

## Customer-Related Impacts of COVID-19 (Week Ending 07/19/2020)

Customer Calls Related to Covid 19	April	May	June	July
Inability to Pay	49	1	3	
AutoPay Cancellations	5	2		
Other/General Questions	81	6		1
Billing	25	12	10	2
Water Quality	0	1		
Water Conservation	3	0		

Payment Arrangements	April	May	June	July	Total
Number of Arrangments Made	78	334	35	32	479
High Water Users Requesting Arrangements	16	33	11	3	63
Number of Payment Arrangement Defaults		19	25	8	52

Yearly Balance Due Comparison	7/17/2019	7/17/2020	Percentage Week 07/17/2019 to 07/17/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	155,199.39	262,440.82	69.10%	\$30,721,814.08	0.85%
Yearly Balance Due Comparison	7/17/2019	7/17/2020	Percentage Week 07/17/2019 to 07/17/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	664	731	10.09%	21,208	3.45%

Yearly Balance Due Comparison	6/30/2019	6/30/2020	Percentage Week 06/30/2019 to 06/30/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$148,122.79	\$178,565.21	20.55%	\$27,460,785.29	0.65%
Yearly Balance Due Comparison	6/30/2019	6/30/2020	Percentage Week 06/30/2019 to 06/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	831	879	5.78%	21,282	4.13%

Yearly Balance Due Comparison	5/31/2019	5/31/2020	Percentage Week 05/31/2019 to 05/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$226,903.03	\$197,389.26	-13.01%	\$21,362,599.98	0.92%
Yearly Balance Due Comparison	5/31/2019	5/31/2020	Percentage Week 05/31/2019 to 05/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1184	693	-41.47%	21,181	3.27%

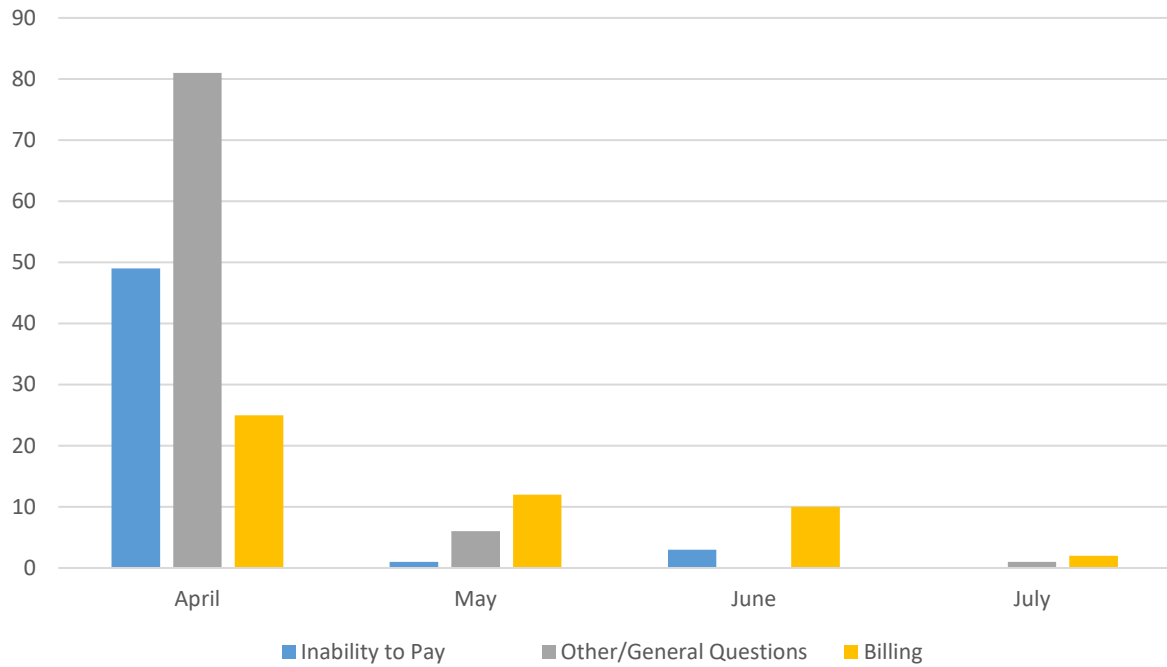
Previous Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	771	1069	38.65%	21,171	5.05%
Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 004/30/2020	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%

Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/17/2019	7/17/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	28,832	19,802
Payment Totals	5,400,251.51	6,031,344.37	3,398,816.27	3,282,293.62

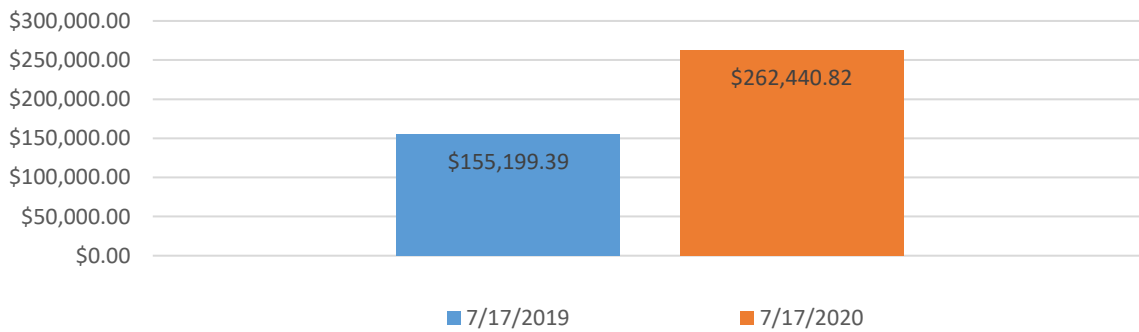
Payment Numbers/Totals Previous Year/Current Year	4/30/2020	4/30/2020	5/31/2019	5/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	44,865	29,855	35,188	35,043
Payment Totals	4,115,301.16	3,668,322.18	3,898,107.10	4,005,720.46

<b>Online Features Customers are Utilizing</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>
<b>Customers Enrolled in Paperless Billing</b>	<b>6375</b>	<b>6441</b>	<b>6517</b>	<b>6560</b>
<b>Customers Enrolled in Autopay</b>	<b>7686</b>	<b>7757</b>	<b>7846</b>	<b>7870</b>

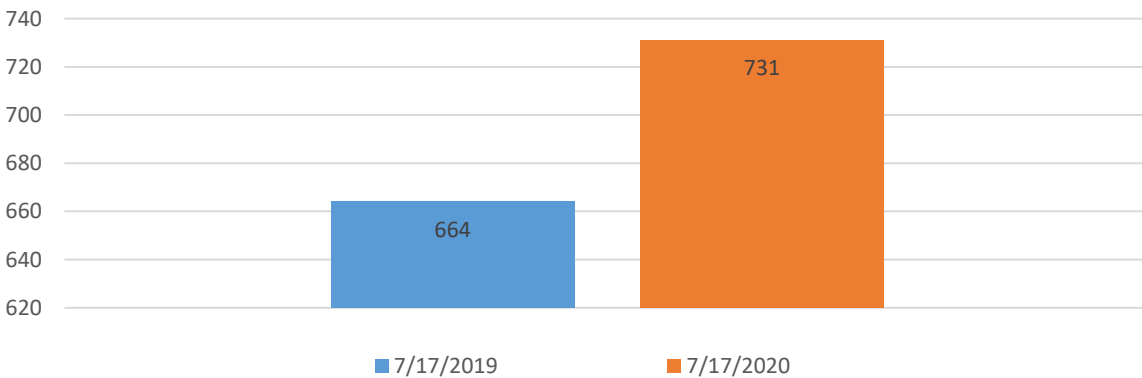
### Customer Calls Related to Covid 19



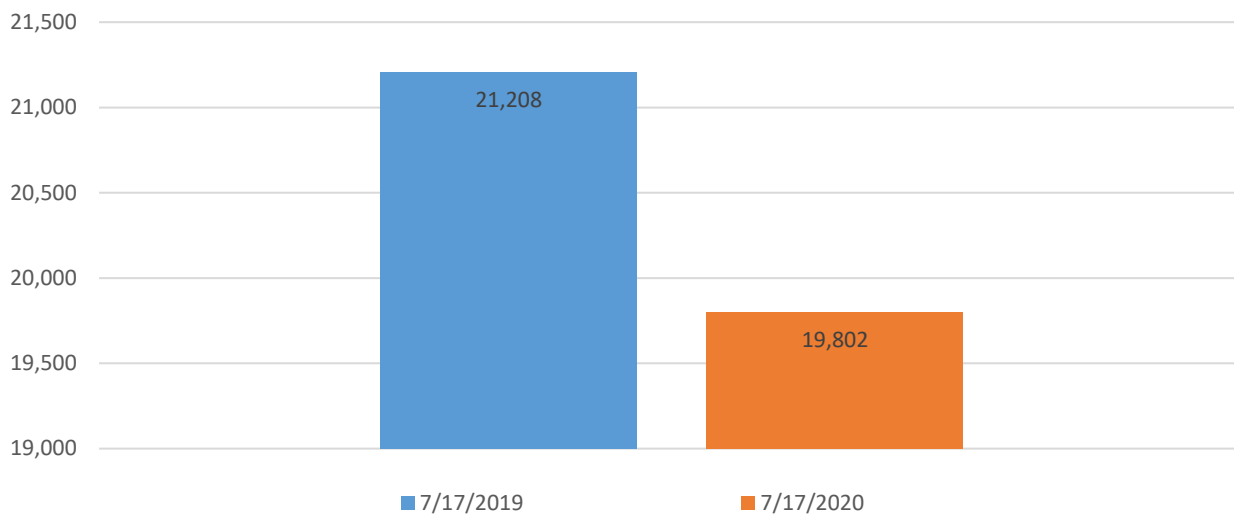
### Active Account Balances Over 32 Days



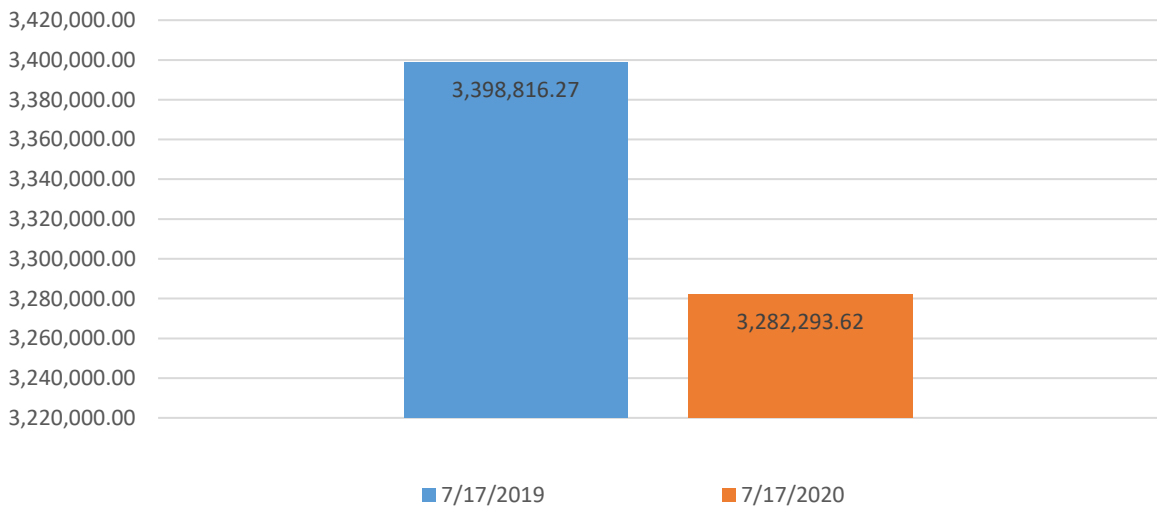
### Active Number of Accounts With Balances Over 32 Days



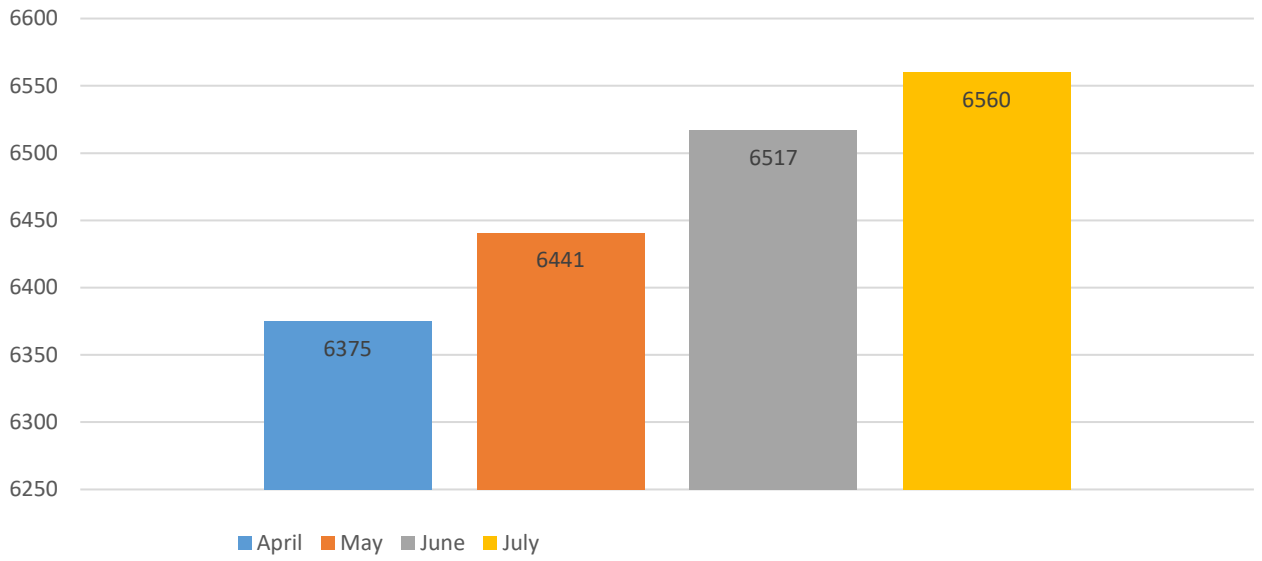
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

