

Customer Related Impacts of COVID-19 (Week Ending 09/11/2020)

Customer Calls Related to Covid 19	April/May	June	July	August	September
Inability to Pay	50	3			
AutoPay Cancellations	7				
Other/General Questions	87		1		
Billing	37	10	6	3	
Water Quality	1				
Water Conservation	3				

Payment Arrangements	April/May	June/July	August	September	Total
Number of Arrangements Made	412	89	24	7	532
High Water Users Requesting Arrangements	49	24	13	4	90
Number of Payment Arrangement Defaults	19	35	11	0	65
High Water Users Arrangement Defaults			19	0	19

Yearly Balance Due Comparison	9/11/2019	9/11/2020	Percentage Week 09/11/2019 to 09/11/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	331,827.40	446,234.76	34.48%	\$41,736,265.19	1.07%
Yearly Balance Due Comparison	9/11/2019	9/11/2020	Percentage Week 09/11/2019 to 09/11/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1059	862	-18.60%	21,222	4.06%

Payment Numbers/Totals Previous Year/Current Year	8/31/2019	8/31/2020	9/11/2019	9/11/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	34,242	37,145	18,702	16,053
Payment Totals	4,918,542.70	6,910,875.81	2,984,319.69	2,788,857.78

Online Features Customers are Utilizing	April/May	June	July	August	September
Customers Enrolled in Paperless Billing	6375/6441	6517	6590	6712	6768
Customers Enrolled in Autopay	7686/7757	7846	7907	8026	8069

Yearly Balance Due Comparison	8/31/2019	8/31/2020	Percentage Week 08/31/2019 to 08/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	361,854.96	434,742.55	20.14%	\$39,722,594.83	1.09%
Yearly Balance Due Comparison	8/31/2019	8/31/2020	Percentage Week 08/31/2019 to 08/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1135	1007	-11.28%	21,225	4.74%

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%

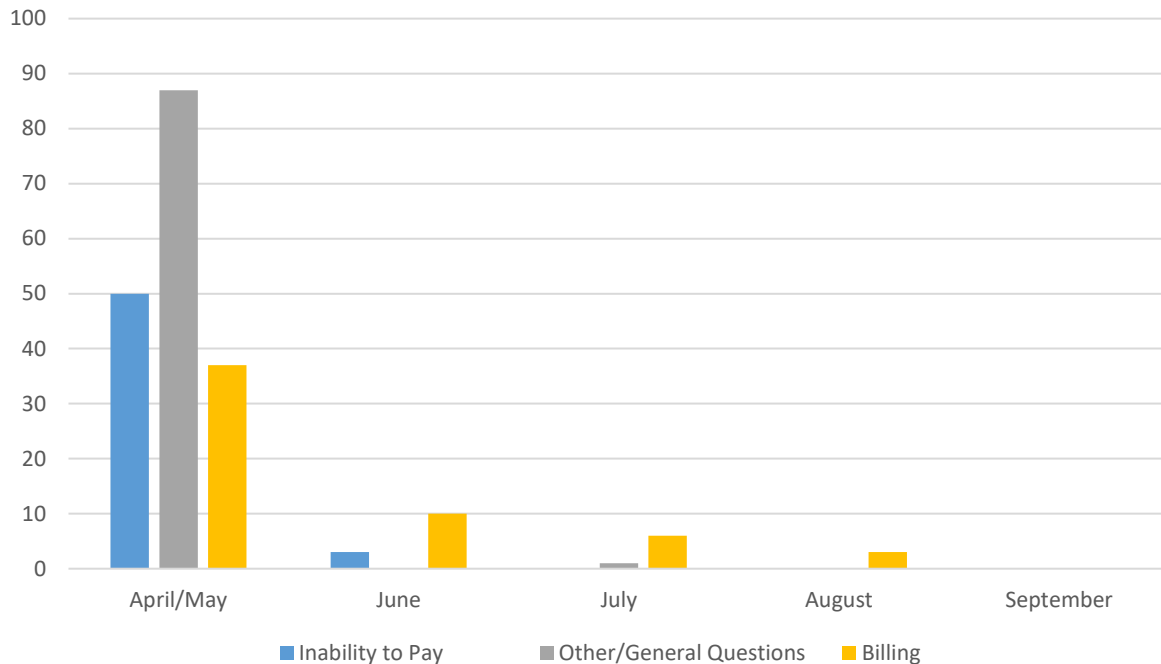
Previous Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	771	1069	38.65%	21,171	5.05%
Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	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	8/31/2019	8/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	48,974	31,047	34,242	37,145
Payment Totals	6,059,324.83	5,213,243.92	4,918,542.70	6,910,875.81

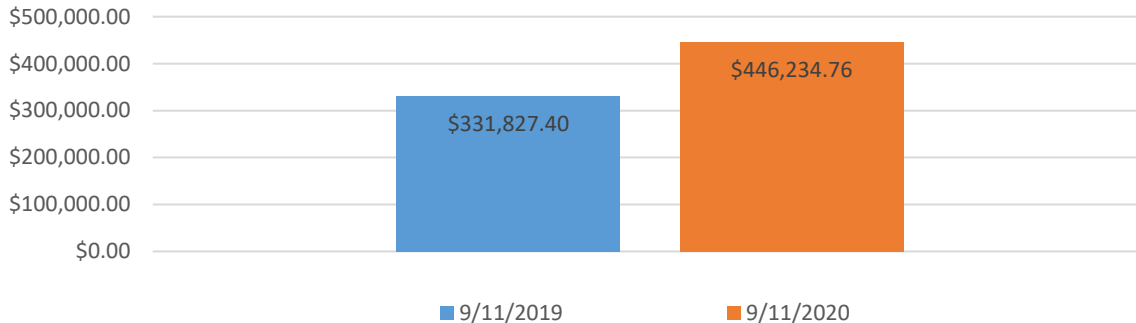
Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/31/2019	7/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	48,974	31,047
Payment Totals	5,400,251.51	6,031,344.37	6,059,324.83	5,213,243.92

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

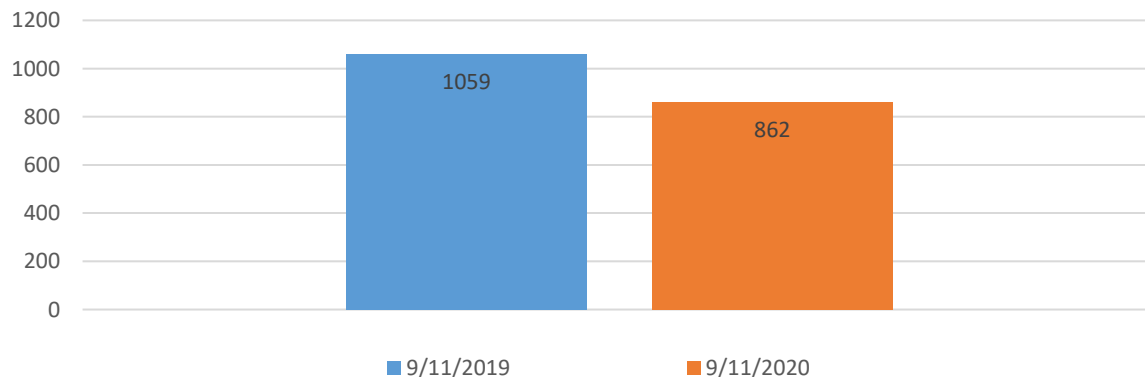
Customer Calls Related to Covid 19



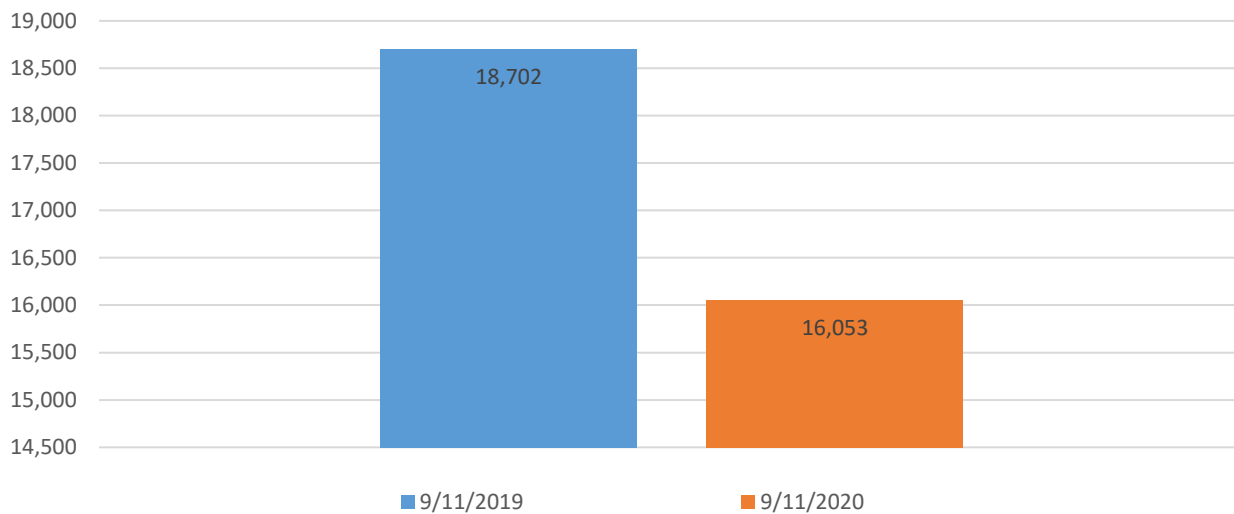
Active Account Balances Over 32 Days



Active Number of Accounts With Balances Over 32 Days



Number of Payments Previous/Current Year



Payment Totals Previous/Current Year

