

## Customer Related Impacts of COVID-19 (Week Ending 10/16/2020)

Customer Calls Related to Covid 19	April/May	June/July	August	September	October
Inability to Pay	50	3			
AutoPay Cancellations	7				
Other/General Questions	87	1			
Billing	37	16	3	1	
Water Quality	1				
Water Conservation	3				

Payment Arrangements	April/May	June/July	August/September	October	Total
Number of Arrangements Made	412	89	40	23	564
High Water Users Requesting Arrangements	49	24	22	13	108
Number of Payment Arrangement Defaults	19	35	18	2	74
High Water Users Arrangement Defaults			22	0	22

Yearly Balance Due Comparison	10/16/2019	10/16/2020	Percentage Week 10/16/2019 to 10/16/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	441,700.29	410,034.23	-7.17%	\$49,515,357.80	0.83%
Yearly Balance Due Comparison	10/16/2019	10/16/2020	Percentage Week 10/16/2019 to 10/16/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	841	804	-4.40%	21,257	3.78%

Payment Numbers/Totals Previous Year/Current Year	9/30/2019	9/30/2020	10/16/2019	10/16/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	43,098	41,658	28,480	18,495
Payment Totals	6,947,612.34	7,341,001.27	4,146,262.26	3,436,460.42

Online Features Customers are Utilizing	April/May	June/July	August	September	October
Customers Enrolled in Paperless Billing	6375/6441	6517/6590	6712	6814	6856
Customers Enrolled in Autopay	7686/7757	7846/7907	8026	8139	8176

Yearly Balance Due Comparison	9/30/2019	9/30/2020	Percentage Week 09/30/2019 to 09/30/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	234,802.24	422,559.50	79.96%	\$46,164,561.25	0.92%
Yearly Balance Due Comparison	9/30/2019	9/30/2020	Percentage Week 09/30/2019 to 09/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	794	840	5.79%	21,638	3.88%

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	234,802.24	422,559.50	79.96%	\$46,164,561.25	0.92%
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%

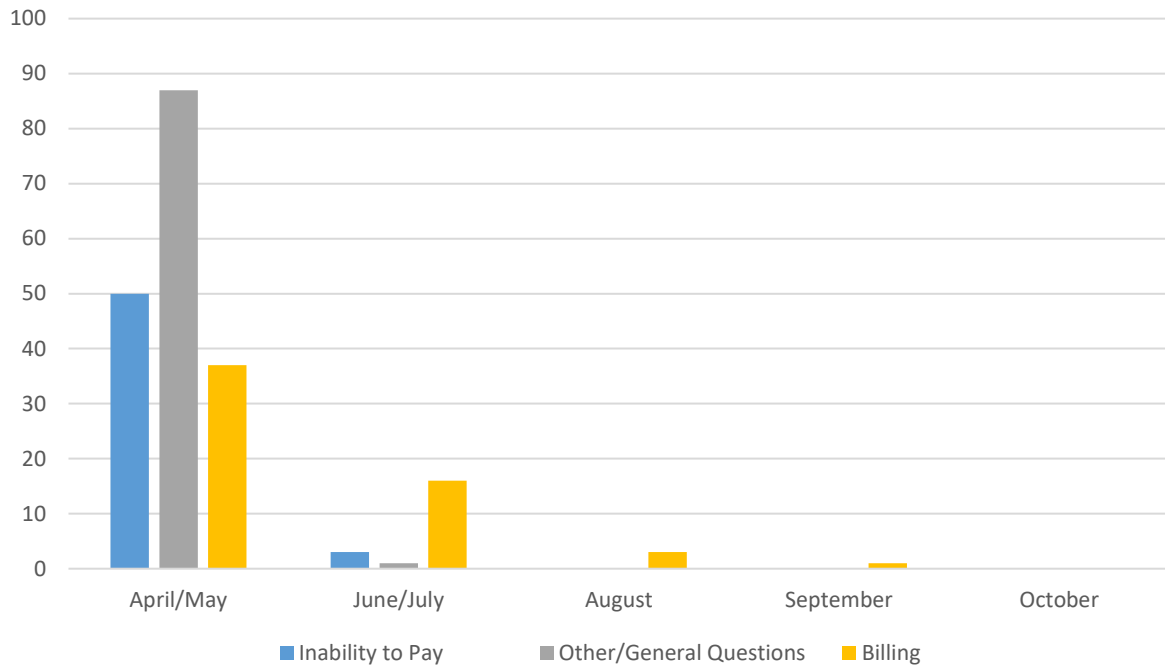
Previous Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	771	1069	38.65%	21,171	5.05%
Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020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

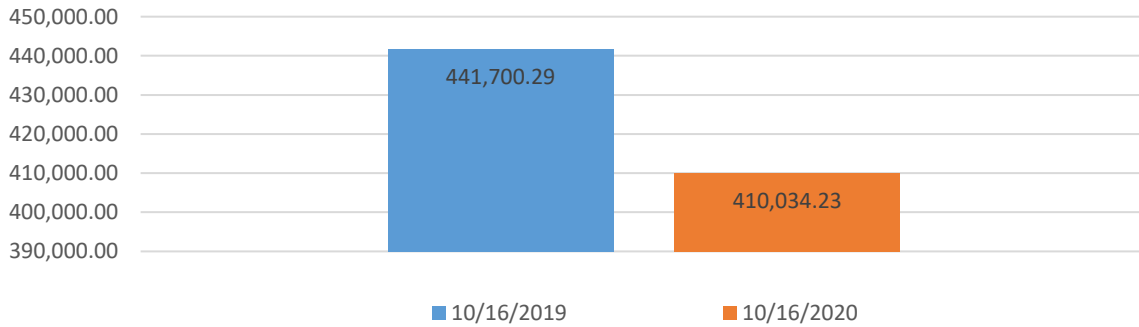
Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/31/2019	7/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	48,974	31,047
Payment Totals	5,400,251.51	6,031,344.37	6,059,324.83	5,213,243.92

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

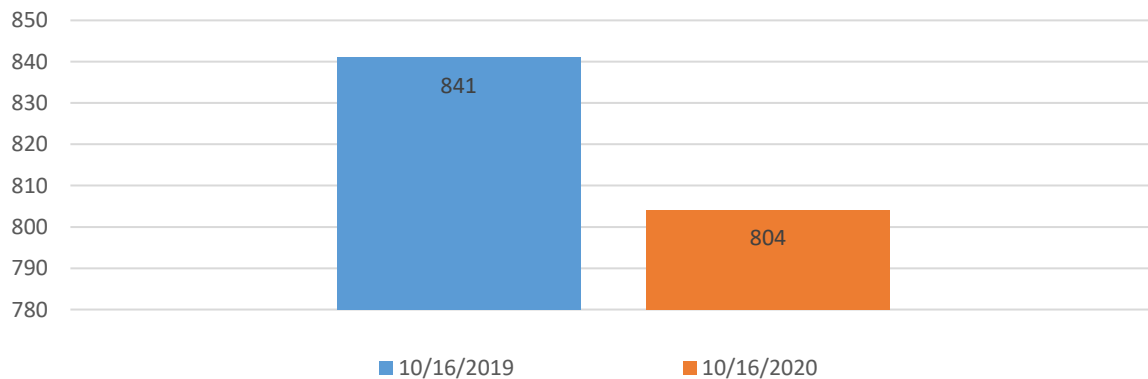
### Customer Calls Related to Covid 19



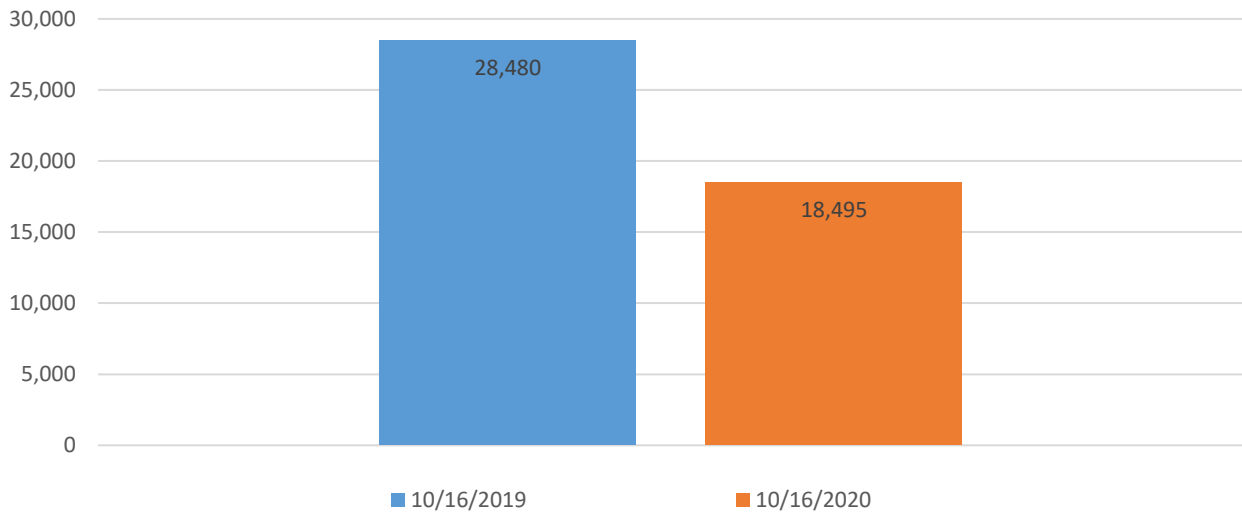
### Active Account Balances Over 32 Days



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



Number of Payments Previous/Current Year



Payment Totals Previous/Current Year

