

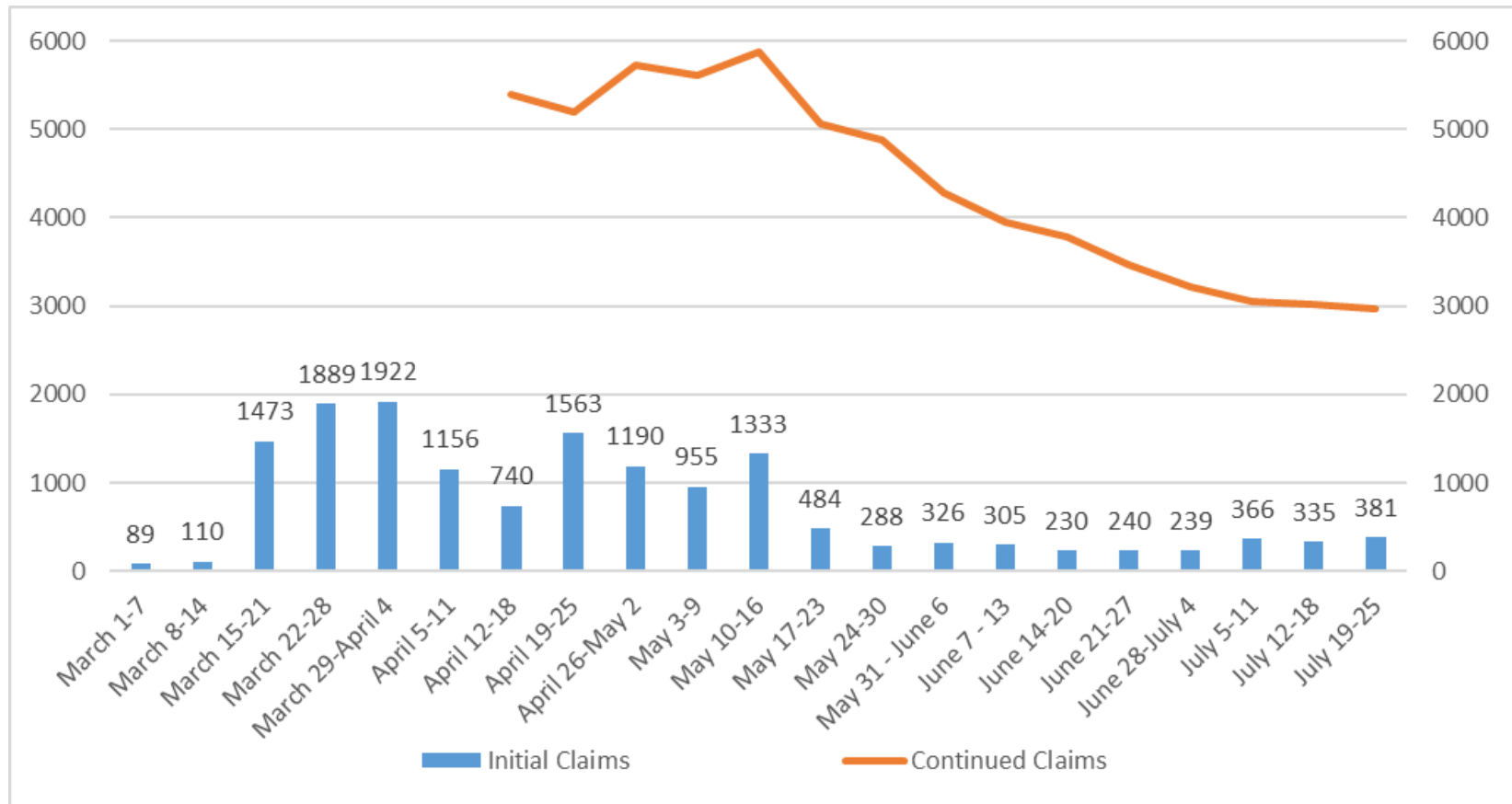
COVID-19 Customer Impacts Update



Kerri Wendell

August 3, 2020

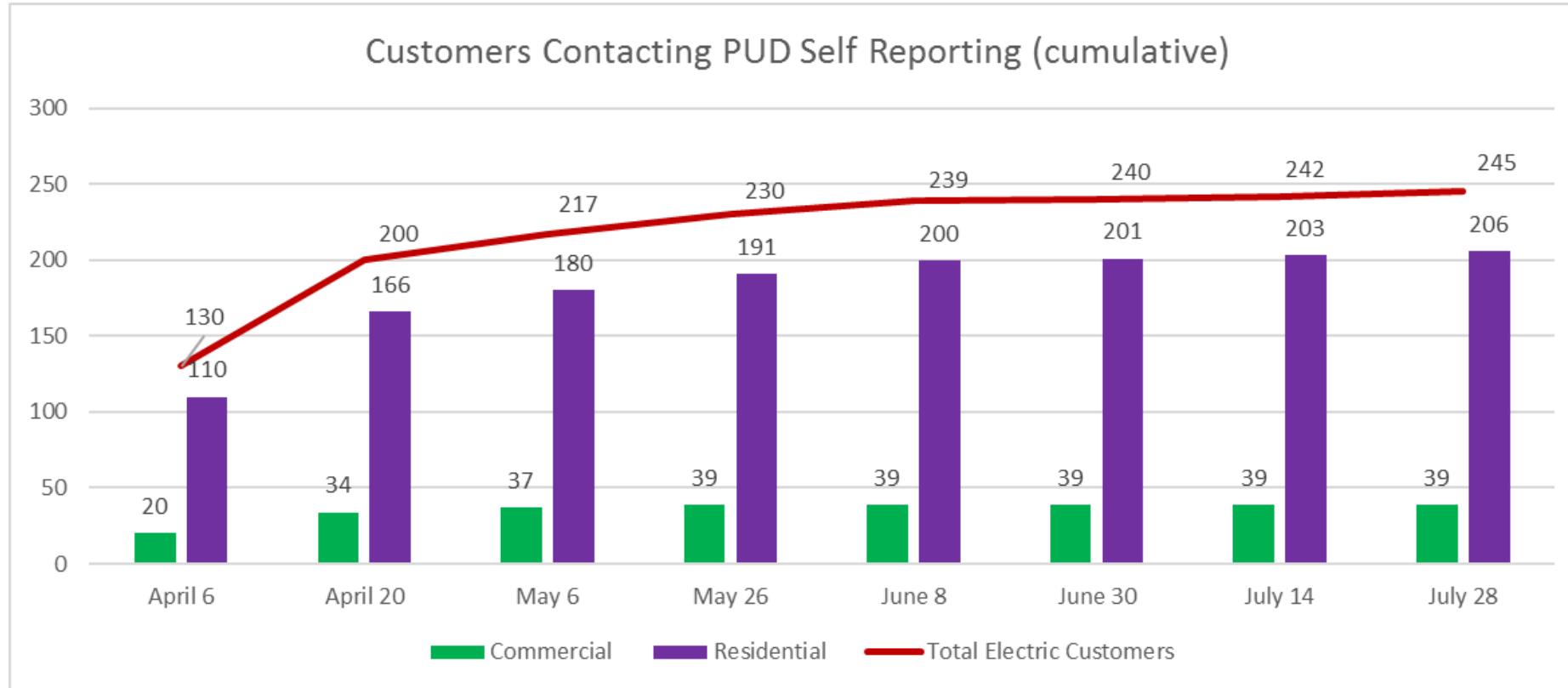
Chelan County Unemployment Applications



- 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 thru July 28)



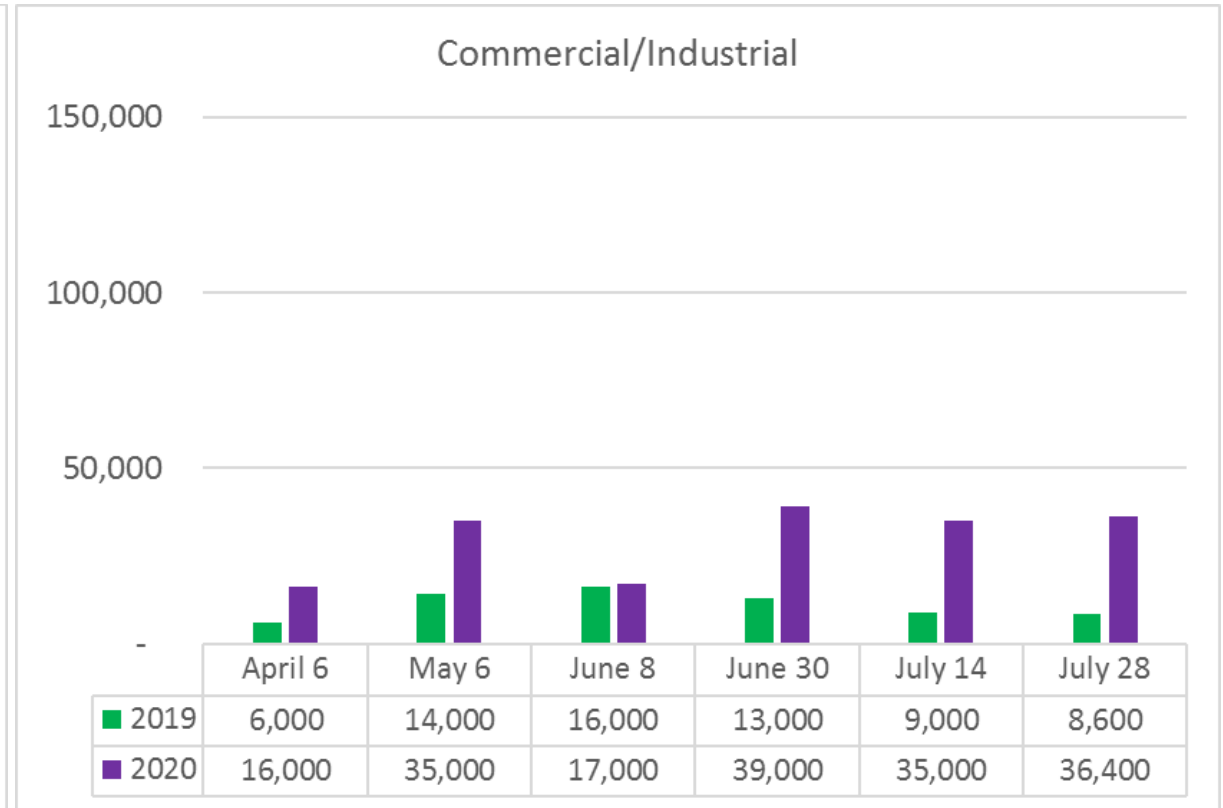
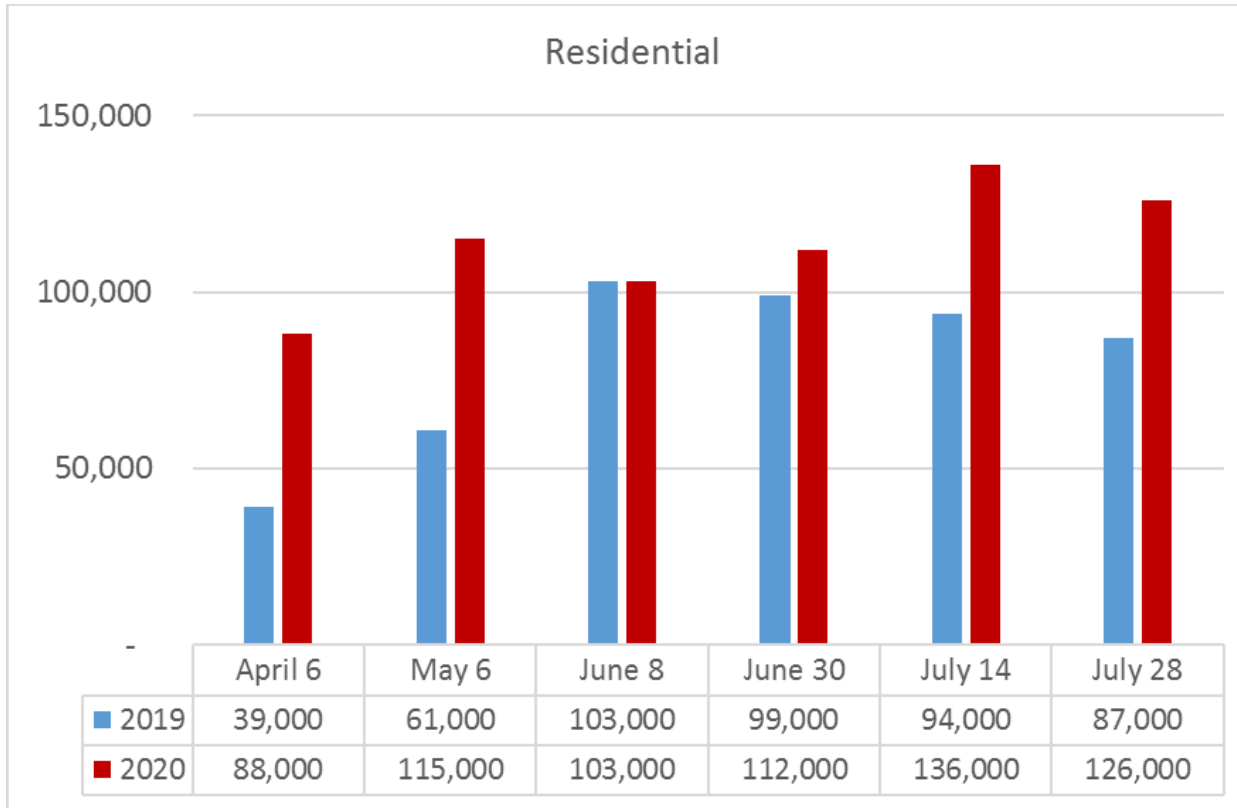
Customers with Active Payment Arrangements

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

Customers approved for the Energy Assistance thru Community Action = 236 (6 new since July 14)

Retail Revenue In Past Due Status

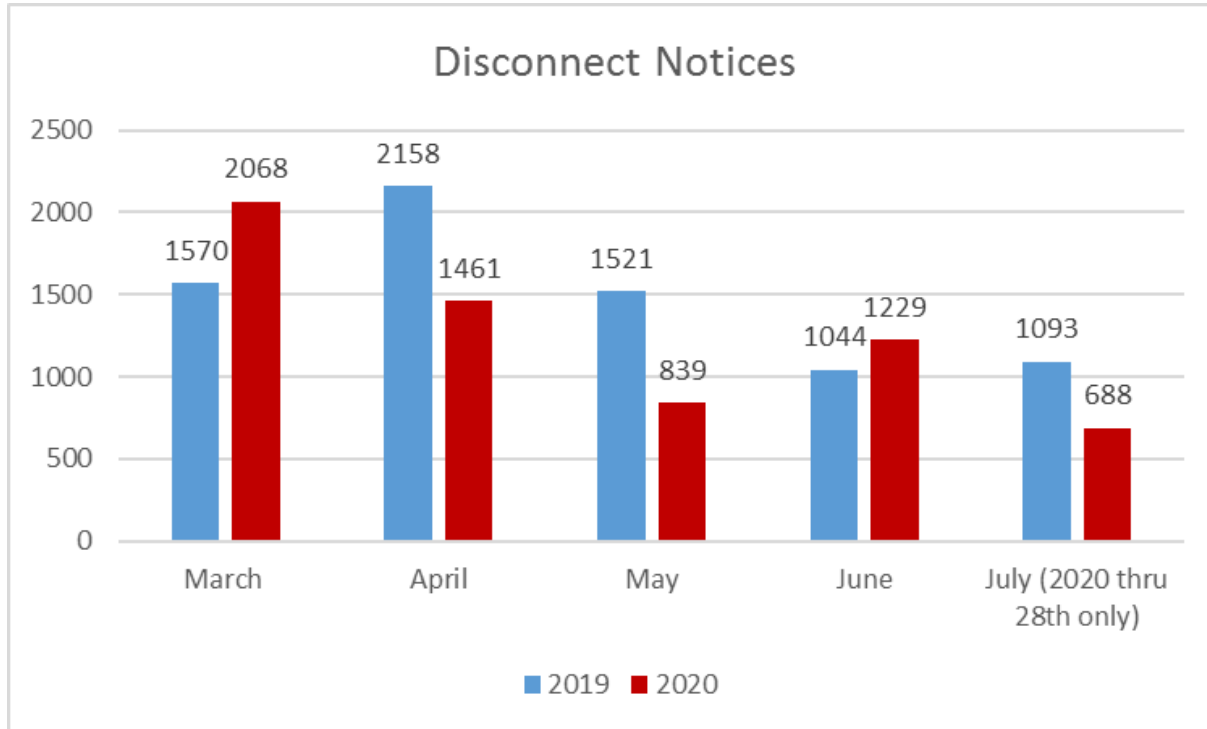
2019 compared to 2020 balance on date noted



- Customers with balances over \$500 remain similar to previous report
- Month-end outreach efforts to commercial customers have already improved account balances compared to above data dated July 28

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>July 28</u>
Residential	65	28	19	22	26
Commercial	0	0	0	0	0

Customer Data

237 Past Due accounts as of 7/28/2020

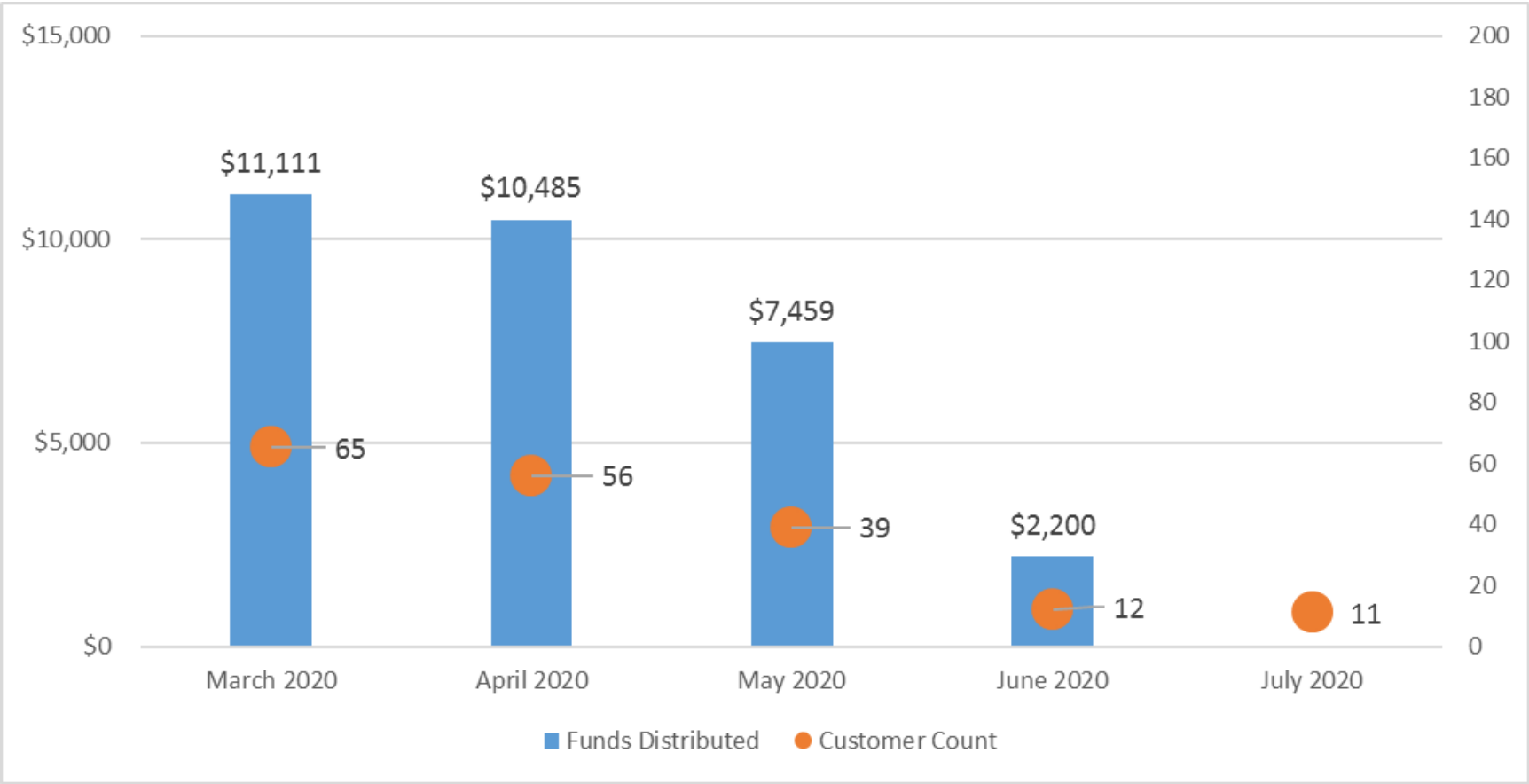
Residential Count = 216 Customers

Commercial Count = 21 Businesses



Helping Hands Distribution

(July financial info not yet received from Community Action Council)



Average Distribution of Helping Hands = \$180

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

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 & \$1,900 distributed



Expiration of Disconnection/Late Fee Waiver

The Governor's prohibition on residential disconnection and late payment fees was extended to October 15, or the termination of the COVID-19 State of Emergency, whichever comes first

Staff recommends the following actions:

- Continue calling customers on past due accounts
- Continue working with customers on payment arrangements
- Continue referring customers to Community Action for EAP funds
- Continue to utilize Helping Hand fund to assist residential customers with ½ of amount due, up to \$200
- Continue delivery of door hangers if no response to calls or emails
- Evaluate options for resuming normal credit and collections procedures for non-residential accounts