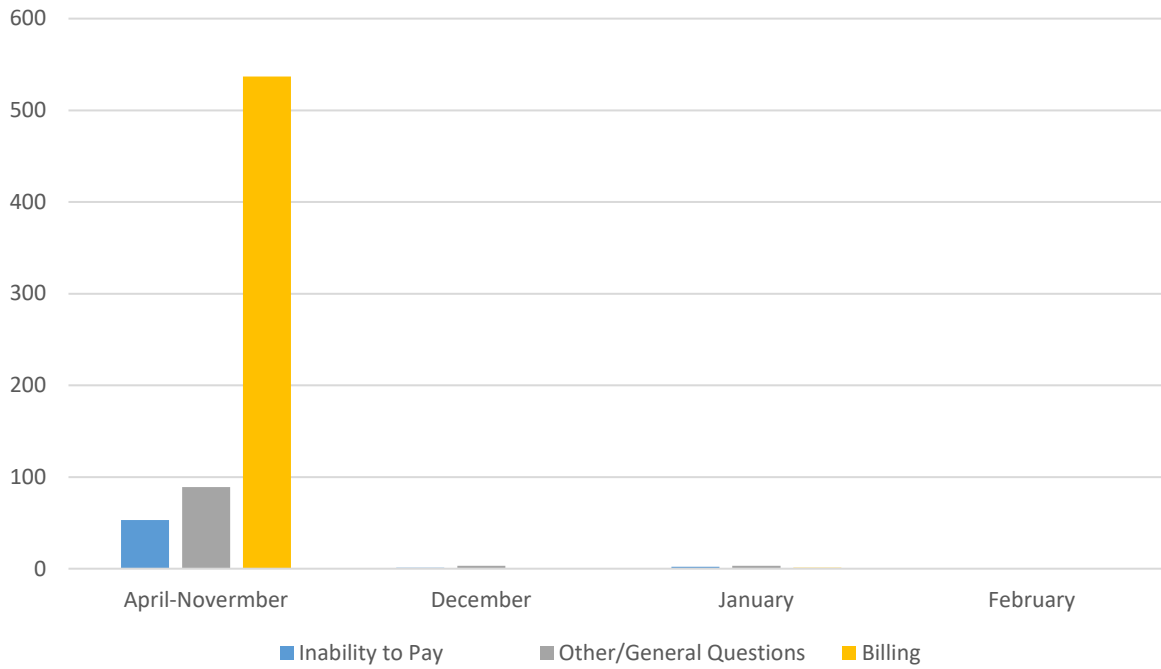
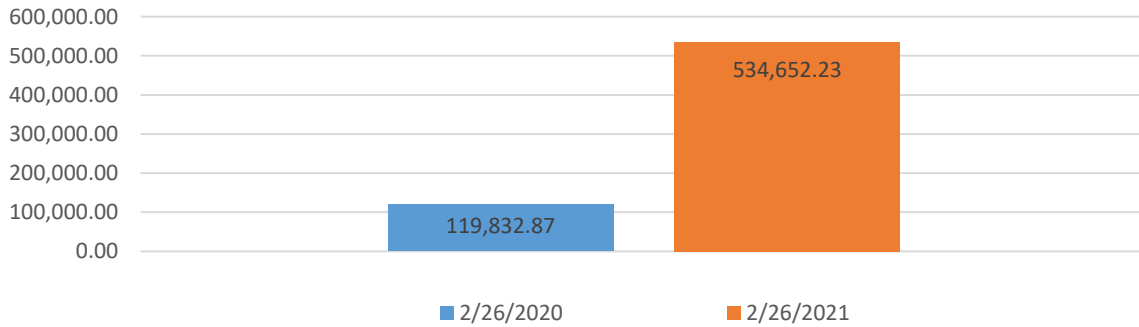


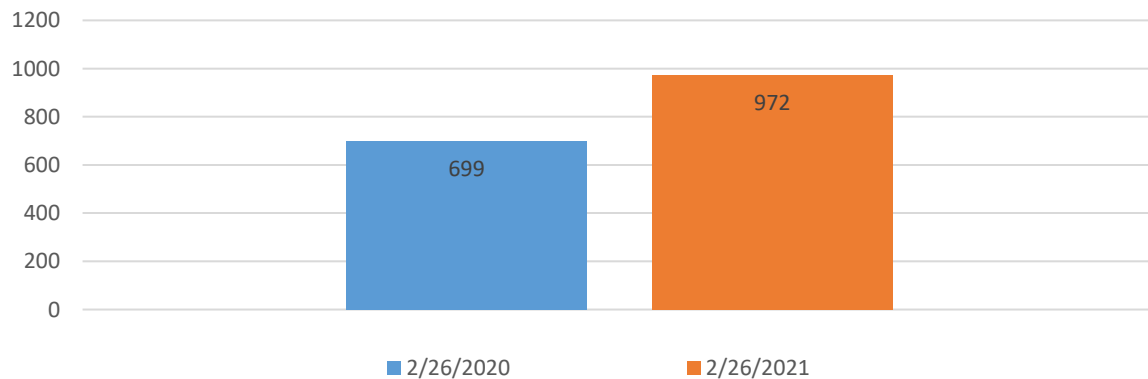
### Customer Calls Related to Covid 19



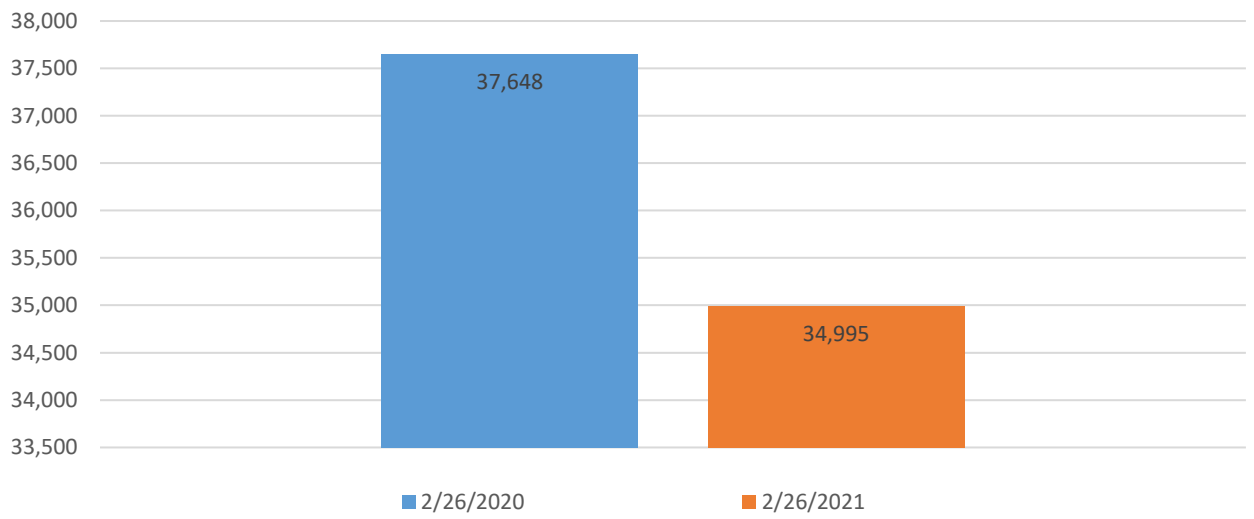
### Active Account Balances Over 32 Days



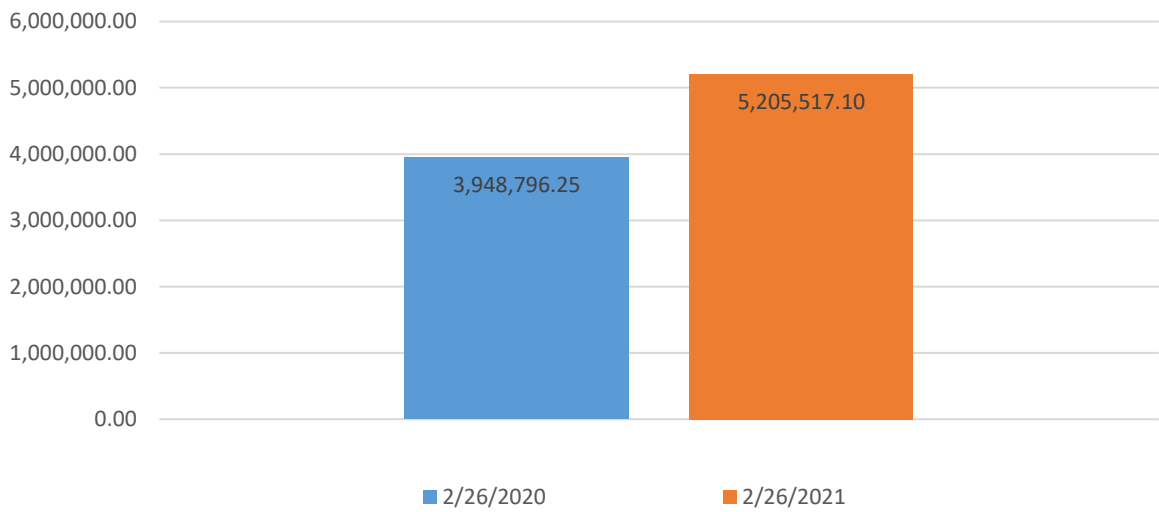
### Active Number of Accounts With Balances Over 32 Days

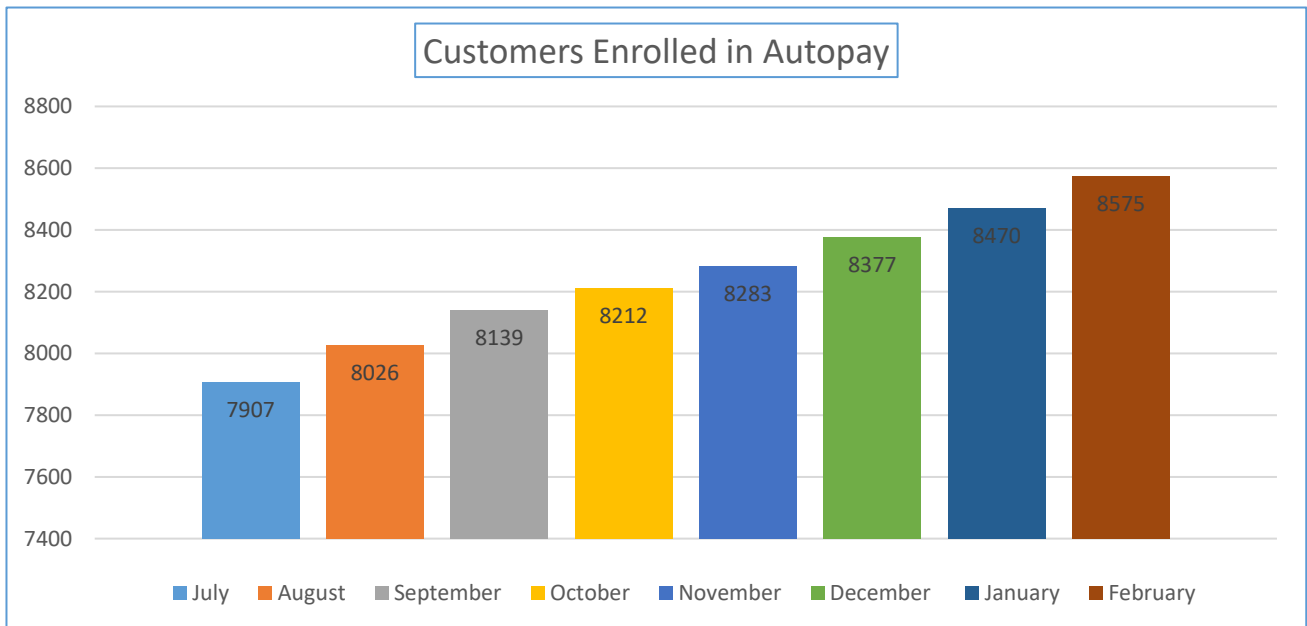
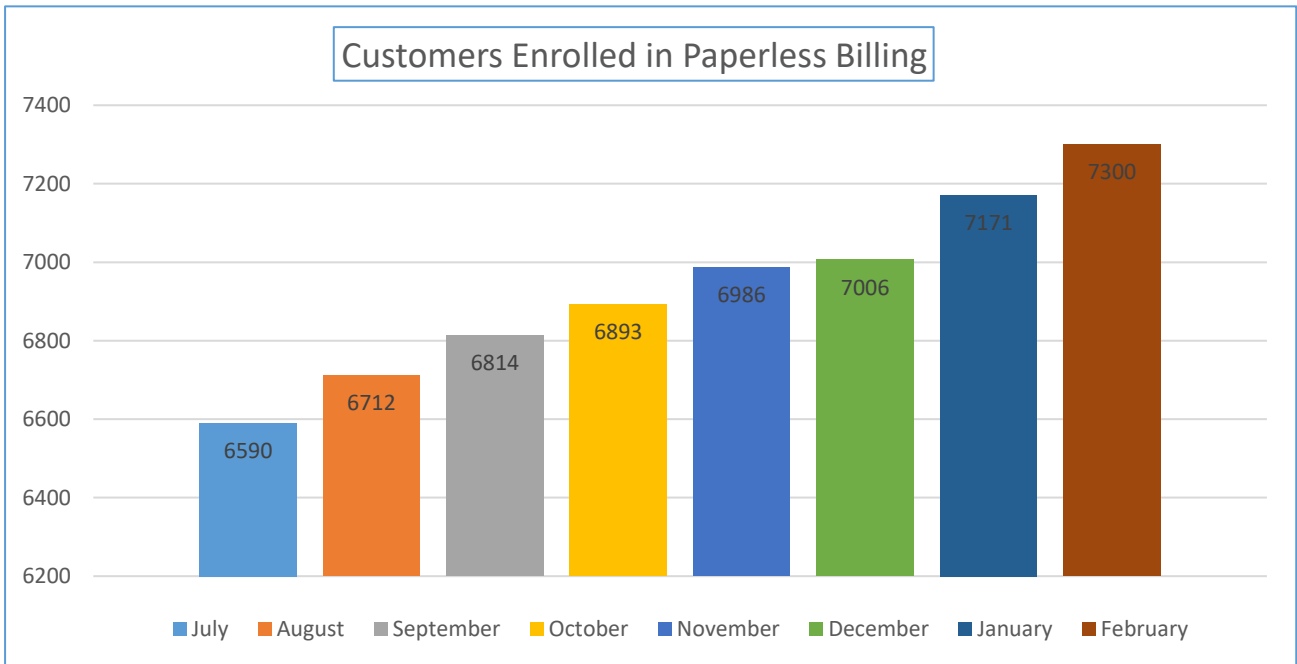


Number of Payments Previous/Current Year



Payment Totals Previous/Current Year





## Customer Related Impacts of COVID-19 (Week Ending 02/26/2021)

| Customer Calls Related to Covid 19 | April-November | December | January | February |
|------------------------------------|----------------|----------|---------|----------|
| Inability to Pay                   | 53             | 1        | 2       |          |
| AutoPay Cancellations              | 7              |          |         |          |
| Other/General Questions            | 89             | 3        | 3       |          |
| Billing                            | 537            |          | 1       |          |
| Water Quality                      | 1              |          |         |          |
| Water Conservation                 | 3              |          |         |          |

| Payment Arrangements                     | April-November | December | January | February | Total |
|--|----------------|----------|---------|----------|-------|
| Number of Arrangements Made              | 597            | 22       | 76      | 33       | 728   |
| High Water Users Requesting Arrangements | 115            | 5        | 39      | 12       | 171   |
| Number of Payment Arrangement Defaults   | 91             | 4        | 7       | 21       | 123   |
| High Water Users Arrangement Defaults    | 27             | 1        | 5       | 10       | 43    |

| Yearly Balance Due Comparison                       | 2/26/2020  | 2/26/2021  | Percentage Week 02/26/2020 to 02/26/2021 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|------------|------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | 119,832.87 | 534,652.23 | 346.16%                                  | \$10,416,400.99                 | 5.13%                           |
| Yearly Balance Due Comparison                       | 2/26/2020  | 2/26/2021  | Percentage Week 02/26/2020 to 02/26/2021 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 699        | 972        | 39.06%                                   | 21,274                          | 4.57%                           |

| Flow Restrictors | Number of Notices | Number Installed | Number Currenty Installed |
|------------------|-------------------|------------------|---------------------------|
| February         | 160               | 8                | 2                         |

| Payment Numbers/Totals Previous Year/Current Year               | 1/31/2020    | 1/31/2021    | 2/26/2020    | 2/26/2021    |
|---|--------------|--------------|--------------|--------------|
| Payment Numbers<br>(Water/sewer bill reflected as two payments) | 41,750       | 31,754       | 37,648       | 34,995       |
| Payment Totals  | 4,235,033.68 | 5,236,271.80 | 3,948,796.25 | 5,205,517.10 |

| Online Features Customers are Utilizing | November | December | January | February | Opt In % |
|---|----------|----------|---------|----------|----------|
| Customers Enrolled in Paperless Billing | 6986     | 7006     | 7171    | 7300     | 34.31%   |
| Customers Enrolled in Autopay           | 8283     | 8377     | 8470    | 8575     | 40.31%   |

### Previous Monthly Reporting

| Yearly Balance Due Comparison                       | 1/31/2020 | 1/31/2021  | Percentage Week 01/31/2020 to 01/31/2021 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|-----------|------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | 94,388.45 | 765,357.18 | 710.86%                                  | \$1,101,017.26                  | 69.51%                          |
| Yearly Balance Due Comparison                       | 1/31/2020 | 1/31/2021  | Percentage Week 01/31/2020 to 01/31/2021 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 665       | 1508       | 126.77%                                  | 21,263                          | 7.09%                           |

| Yearly Balance Due Comparison                       | 12/31/2019 | 12/31/2020 | Percentage Week 12/31/2019 to 12/31/2020 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|------------|------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | 174,781.05 | 671,104.62 | 283.97%                                  | \$65,770,854.17                 | 1.02%                           |
| Yearly Balance Due Comparison                       | 12/31/2019 | 12/31/2020 | Percentage Week 12/31/2019 to 12/31/2020 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 743        | 1146       | 54.24%                                   | 21,264                          | 5.39%                           |

| Yearly Balance Due Comparison                       | 11/30/2019 | 11/30/2020 | Percentage Week 11/30/2019 to 11/30/2020 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|------------|------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | 324,311.31 | 640,233.80 | 97.41%                                   | \$7,949,267.89                  | 8.05%                           |
| Yearly Balance Due Comparison                       | 11/30/2019 | 11/30/2020 | Percentage Week 11/30/2019 to 11/30/2020 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 1190       | 1181       | -0.76%                                   | 21,263                          | 5.55%                           |

| Yearly Balance Due Comparison                       | 10/31/2019 | 10/31/2020 | Percentage Week 10/31/2019 to 10/31/2020 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|------------|------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | 192,769.10 | 459,775.92 | 138.51%                                  | \$51,610,261.53                 | 0.89%                           |
| Yearly Balance Due Comparison                       | 10/31/2019 | 10/31/2020 | Percentage Week 10/31/2019 to 10/31/2020 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 503        | 939        | 86.68%                                   | 21,258                          | 4.42%                           |

| 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 | 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 |
|---|--------------|--------------|--|---------------------------------|---------------------------------|
| 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 Sales YTD                 | Percentage of Total Past Due    |
| Number of Accounts                                  | 771          | 1069         | 38.65%                                   | 21,171                          | 5.05%                           |



| Payment Numbers/Totals Previous Year/Current Year            | 12/31/2019   | 12/31/2020   |
|--|--------------|--------------|
| Payment Numbers (water/sewer bill reflected as two payments) | 47,386       | 39,417       |
| Payment Totals   | 6,715,331.64 | 6,280,896.35 |

| Payment Numbers/Totals Previous Year/Current Year            | 11/30/2019   | 11/30/2020   | 12/31/2019   | 12/31/2020   |
|--|--------------|--------------|--------------|--------------|
| Payment Numbers (water/sewer bill reflected as two payments) | 33,292       | 36,210       | 47,386       | 39,417       |
| Payment Totals   | 5,037,142.89 | 6,697,741.20 | 6,715,331.64 | 6,280,896.35 |

| Payment Numbers/Totals Previous Year/Current Year            | 9/30/2019    | 9/30/2020    | 10/31/2019   | 10/31/2020   |
|--|--------------|--------------|--------------|--------------|
| Payment Numbers (water/sewer bill reflected as two payments) | 43,098       | 41,658       | 48,539       | 29,696       |
| Payment Totals   | 6,947,612.34 | 7,341,001.27 | 7,243,666.27 | 5,573,140.49 |

| Payment Numbers/Totals Previous Year/Current Year            | 7/31/2019    | 7/31/2020    | 8/31/2019    | 8/31/2020    |
|--|--------------|--------------|--------------|--------------|
| Payment Numbers (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 (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 (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 | August | September | October |
|---|--------|-----------|---------|
| Customers Enrolled in Paperless Billing | 6712   | 6814      | 6893    |
| Customers Enrolled in Autopay           | 8026   | 8139      | 8212    |

| Online Features Customers are Utilizing | April | May  | June | July |
|---|-------|------|------|------|
| Customers Enrolled in Paperless Billing | 6357  | 6441 | 6517 | 6590 |
| Customers Enrolled in Autopay           | 7686  | 7757 | 7846 | 7907 |