

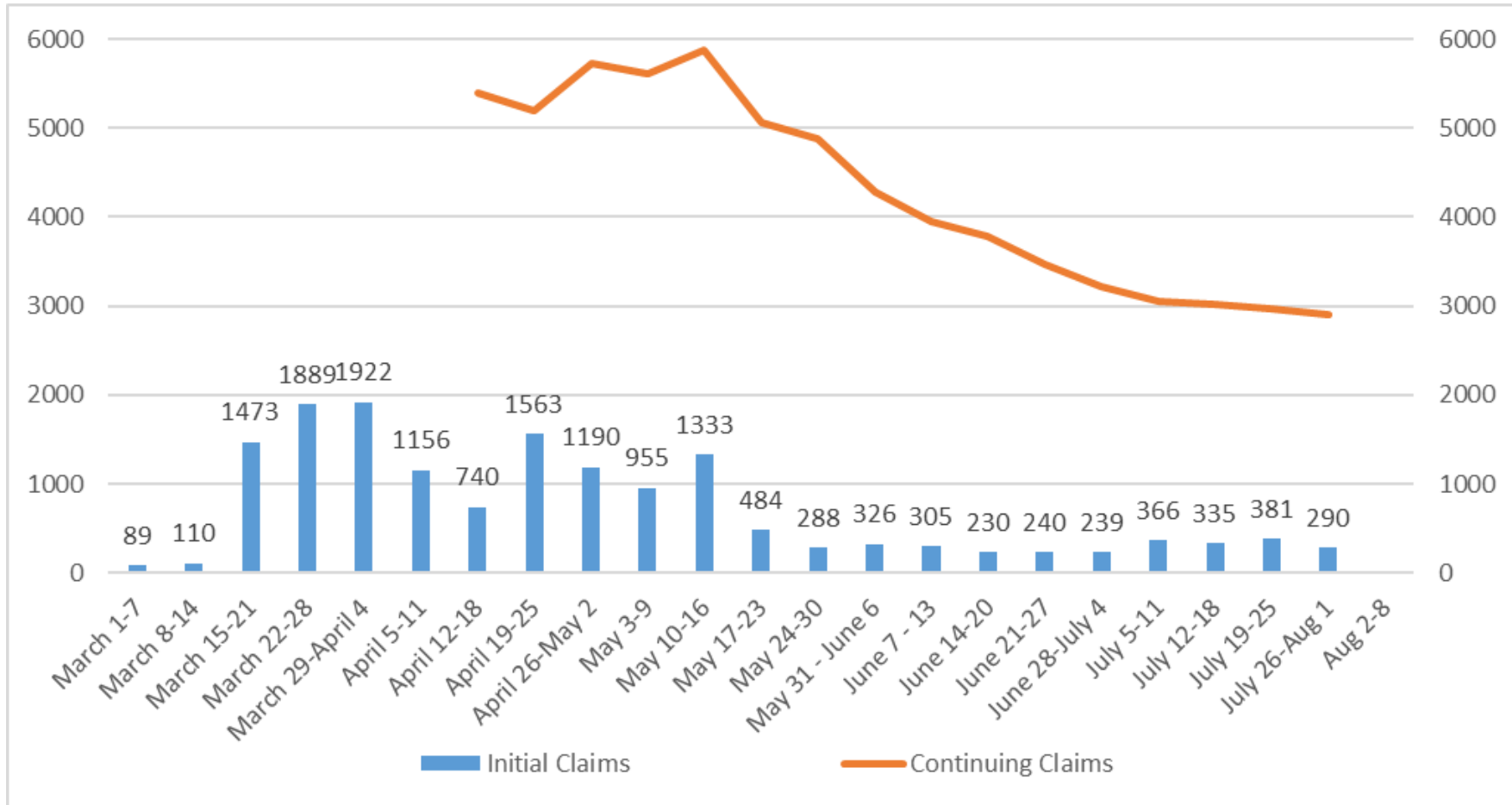
COVID-19 Customer Impacts Update



Kerri Wendell

August 17, 2020

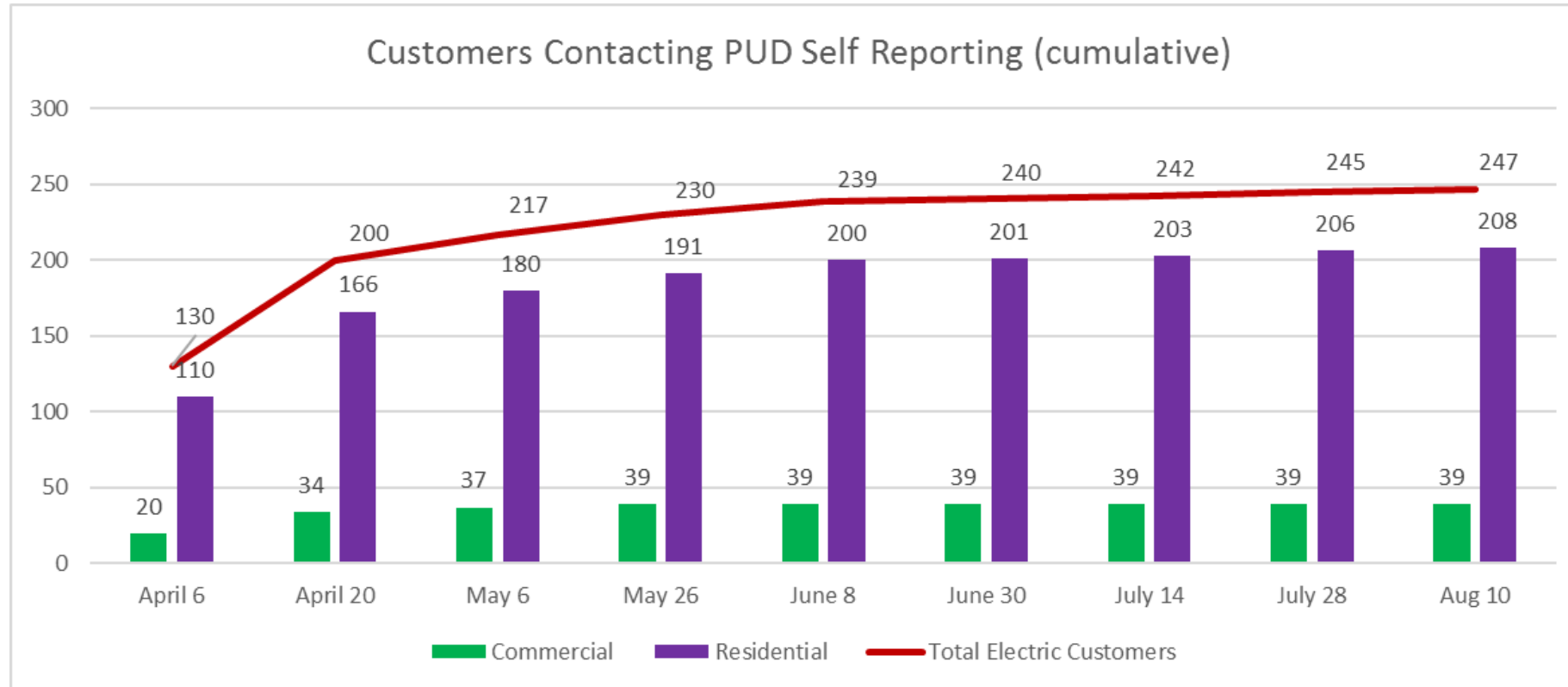
Chelan County Unemployment Applications



- Initial claims: initial unemployment claims
- Continued claims: unemployment claims filed by workers who have previously filed an initial unemployment claim and continue to be eligible, does not include initial claims



PUD Customers Affected by COVID (March 16 - August 10)



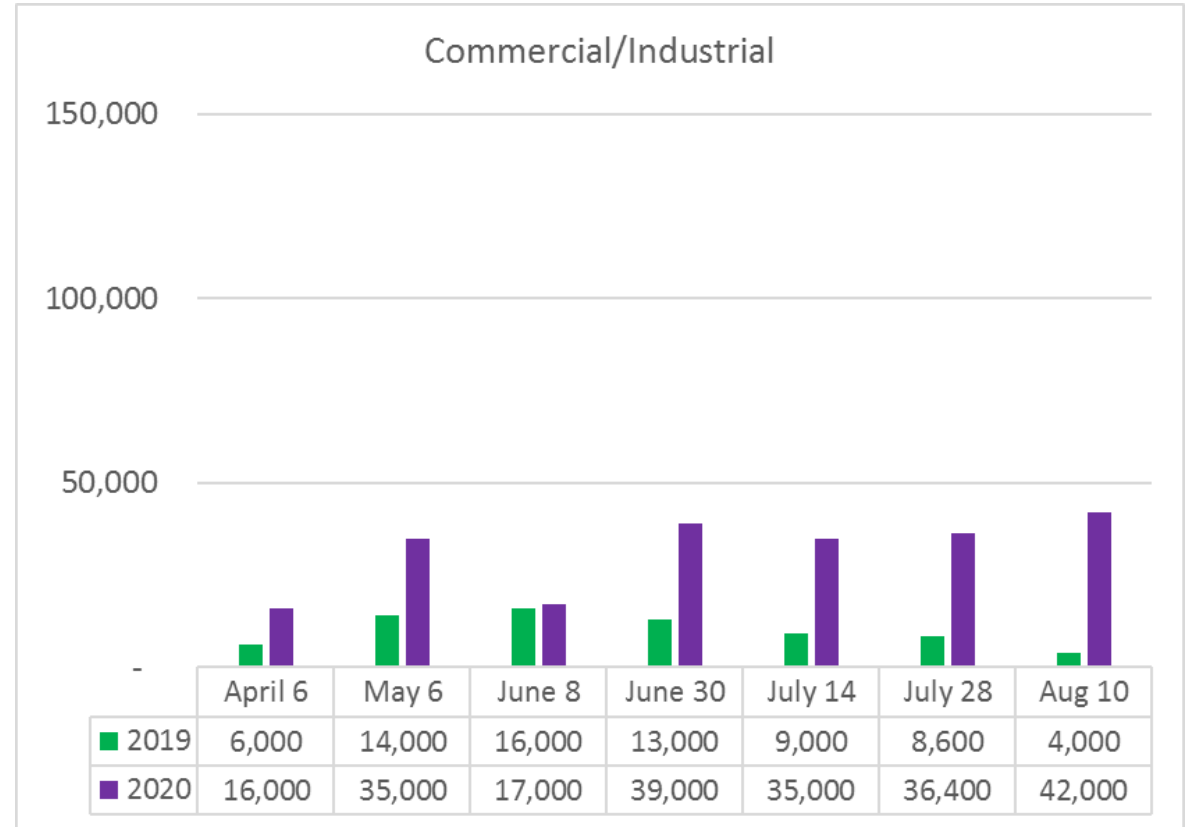
Customers with Active Payment Arrangements

	<u>April Total</u>	<u>May Total</u>	<u>June Total</u>	<u>July Total</u>	<u>August Total</u>
Residential	0	0	0	0	3
Commercial	0	0	0	0	0

Customers approved for the energy assistance through Community Action = 255 (19 new since July 28)

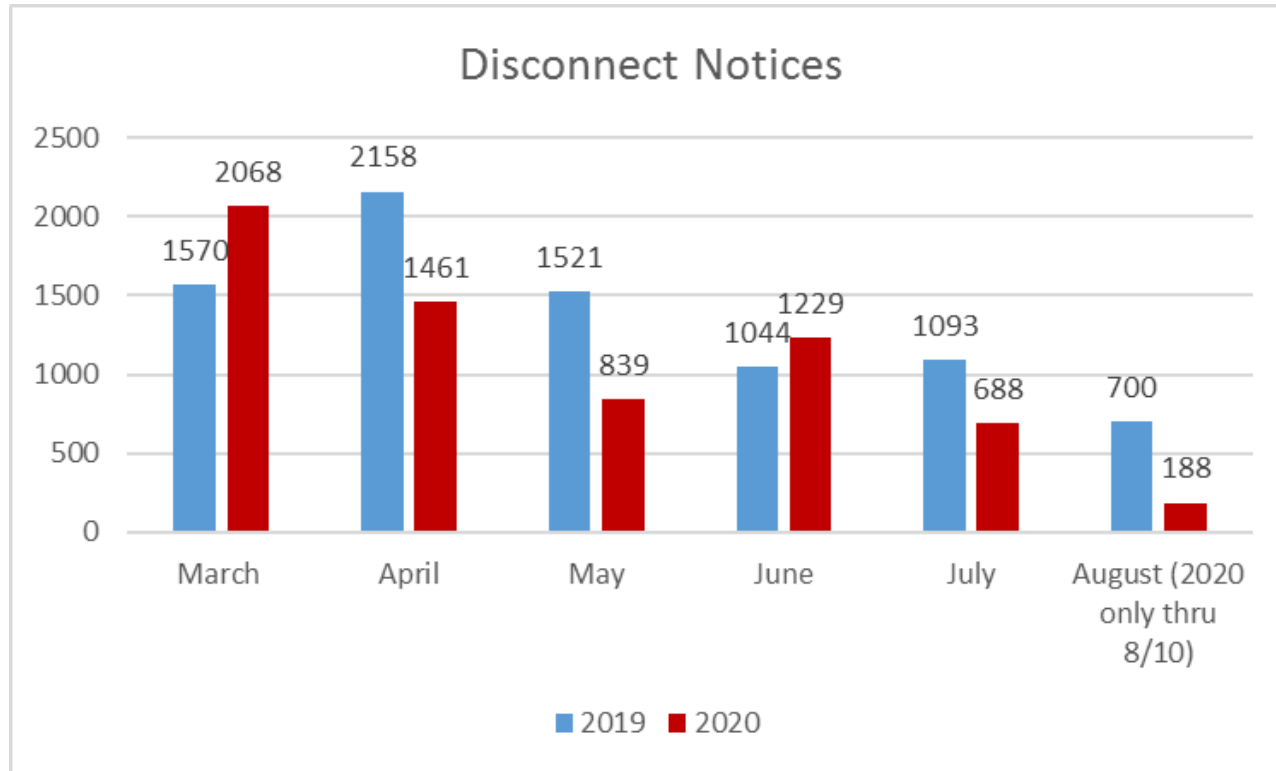
Retail Revenue In Past Due Status

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>April 6</u>	<u>May 6</u>	<u>June 8</u>	<u>July 14</u>	<u>Aug 10</u>
Residential	65	28	19	22	21
Commercial	0	0	0	0	0

Customer Data

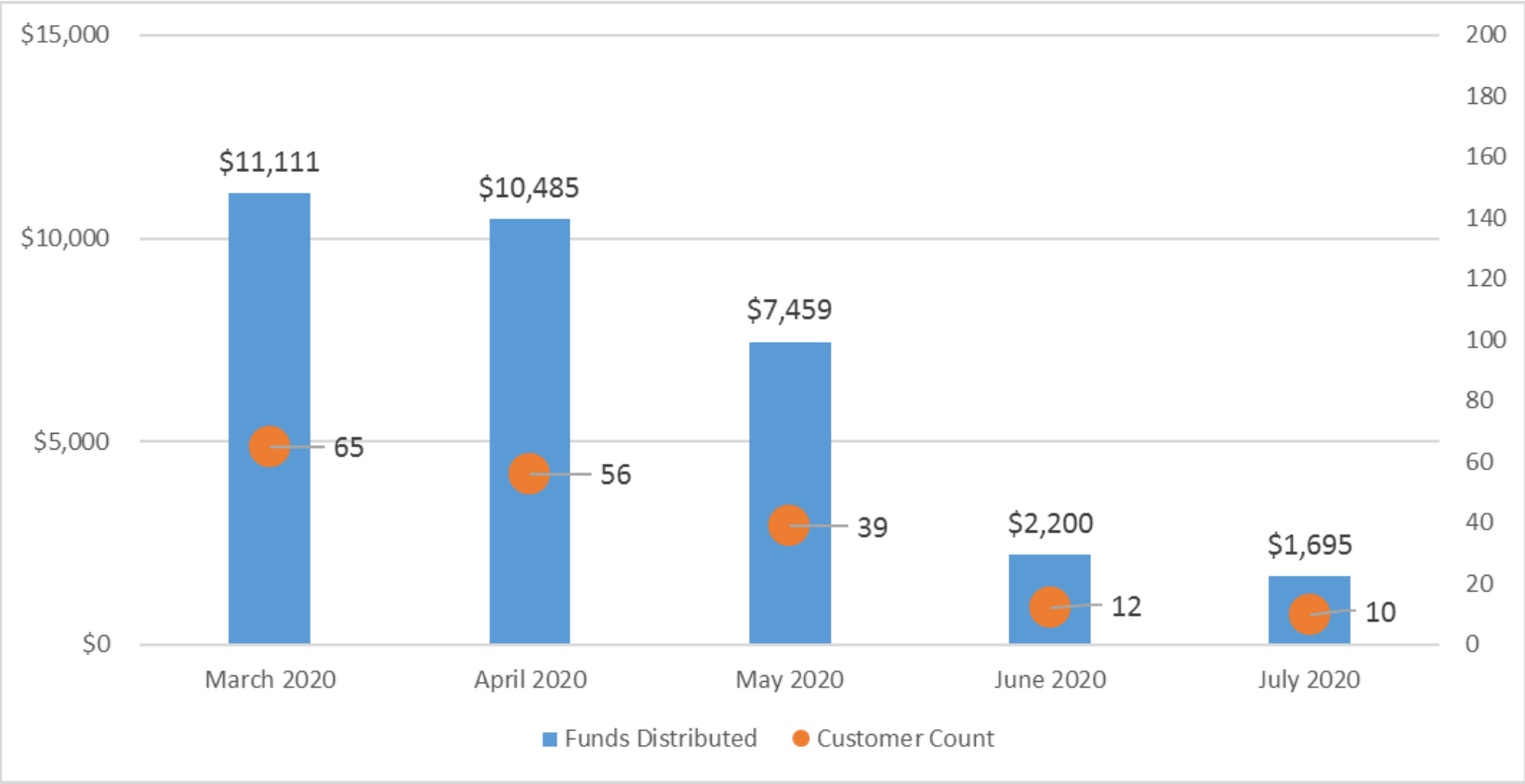
205 Past Due accounts as of 8/10/2020

Residential Count = 188 Customers

Commercial Count = 17 Businesses



Helping Hands Distribution



Average Distribution of Helping Hands = \$200

Customer Contributions To Helping Hands since March = \$14,400

Balance Remaining of Helping Hands = \$67,000

Note:

March of 2019 - 12 customers helped & \$1,800 distributed; April of 2019 - 13 customers helped and \$1,850 distributed
 May of 2019 – 12 customers helped & \$1,950 distributed; June of 2019 – 8 customer helped and \$1,010 distributed
 July of 2019 – 14 customers helped & \$1,900 distributed; August 2019 – 15 customers helped and \$2020 distributed

