

Customer-Related Impacts of COVID-19

Customer Calls Related to Covid 19	Week Ending 4/03/2020 Totals	Week Ending 04/10/2020 Totals	Week Ending 04/17/2020 Totals	Week Ending 04/24/2020 Totals	Month Ending 04/30/2020	Totals
Inability to Pay	12	13	5	15	4	49
AutoPay Cancellations	1	1	1	1	1	5
Other/General Questions	29	21	16	14	1	81
Billing				25	31	25
Water Quality						0
Water Conservation				3		3

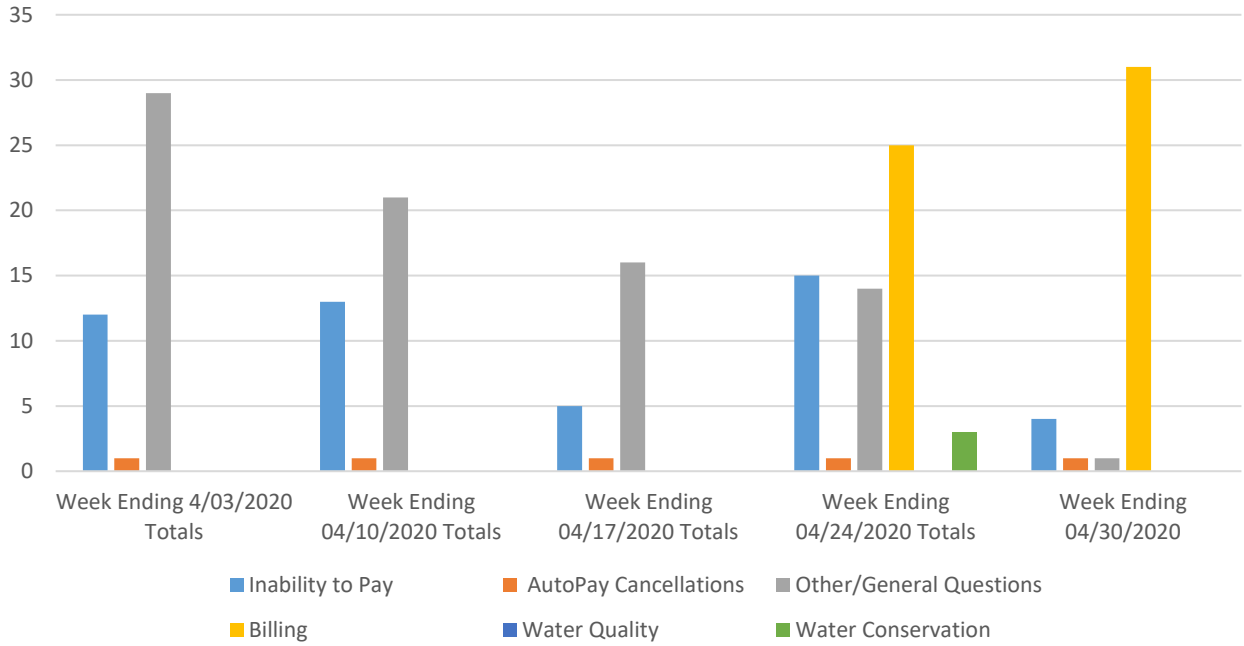
Payment Arrangements	4/24/2020	4/30/2020	Total
Number of Arrangements Made	36	42	78
High Water Users Requesting Arrangements	4	12	16

Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$101,421.36	\$203,403.51	100.55%	\$17,330,892.61	1.17%
Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	771	1069	38.65%	21,171	5.05%

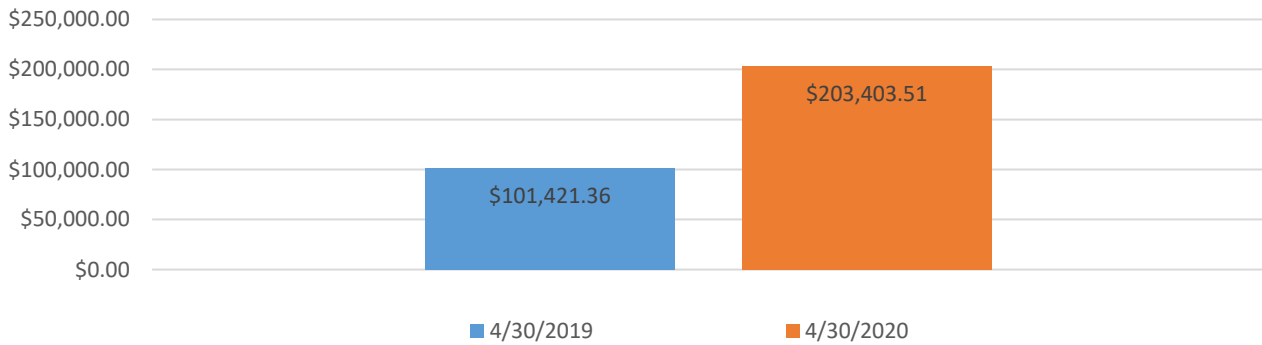
Payment Numbers/Totals Previous Year/Current Year	3/31/2019	3/31/2020	4/30/2019	4/30/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	40,503	38,848	41,133	29,851
Payment Totals	\$3,541,350.71	4,714,338.84	4,122,253.29	3,668,616.25

Online Features Customers are Utilizing	2/28/2020	3/31/2020	4/30/2020
Customers Enrolled in Paperless Billing	6141	6282	6375
Customers Enrolled in Autopay	7525	7611	7686

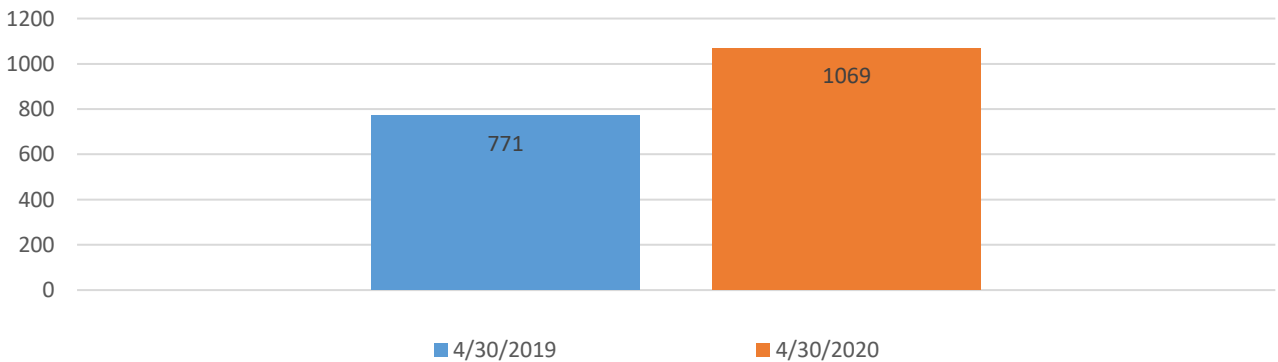
Customer Calls Related to Covid 19



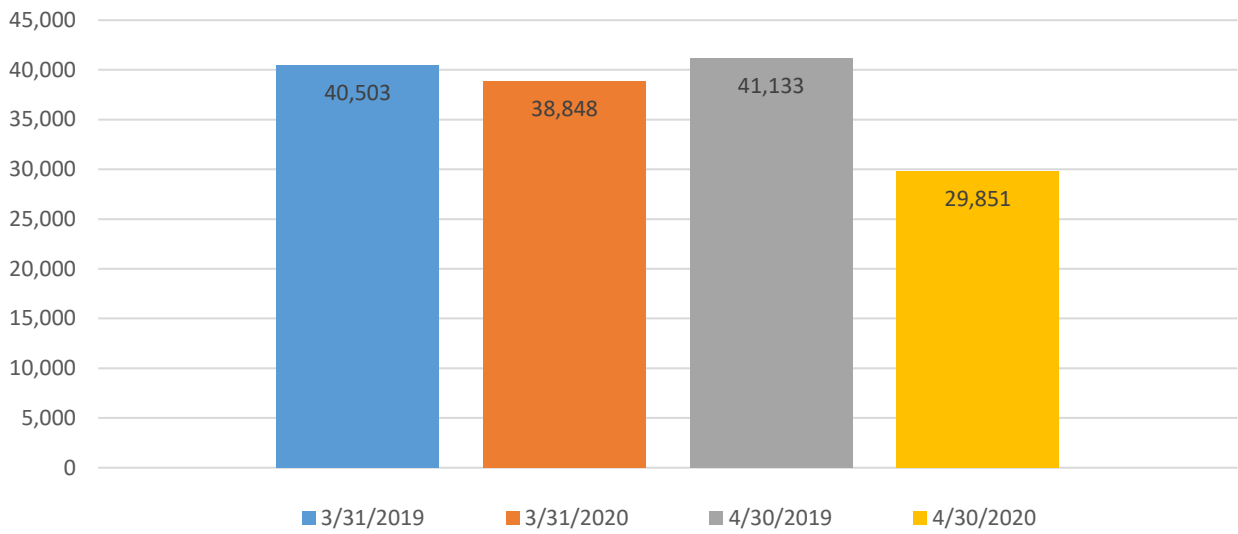
Active Account Balances Over 32 Days



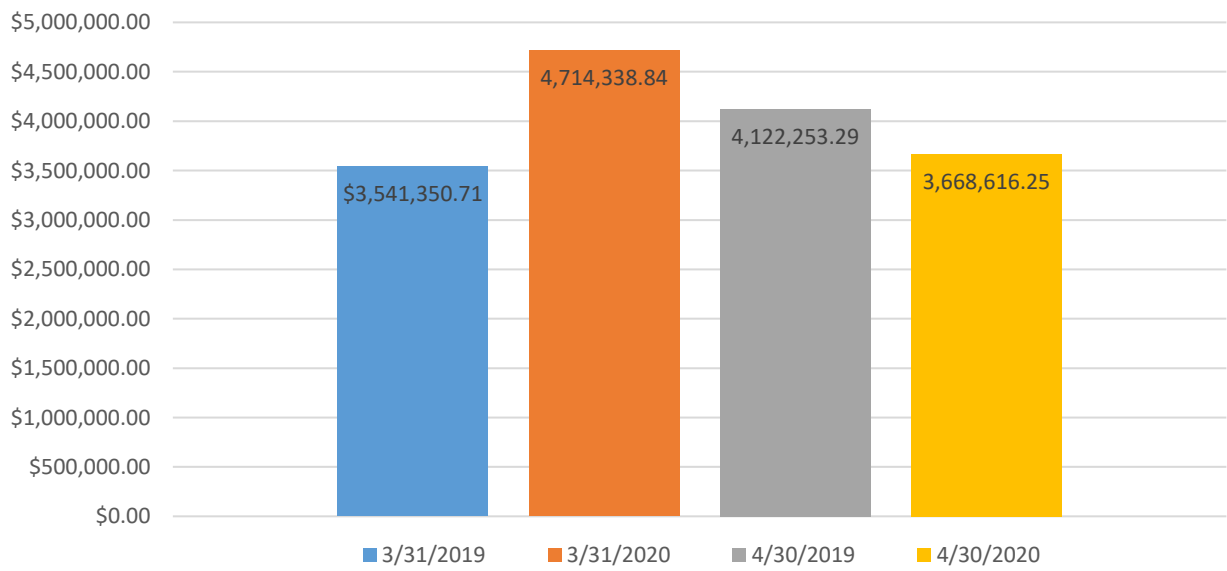
Active Number of Accounts With Balances Over 32 Days



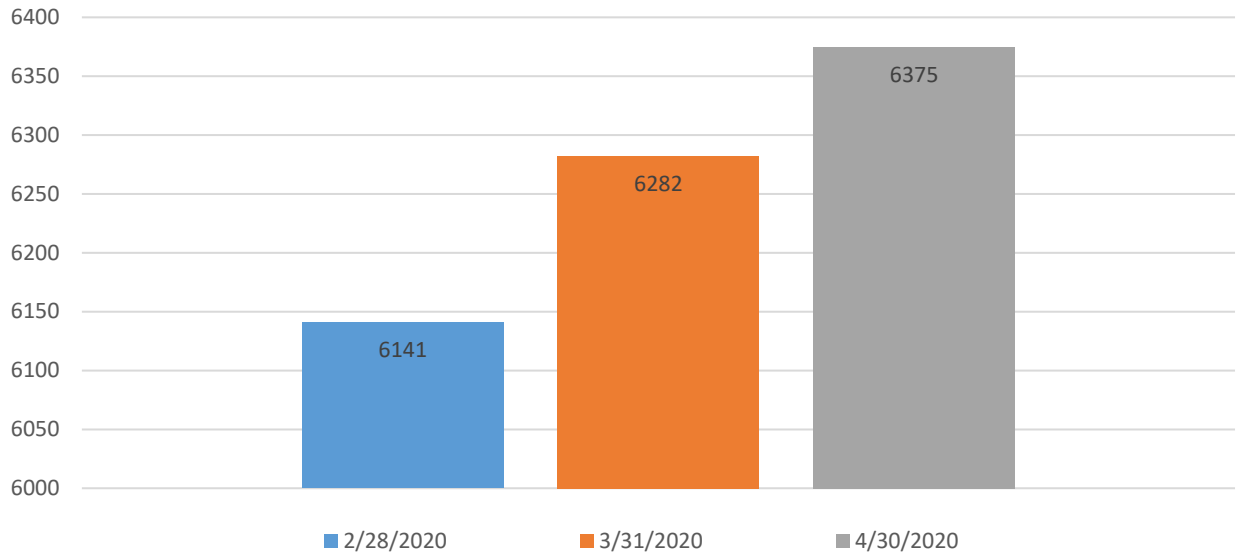
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

