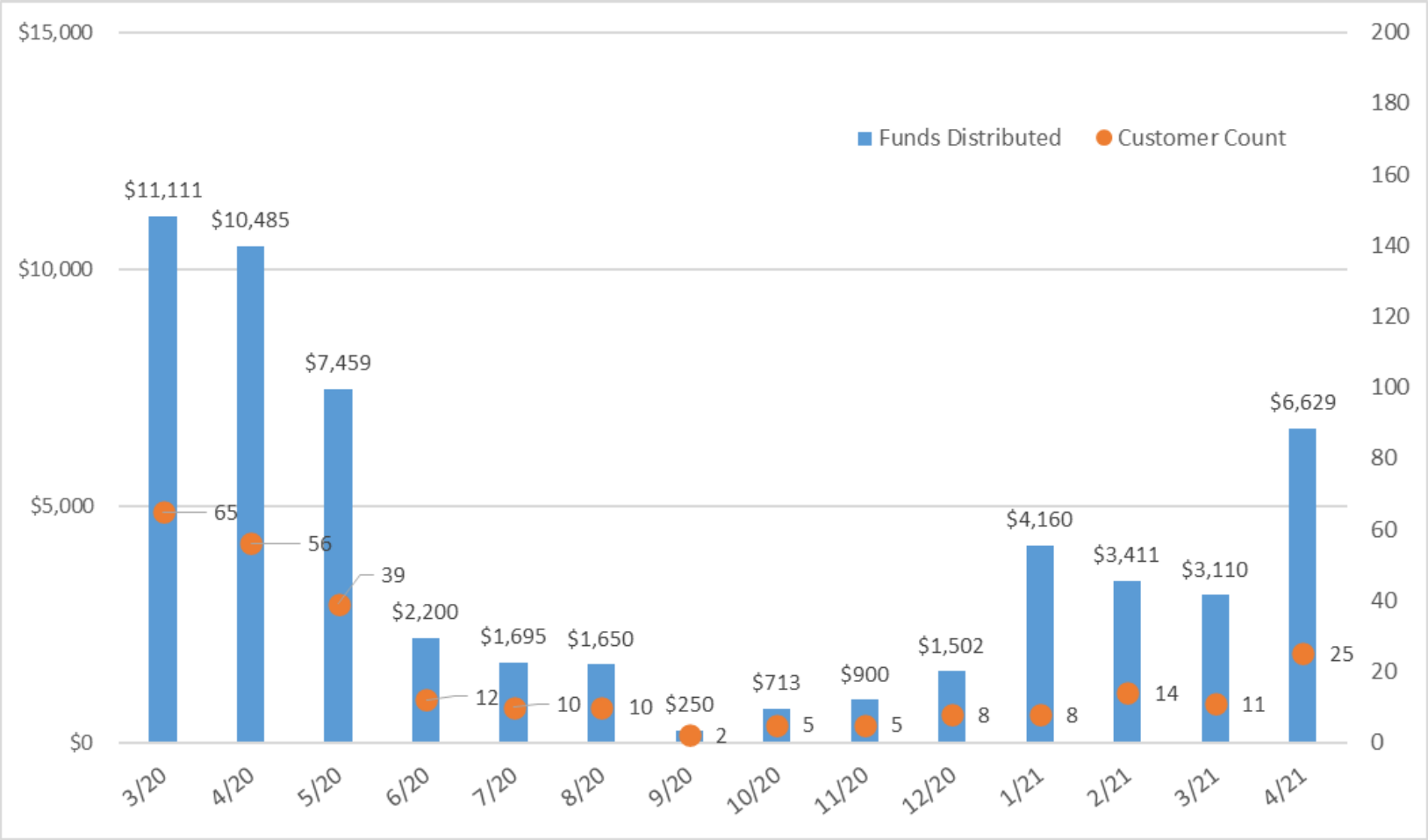
TOTALS	<u>Q2-20</u>	<u>Q3-20</u>	<u>Q4-20</u>	<u>Q1-21</u>	<u>4/30/21</u>
Residential	19	14	14	32	36
Commercial	0	1	0	2	2

Retail Revenue In Past Due Status (60+ days)

Amount compared prior year balance on date noted



Helping Hands Distribution

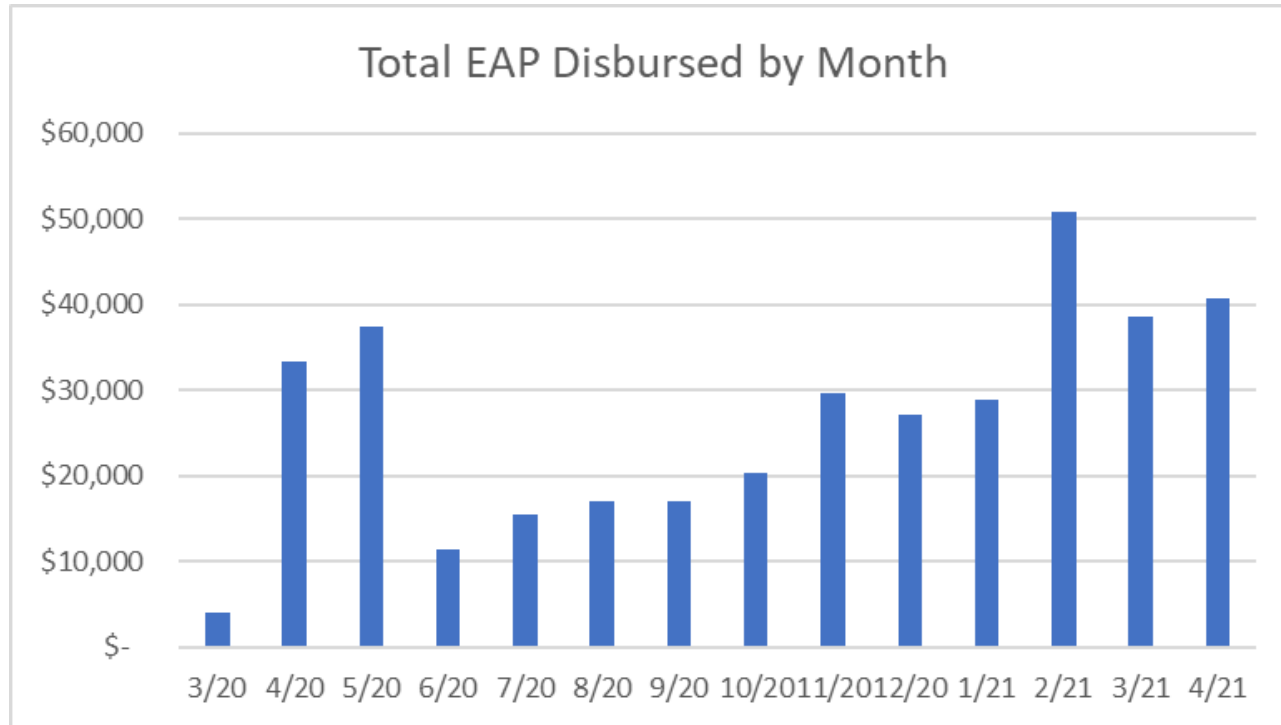


Average 2021 Distribution of Helping Hands = \$325

Customer Contributions To Helping Hands since March = \$55,010

Balance Remaining Approx. \$125,509 incl. District contribution of \$40,565

Energy Assistance (EAP) through Community Action



\$371,890 in customer assistance since March 2020

Month	Customer Count	Average per customer
Mar 2020	14	\$ 280
Apr 2020	72	\$ 462
May 2020	91	\$ 412
Jun 2020	25	\$ 459
Jul 2020	34	\$ 457
Aug 2020	40	\$ 424
Sept 2020	44	\$ 387
Oct 2020	74	\$ 276
Nov 2020	121	\$ 245
Dec 2020	102	\$ 266
Jan 2021	130	\$ 222
Feb 2021	163	\$ 312
Mar 2021	94	\$ 411
Apr 2021	88	\$ 463
Total	1092	\$ 341

Appendix:

Credit and Collection Timeline

