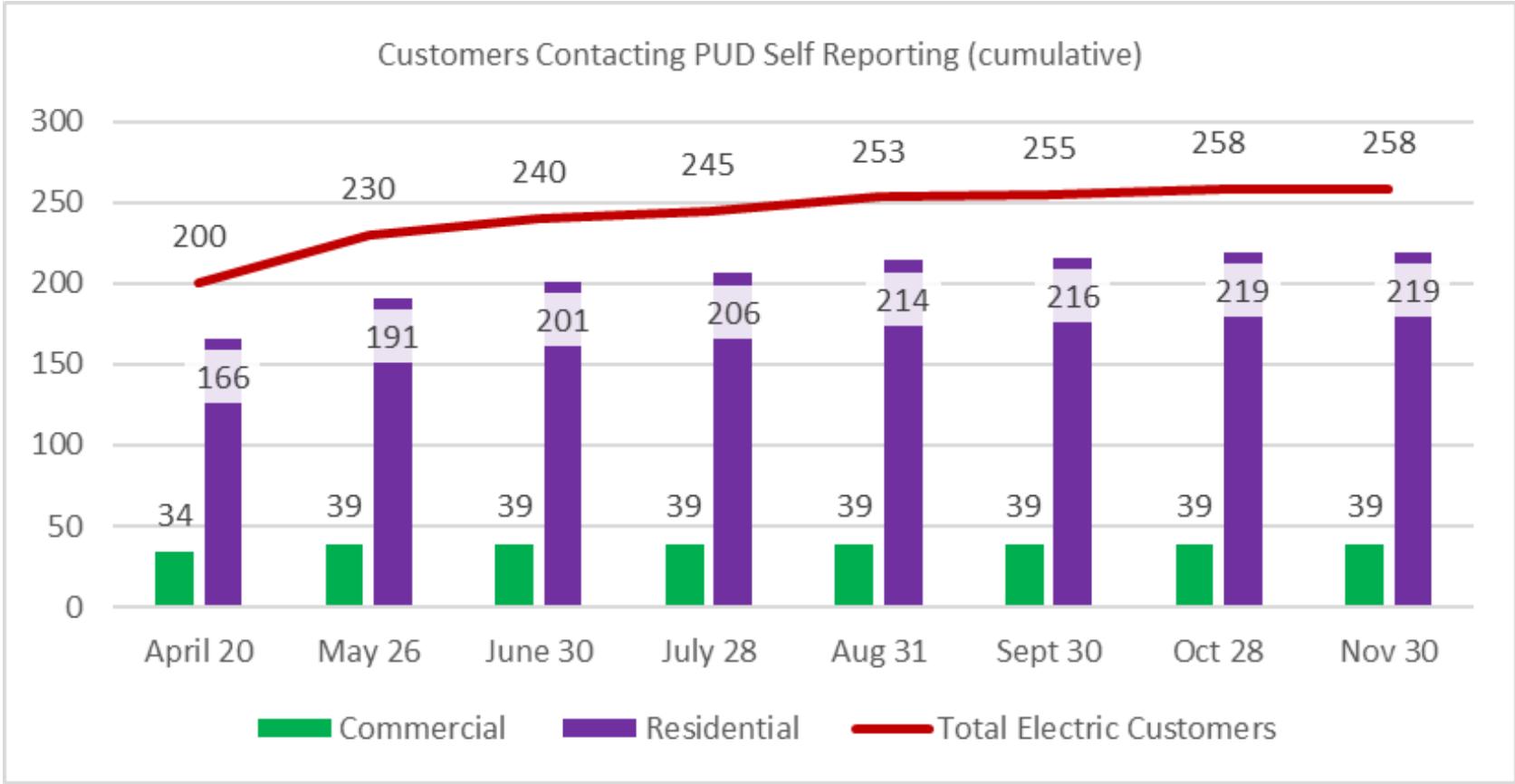


# COVID-19 Customer Impacts Update

as of 11/30/2020



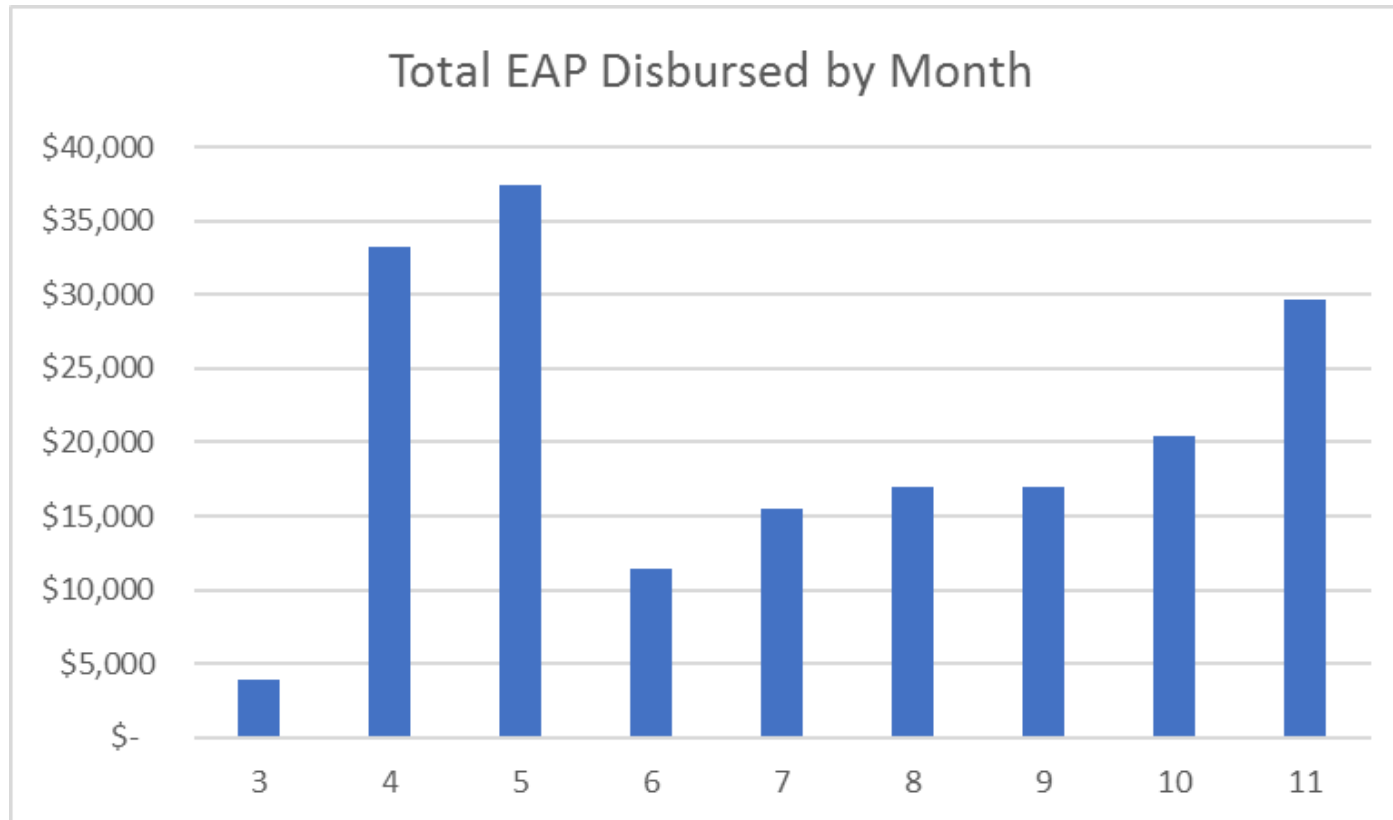
# PUD Customers Affected by COVID



**Customers with Active Payment Arrangements**

At Month end	April	May	June	July	Aug	Sept	Oct	Nov
Residential	0	0	0	0	0	0	0	0
Commercial/Industrial	0	0	0	0	0	0	0	0

# Energy Assistance (EAP) through Community Action

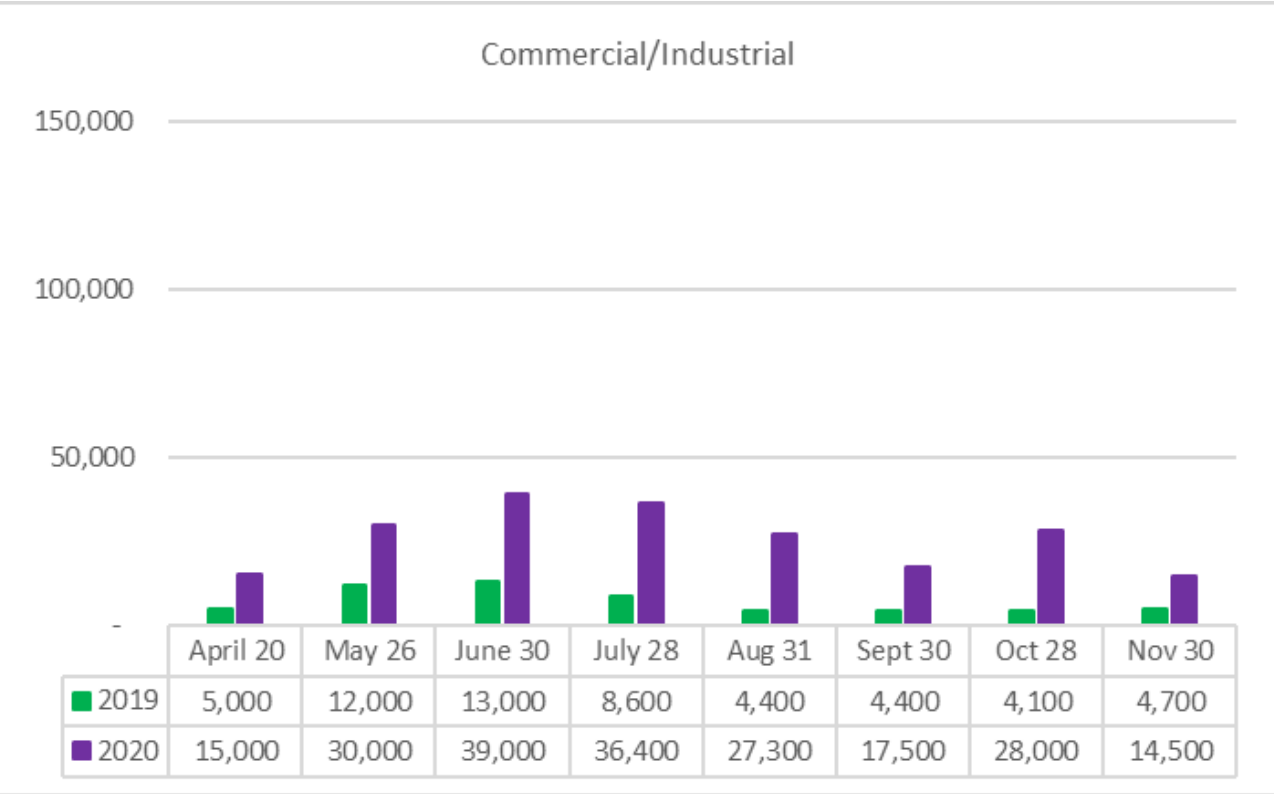
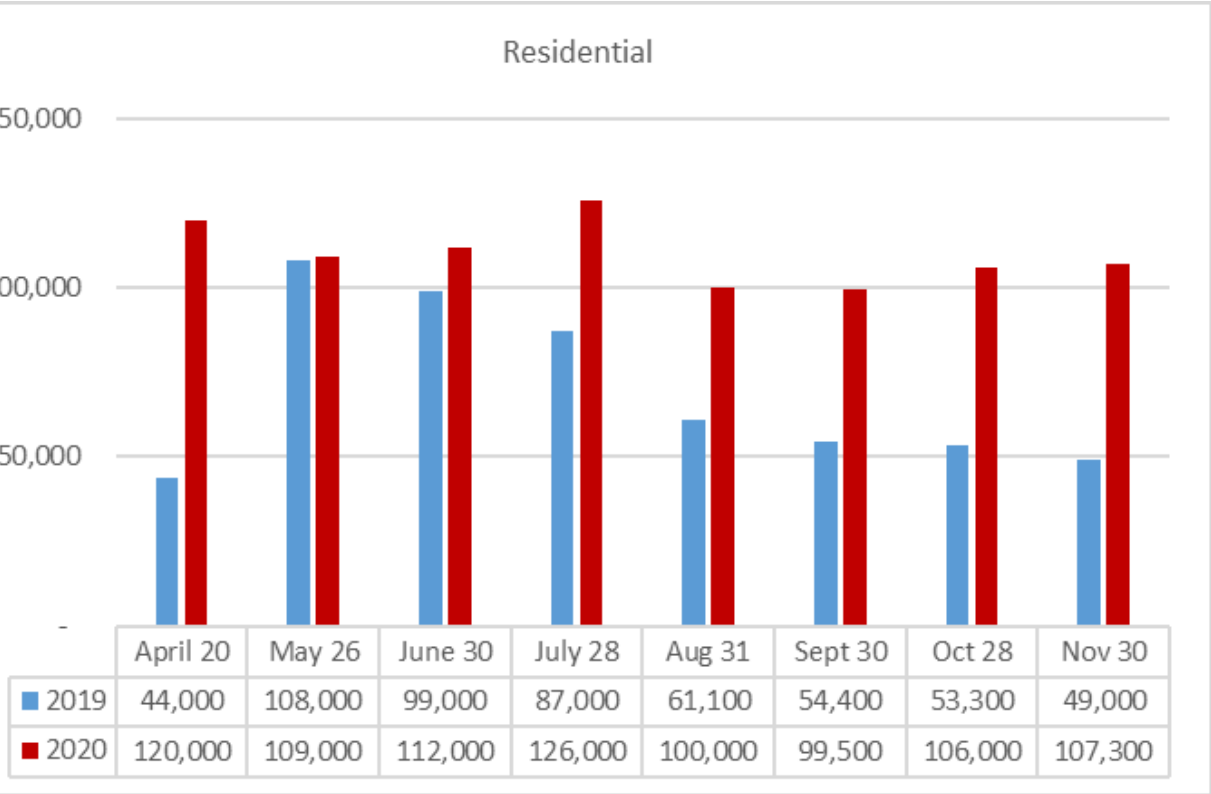


Month	Customer Count	Average per customer
3 – Mar	14	\$ 280
4 – Apr	72	\$ 462
5 – May	91	\$ 412
6 – Jun	25	\$ 459
7 – Jul	34	\$ 457
8 – Aug	40	\$ 424
9 – Sept	44	\$ 387
10 – Oct	74	\$ 276
11 - Nov	121	\$ 245
Total	515	\$ 361

**\$185,705 in customer assistance since March**

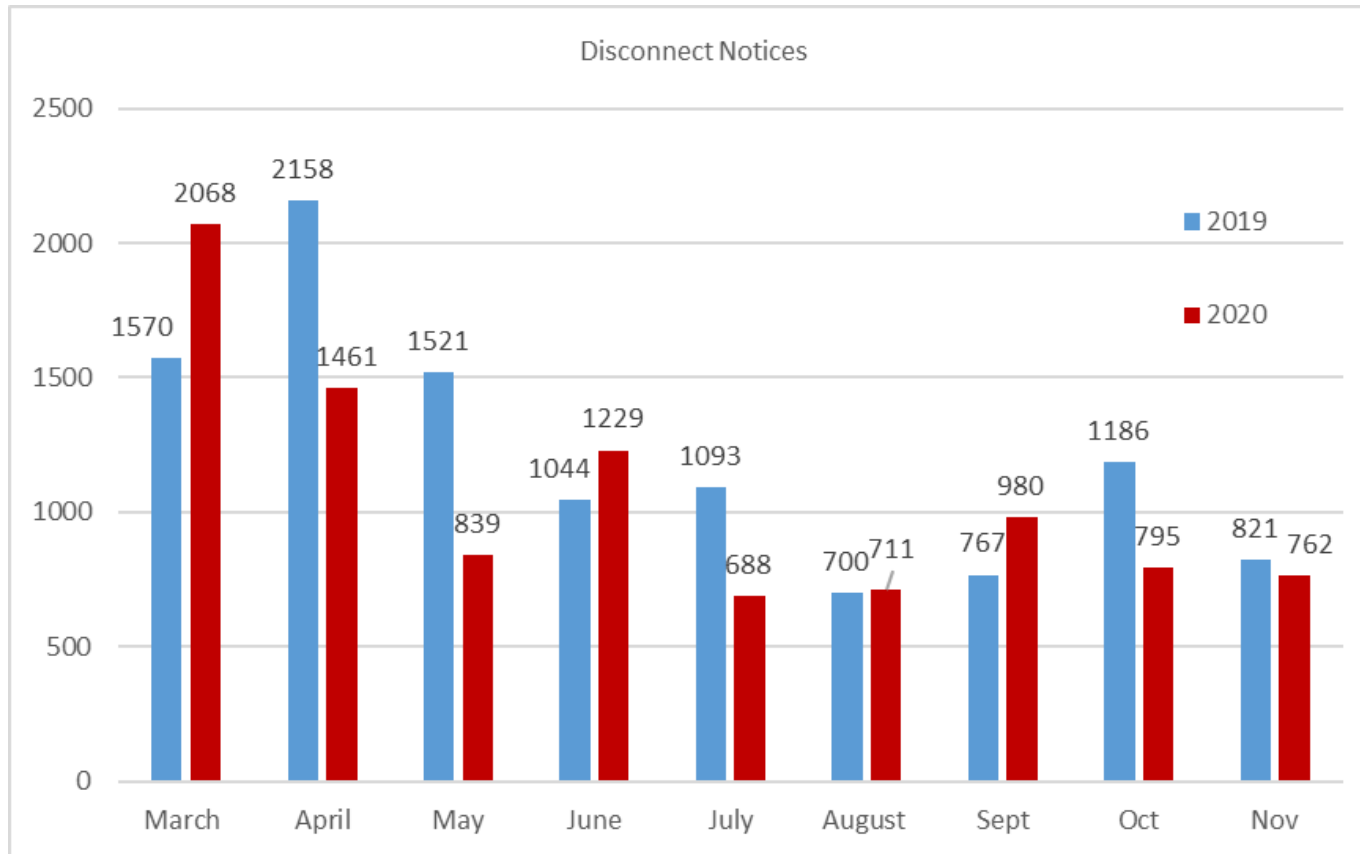
# Retail Revenue In Past Due Status

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>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>
Residential	65	28	19	22	15	14	12	9
Commercial	0	0	0	0	1	1	0	0

## Customer Data

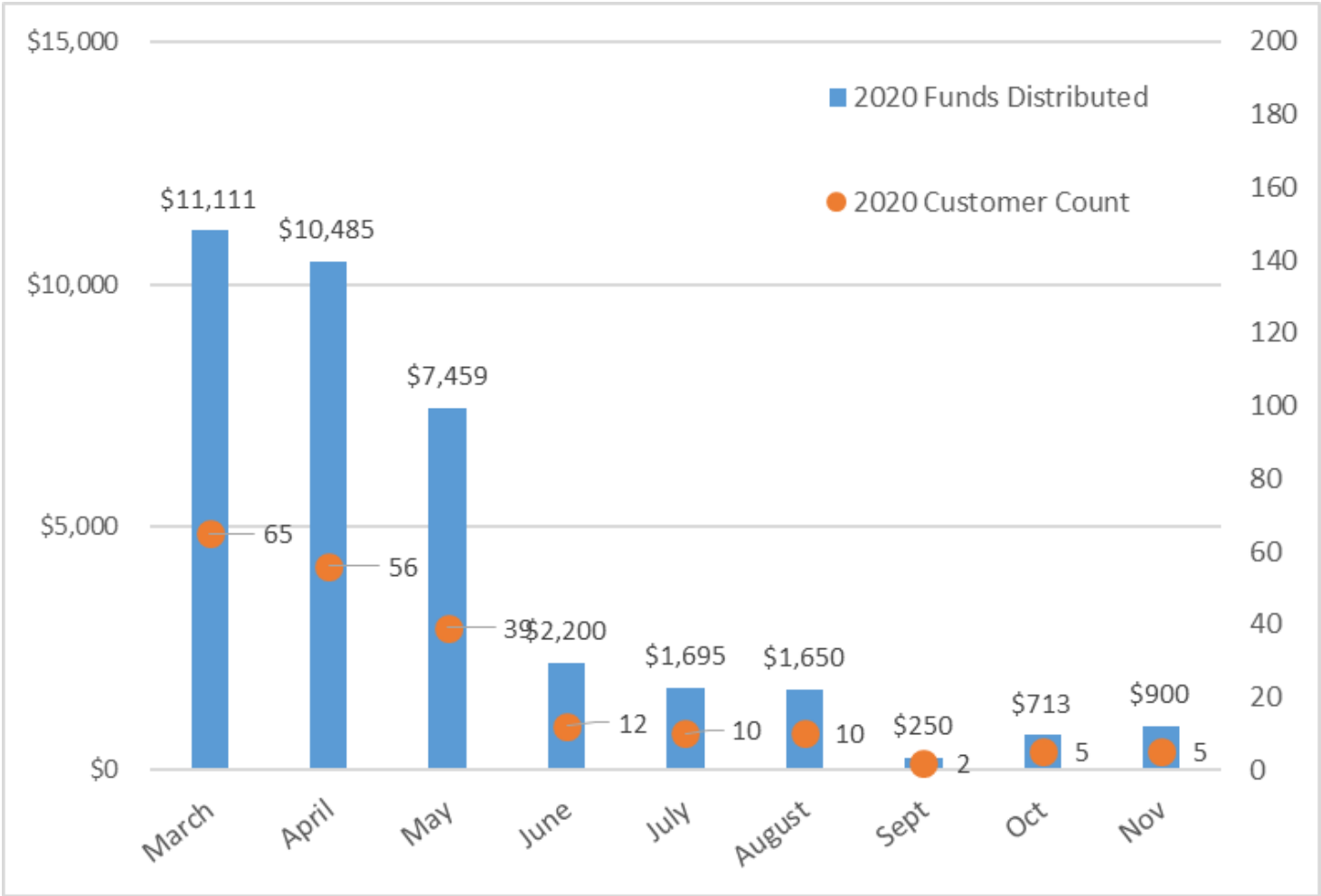
315 Past Due accounts as of 11/30/2020

Residential Count = 290

Commercial Count = 25



# Helping Hands Distribution



Average Distribution of Helping Hands = \$168

Customer Contributions To Helping Hands since March = \$27,562

Balance Remaining of Helping Hands = \$76,558

<u>2019</u>	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
Customers	12	13	12	8	14	15	12	3	6
Distributed	\$1,800	\$1,850	\$1,950	\$1,010	\$1,900	\$1,300	\$2,800	\$311	\$648