

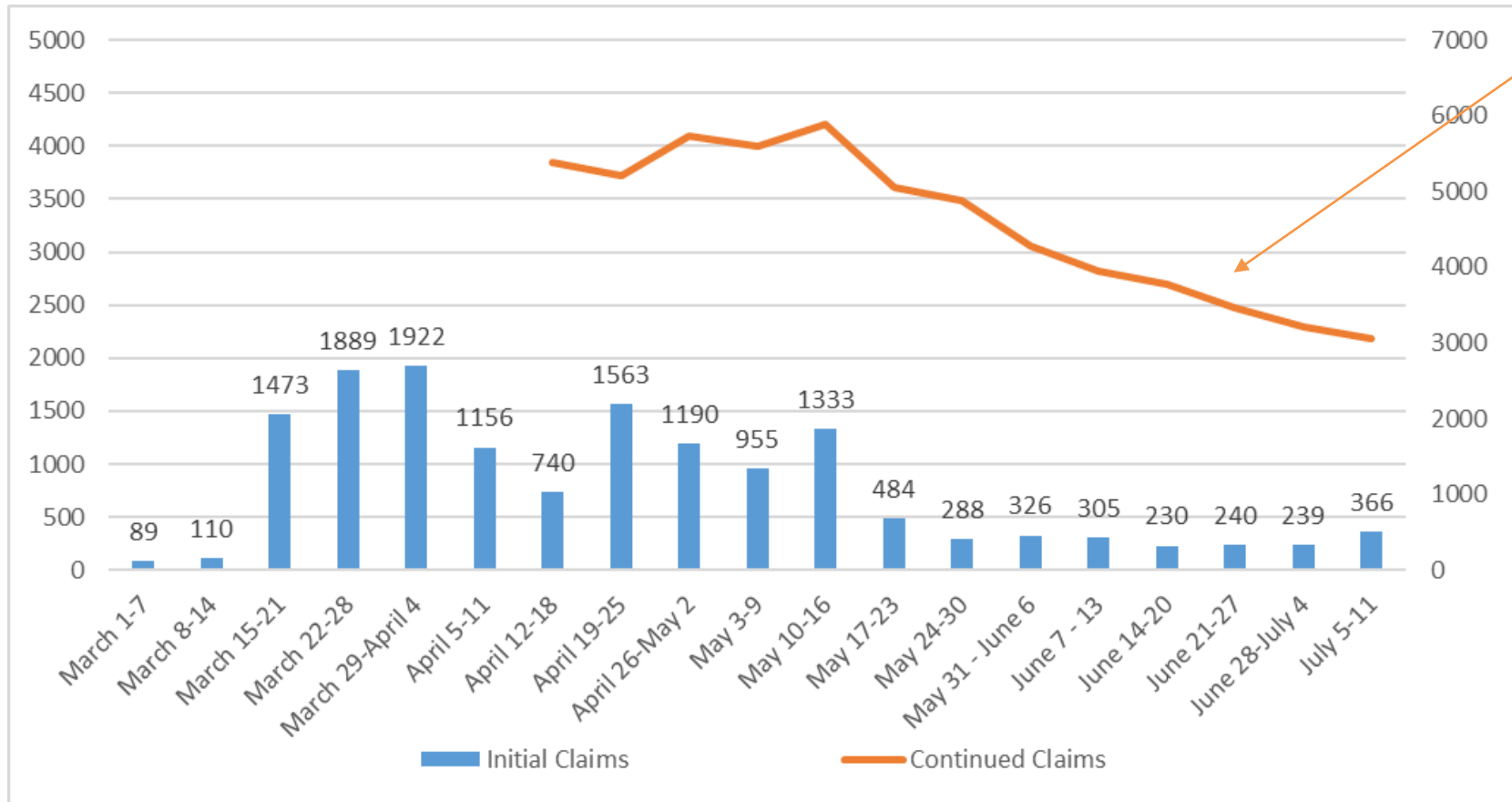
# COVID-19 Customer Impacts Update



Kerri Wendell

July 20, 2020

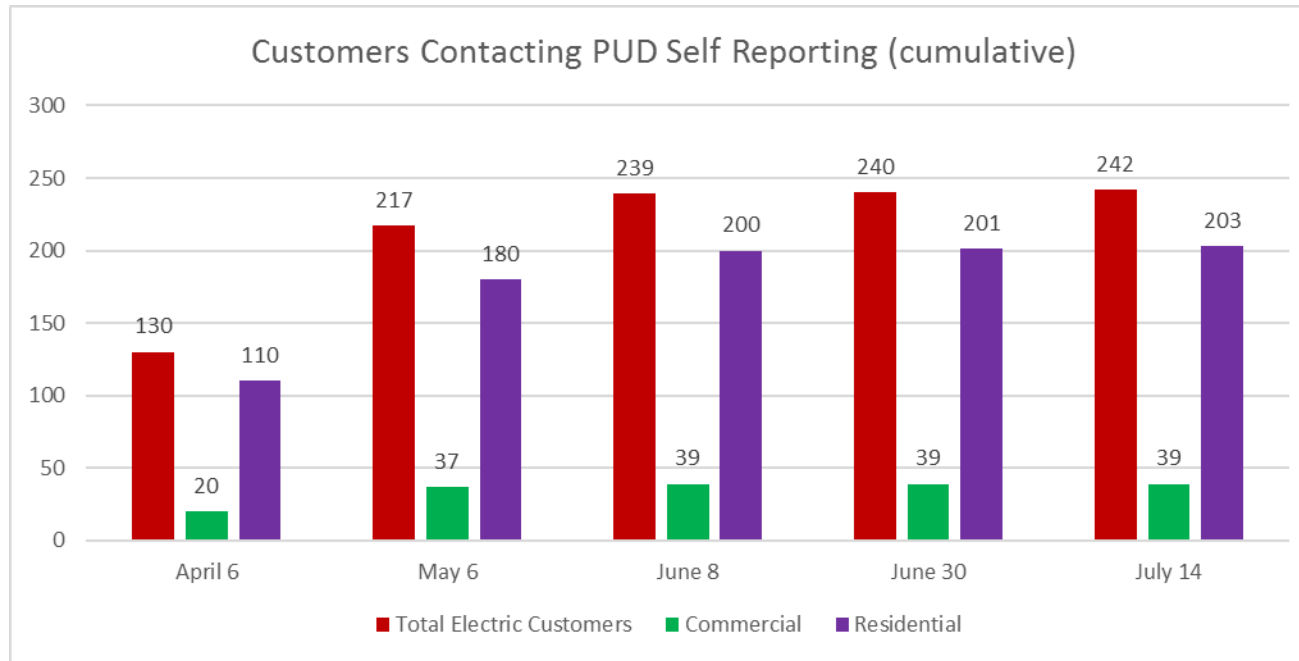
# Chelan County Unemployment Applications



**\*NEW\***

- Weekly 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, reported separately

# PUD Customers Affected by COVID- (March 16 thru July 14)



## Customer Data based on PUD Credit Score

Residential Count = **203** Customers (2 added since June 30)

**83** have a PUD credit rating above 700 (0 to 3 late notices/year)  
**120** have a PUD credit rating below 700 (more than 3 late notices/year)

41% of these customers pay on time – not typically late  
 59% of these customers are typically late

Commercial Count = **39** Businesses

**22** have a PUD credit rating above 700 (0 to 3 late notices/year)  
**17** have a PUD credit rating below 700 (more than 3 late notices/year)

56% of these customers pay on time – not typically late  
 44% of these customers are typically late

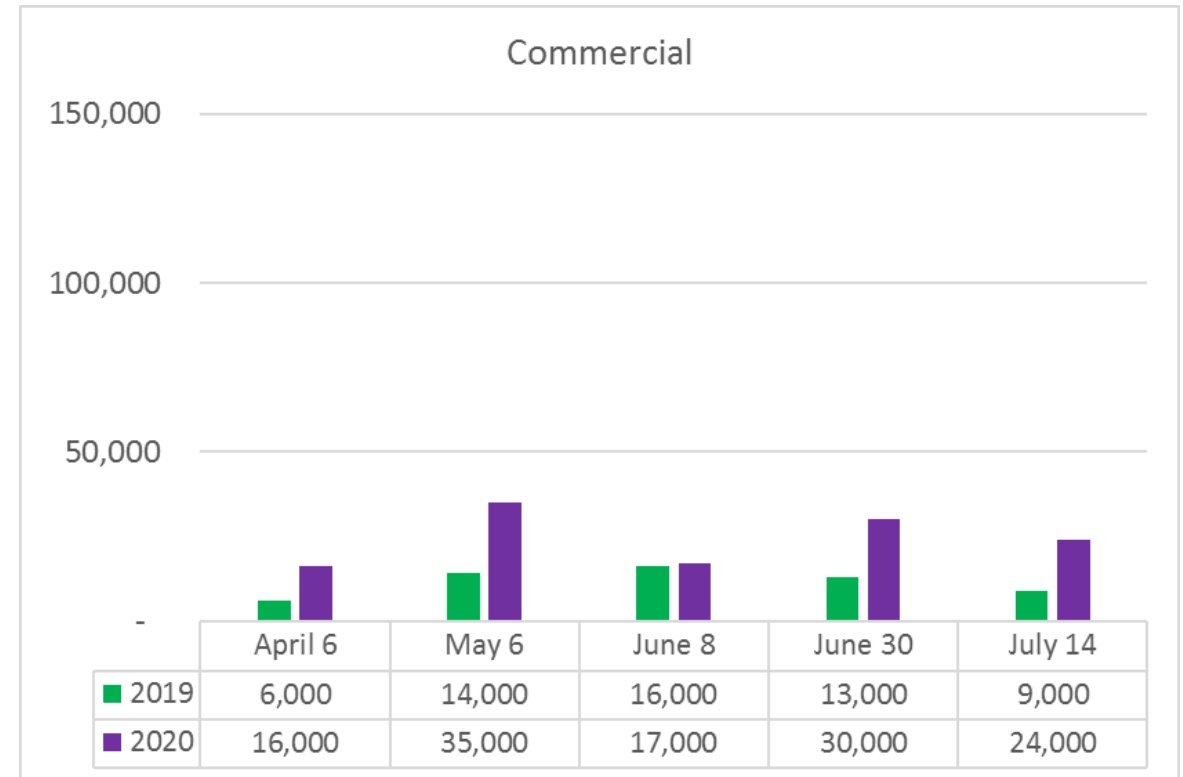
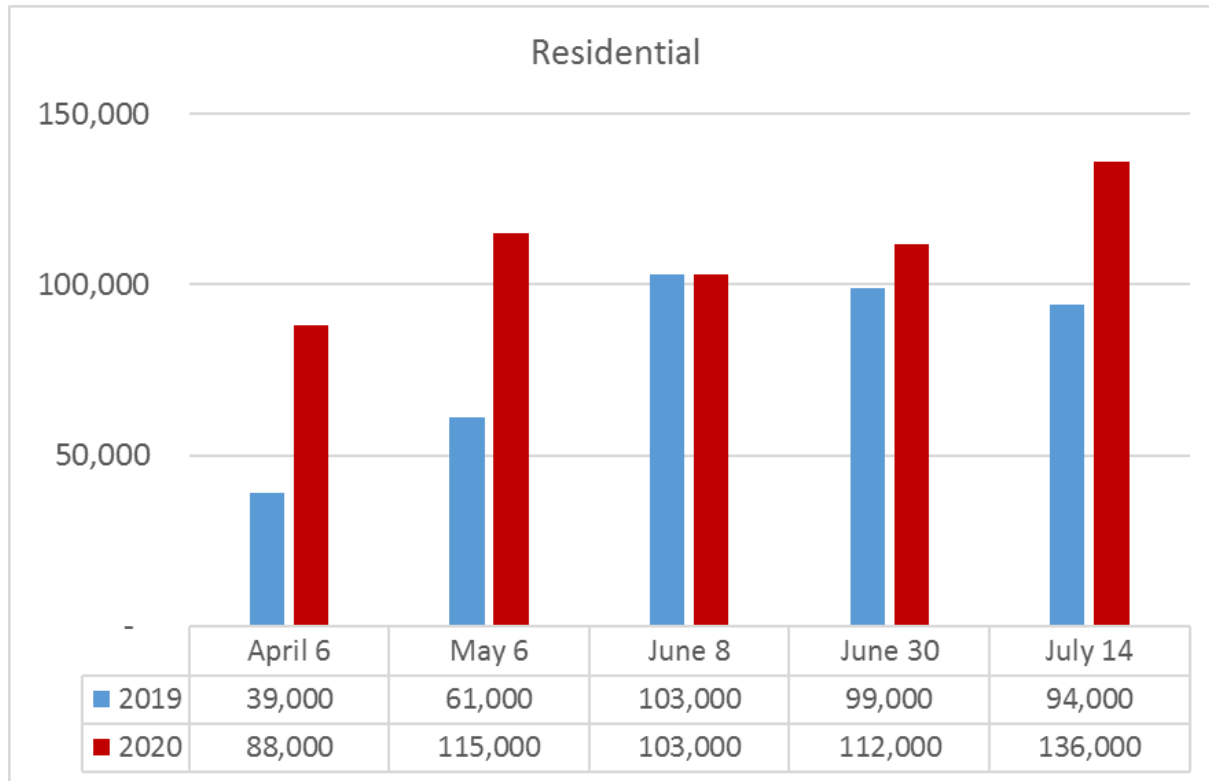
## Customers with Active Payment Arrangements

	April Total	May Total	June Total	July Total
Residential	0	0	0	1
Commercial	0	0	0	0

Customers approved for the Energy Assistance thru Community Action = **230** (28 new since July 1)

# Retail Revenue In Past Due Status

2019 compared to 2020 balance on date noted



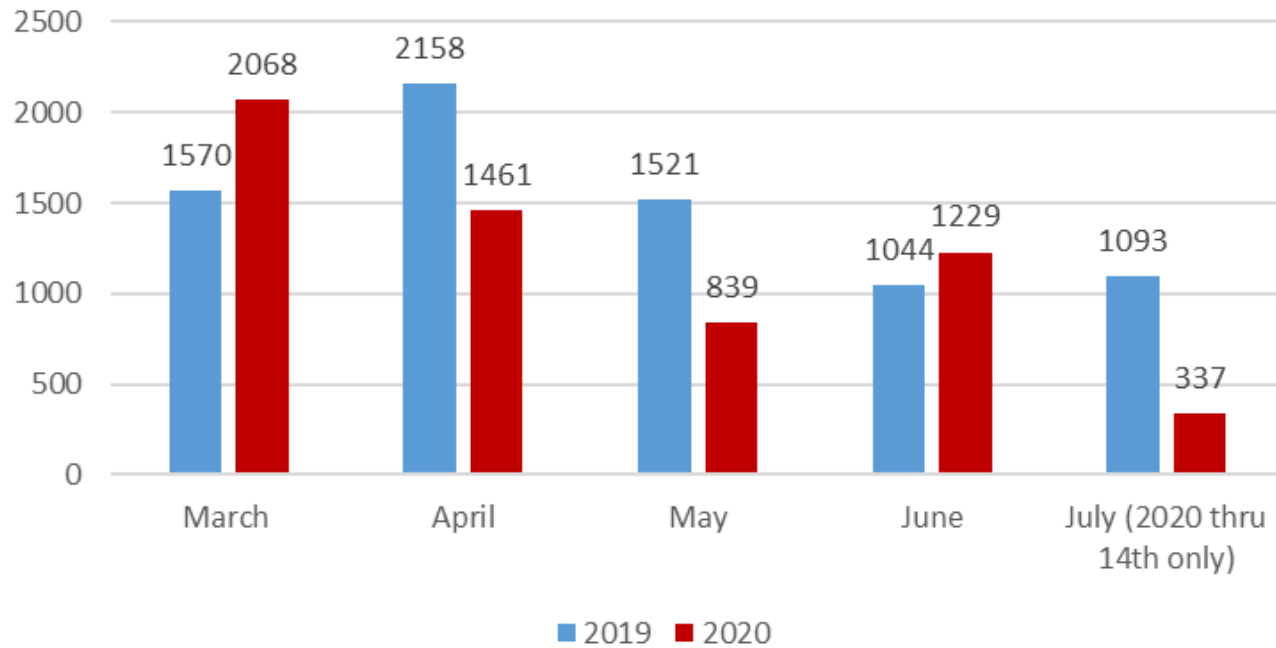
As of July 14, 2020:

- Approximately 36% of residential and 45% of commercial past due amounts would be subject to disconnection under normal circumstances
- Of these, 10 residential accounts and 6 commercial accounts exceed \$500, and 53 residential and 5 commercial have a balance of \$250-\$499

# Retail Revenue In Past Due Status

2019 monthly compared to 2020 monthly

Disconnect Notices



## Customers with Active Payment Arrangements

TOTALS	April 6	May 6	June 8	June 30	July 14
Residential	65	28	19	25	22
Commercial	0	0	0	0	0

## Customer Data based on PUD Credit Score

282 Past Due accounts as of 7/14/2020

Residential Count = 261 Customers

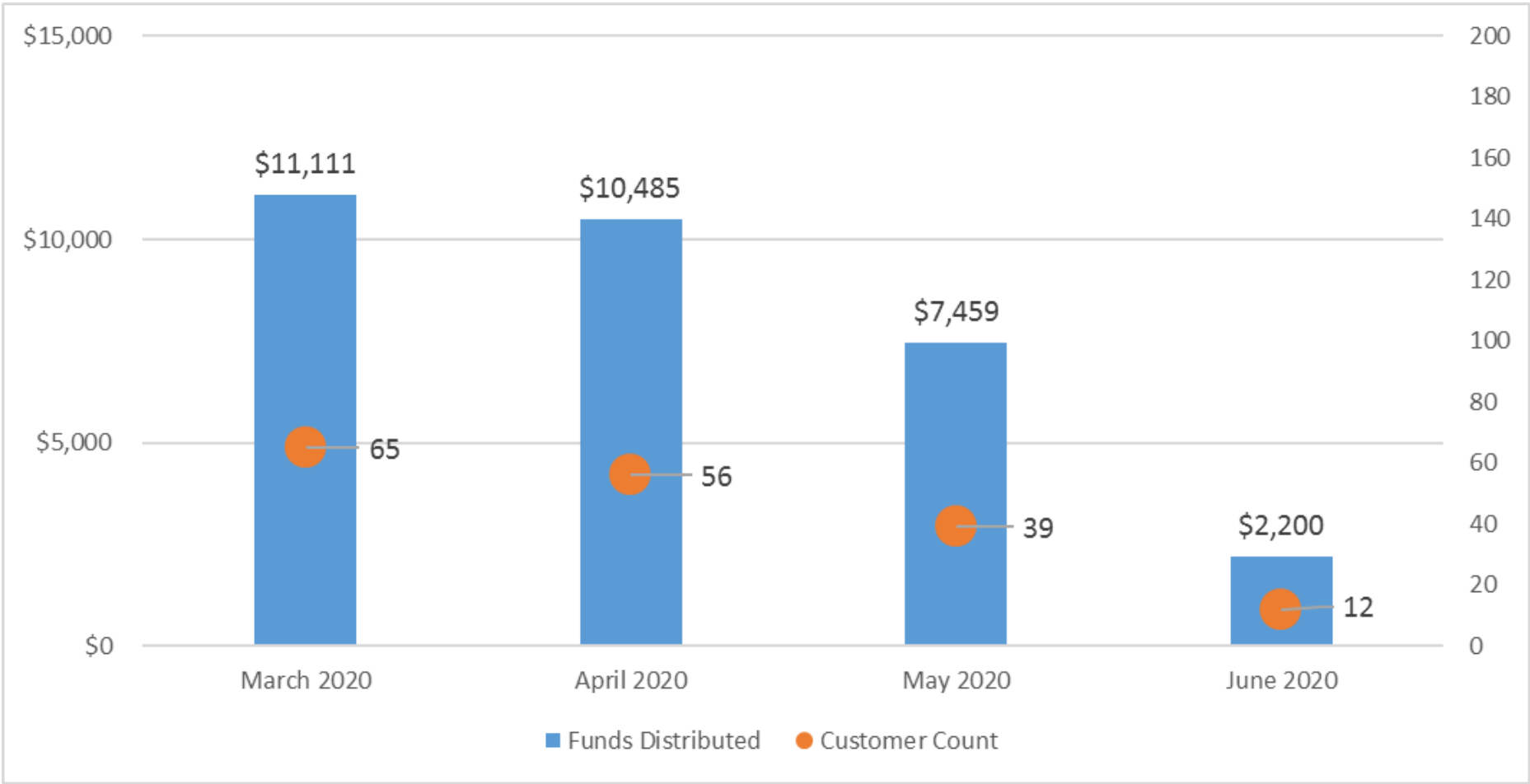
43 have a PUD credit rating above 700 (0 to 3 late notices/year)  
 218 have a PUD credit rating below 700 (more than 3 late notices/year)  
 16% of these customers pay on time – not typically late  
 84% of these customers are typically late

Commercial Count = 21 Businesses

5 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)  
 24% of these customers pay on time – not typically late  
 76% of these customers are typically late



# Helping Hands Distribution (no change since June month end)



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;  
 July of 2019 - 14 customers helped and \$1,900 distributed

