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

<table>
<thead>
<tr>
<th></th>
<th>April Total</th>
<th>May Total</th>
<th>June Total</th>
<th>July Total</th>
<th>August Total</th>
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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

Residential
- April 6: 39,000
- May 6: 61,000
- June 8: 103,000
- June 30: 99,000
- July 14: 94,000
- July 28: 87,000
- Aug 10: 74,000

Commercial/Industrial
- April 6: 6,000
- May 6: 14,000
- June 8: 16,000
- June 30: 13,000
- July 14: 9,000
- July 28: 8,600
- Aug 10: 4,000
Customers with Active Payment Arrangements

TOTALS
Residential
April 6
May 6
June 8
July 14
Aug 10
2019
2020

<table>
<thead>
<tr>
<th>Month</th>
<th>Residential</th>
<th>Commercial</th>
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</thead>
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<td>Aug</td>
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Customer Data

- 205 Past Due accounts as of 8/10/2020
- Residential Count = 188 Customers
- Commercial Count = 17 Businesses
Helping Hands Distribution

Customer Contributions To Helping Hands since March = $14,400
Balance Remaining of Helping Hands = $67,000
Average Distribution of Helping Hands = $200

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