

Customer-Related Impacts of COVID-19 (Week Ending 08/28/2020)

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

Payment Arrangements	April/May	June	July	August	Total
Number of Arrangments Made	412	35	54	24	525
High Water Users Requesting Arrangements	49	11	13	13	86
Number of Payment Arrangement Defaults	19	25	10	11	65

Yearly Balance Due Comparison	8/28/2019	8/28/2020	Percentage Week 08/28/2019 to 08/28/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	310,519.46	365,114.26	17.58%	\$39,281,211.31	0.93%
Yearly Balance Due Comparison	8/28/2019	8/28/2020	Percentage Week 08/28/2019 to 08/28/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1065	720	-32.39%	21,226	3.39%

Yearly Balance Due Comparison	7/31/2019	7/31/2020	Percentage Week 07/31/2019 to 07/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	144,938.67	285,137.66	96.73%	\$32,652,764.38	0.87%
Yearly Balance Due Comparison	7/31/2019	7/31/2020	Percentage Week 07/31/2019 to 07/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	537	844	57.17%	21,210	3.98%

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 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%

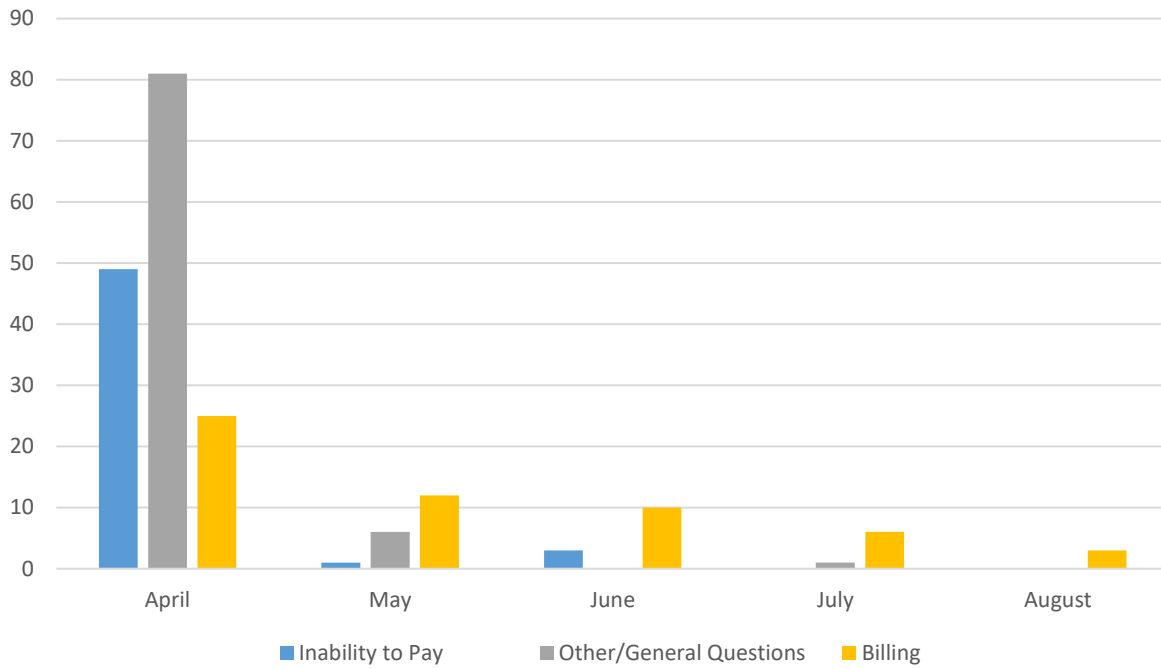
Payment Numbers/Totals Previous Year/Current Year	7/31/2019	7/31/2020	8/28/2019	8/28/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	48,974	31,047	32,881	35,586
Payment Totals	6,059,324.83	5,213,243.92	4,700,093.06	6,630,363.45

Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/31/2019	7/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	48,974	31,047
Payment Totals	5,400,251.51	6,031,344.37	6,059,324.83	5,213,243.92

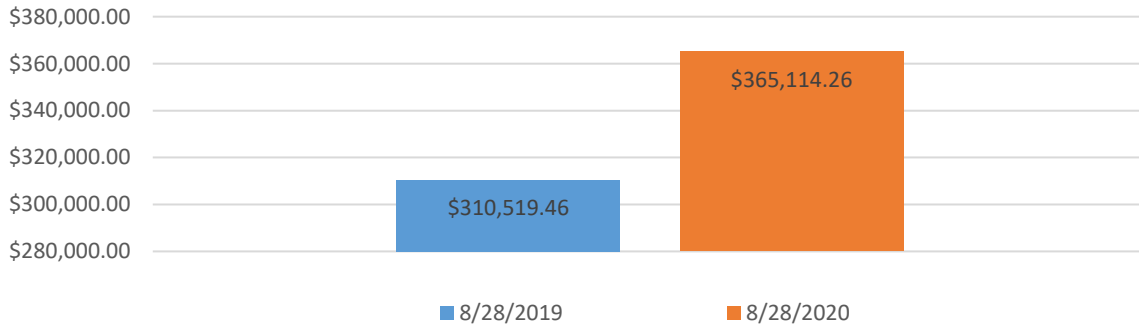
Payment Numbers/Totals Previous Year/Current Year	4/30/2020	4/30/2020	5/31/2019	5/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	44,865	29,855	35,188	35,043
Payment Totals	4,115,301.16	3,668,322.18	3,898,107.10	4,005,720.46

Online Features Customers are Utilizing	April	May	June	July	August
Customers Enrolled in Paperless Billing	6375	6441	6517	6590	6708
Customers Enrolled in Autopay	7686	7757	7846	7907	8021

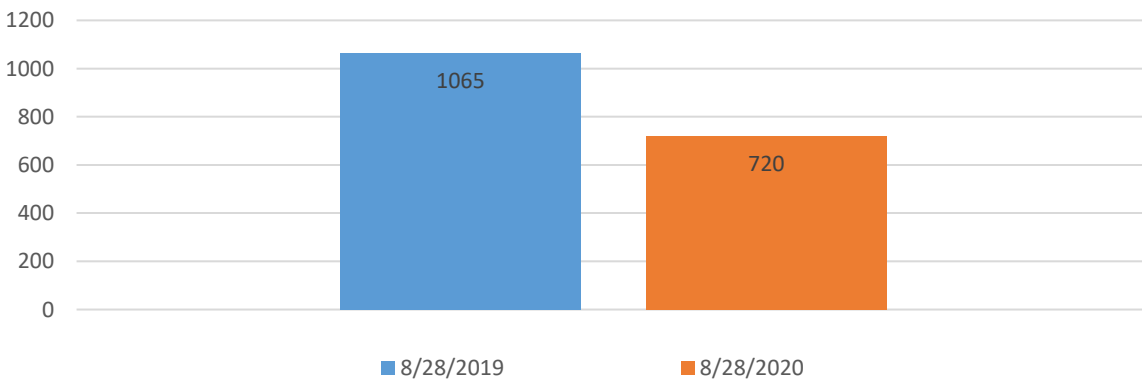
Customer Calls Related to Covid 19



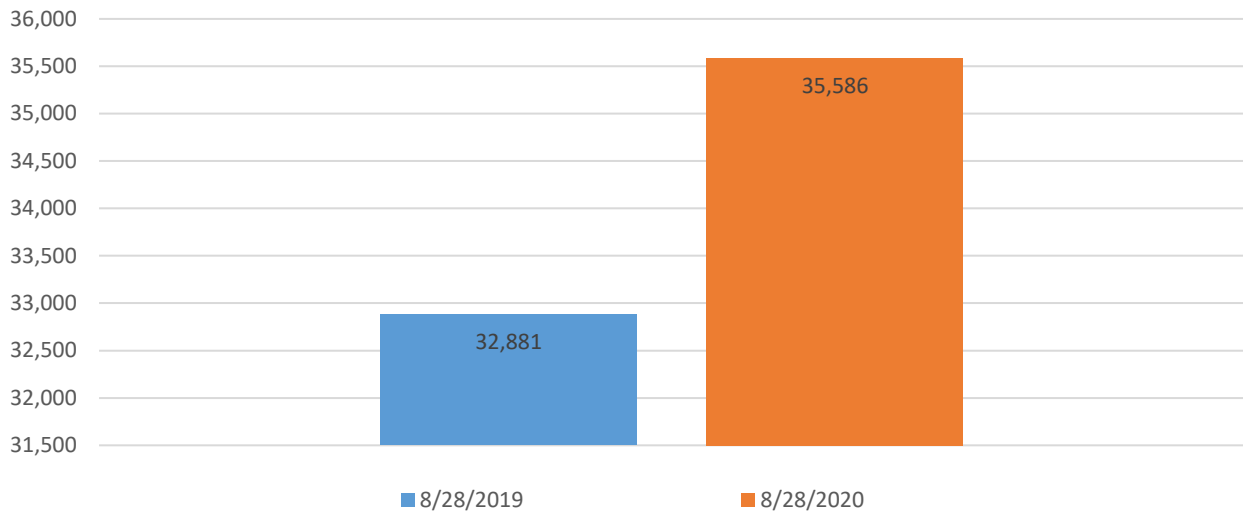
Active Account Balances Over 32 Days



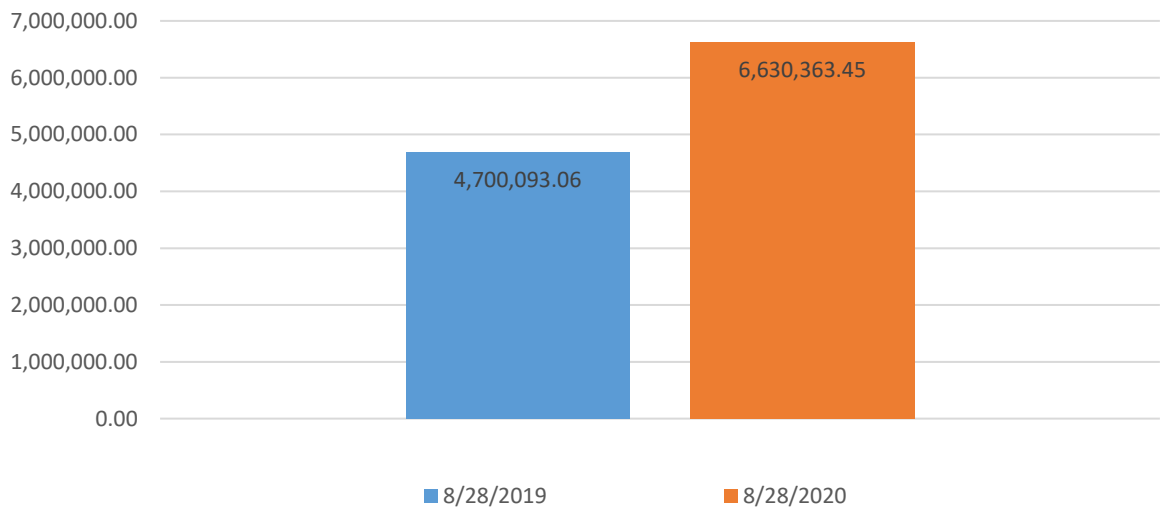
Active Number of Accounts With Balances Over 32 Days



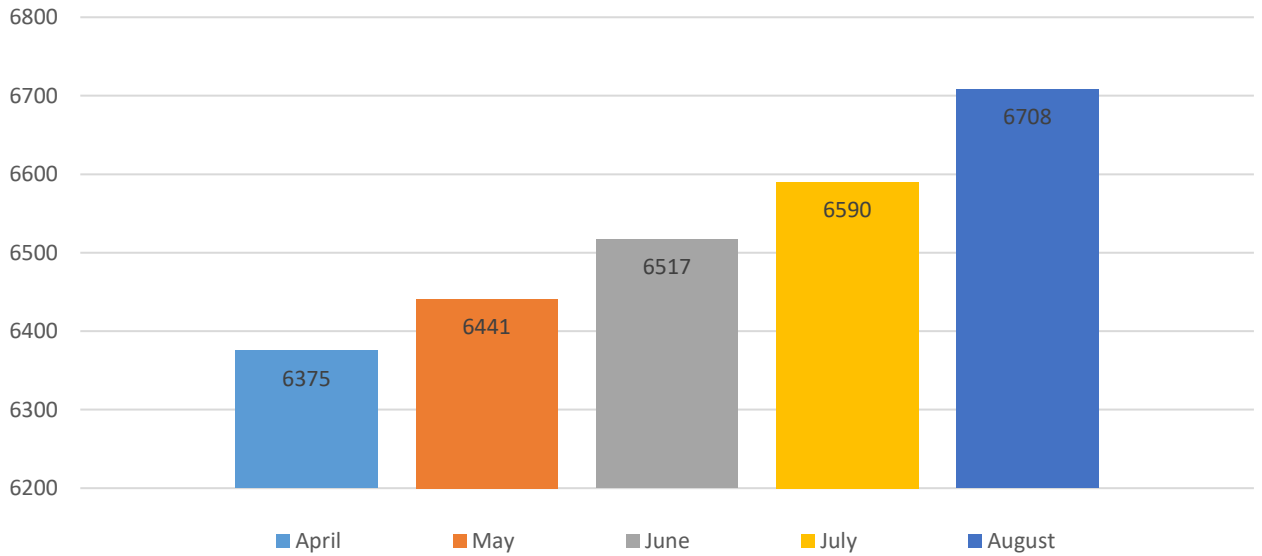
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

