

## Customer Related Impacts For Week Ending August 13th, 2021

Customer Calls Related to Covid 19	April-May	June	July	August
Inability to Pay	57			
AutoPay Cancellations	7			
Other/General Questions	96			
Billing	538			
Water Quality	1			
Water Conservation	3			

Payment Arrangements	April-May	June	July	August	Total
Number of Arrangements Made	797	24	39	12	872
High Water Users Requesting Arrangements	205	7	9	2	223
Number of Payment Arrangement Defaults	150	8	7	5	170
High Water Users Arrangement Defaults	54	2	1	1	58

Yearly Balance Due Comparison	8/13/2019	8/13/2020	8/13/2021	Percentage Week 08/13/2020 to 08/13/2021	Total Sales YTD
Active Accounts with a Balance Due Over 32 Days Old	204,798.39	279,965.72	489,929.01	75.00%	\$42,391,261.44
Yearly Balance Due Comparison	8/13/2019	8/13/2020	8/13/2021	Percentage Week 08/13/2020 to 08/13/2021	Total Number of Active Accounts
Number of Accounts	604	631	835	32.33%	21,295

Flow Restrictors	Number of Notices	Number Installed	Number Currenty Installed
June	474	59	2

Payment Numbers/Totals Previous Year/Current Year	7/30/2020	7/30/2021	8/13/2020	8/13/2021
Payment Numbers (Water/sewer bill reflected as two payments)	31,047	29,704	18,179	17,500
Payment Totals	5,213,243.92	5,526,556.03	3,395,262.88	3,627,650.15

Online Features Customers are Utilizing	May	June	July	August	Opt In %
Customers Enrolled in Paperless Billing	7567	7669	7781	7831	36.77%
Customers Enrolled in Autopay	8883	9022	9158	9184	43.13%

## Previous Monthly Reporting

Yearly Balance Due Comparison	7/31/2019	7/31/2020	7/31/2021	Percentage Week 07/31/2020 to 07/31/2021	Total Sales YTD
Active Accounts with a Balance Due Over 32 Days Old	144,938.67	285,137.66	513,001.75	79.91%	\$38,763,611.29
Yearly Balance Due Comparison	7/31/2019	7/31/2020	7/31/2021	Percentage Week 07/31/2020 to 07/31/2021	Total Number of Active Accounts
Number of Accounts	537	844	989	17.18%	21,295

Yearly Balance Due Comparison	6/30/2019	6/30/2020	6/30/2021	Percentage Week 06/30/2020 to 06/30/2021	Total Sales YTD
Active Accounts with a Balance Due Over 32 Days Old	148,122.79	178,565.21	444,226.70	148.78%	\$33,295,750.90
Yearly Balance Due Comparison	6/30/2019	6/30/2020	6/30/2021	Percentage Week 06/30/2020 to 06/30/2021	Total Number of Active Accounts
Number of Accounts	831	879	885	0.68%	21,286

Yearly Balance Due Comparison	5/29/2019	5/29/2020	5/29/2021	Percentage Week 05/29/2020 to 05/29/2021	Total Sales YTD
Active Accounts with a Balance Due Over 32 Days Old	226,903.03	197,389.26	450,623.14	128.29%	\$25,832,212.29
Yearly Balance Due Comparison	6/30/2019	6/30/2020	6/30/2021	Percentage Week 06/30/2020 to 06/30/2021	Total Number of Active Accounts
Number of Accounts	1184	693	831	19.91%	21,286

Yearly Balance Due Comparison	4/30/2020	4/30/2021	Percentage Week 04/30/2020 to 04/30/2021	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	203,403.51	485,719.66	138.80%	\$19,978,918.94	3.12%
Yearly Balance Due Comparison	4/30/2020	4/30/2021	Percentage Week 04/30/2020 to 04/30/2021	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1069	941	-11.97%	21,288	4.42%

Yearly Balance Due Comparison	3/31/2020	3/31/2021	Percentage Week 03/31/2020 to 03/31/2021	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	171,107.01	487,810.30	185.09%	\$15,612,106.11	3.12%
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	948	835	-11.92%	21,272	3.93%

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%

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%	\$5,236,271.80	14.62%
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 004/30/2020	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	5/29/2020	5/29/2021	6/30/2020	6/30/2021
Payment Numbers (Water/sewer bill reflected as two payments)	35,043	35,973	41,782	37,998
Payment Totals	4,005,720.46	5,853,293.35	6,031,344.37	6,347,941.32

Payment Numbers/Totals Previous Year/Current Year	3/31/2020	3/31/2021	4/30/2020	4/30/2021
Payment Numbers (water/sewer bill reflected as two payments)	41,750	31,754	29,855	30,203
Payment Totals	4,235,033.68	5,236,271.80	3,668,322.18	4,424,970.30



Payment Numbers/Totals Previous Year/Current Year	1/31/2020	1/31/2021	2/26/2020	2/26/2021
Payment Numbers (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

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

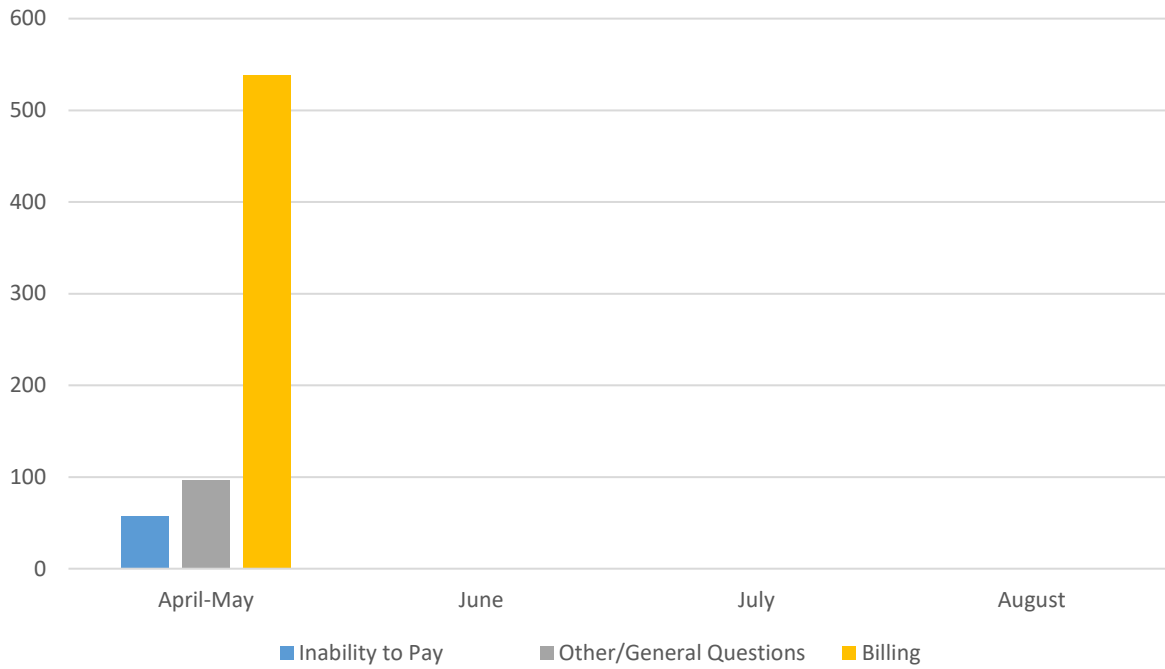
Online Features Customers are Utilizing	April
Customers Enrolled in Paperless Billing	7478
Customers Enrolled in Autopay	8787

<b>Online Features Customers are Utilizing</b>	<b>December</b>	<b>January</b>	<b>February</b>	<b>March</b>
<b>Customers Enrolled in Paperless Billing</b>	<b>7006</b>	<b>7171</b>	<b>7300</b>	<b>7418</b>
<b>Customers Enrolled in Autopay</b>	<b>8377</b>	<b>8470</b>	<b>8575</b>	<b>8696</b>

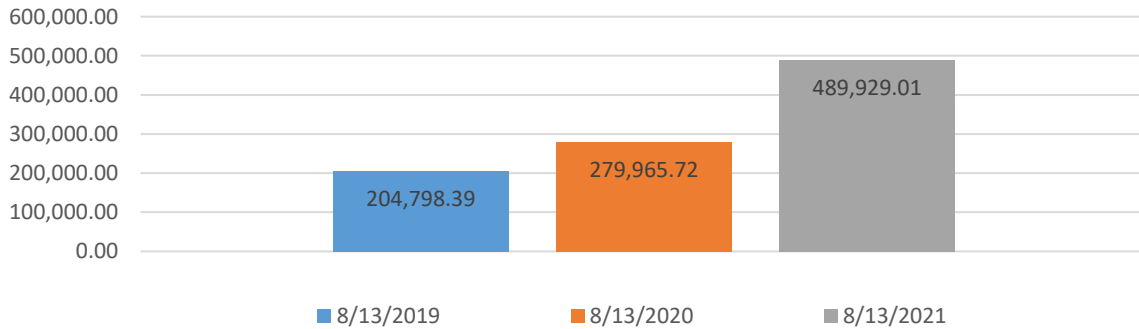
<b>Online Features Customers are Utilizing</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>
<b>Customers Enrolled in Paperless Billing</b>	<b>6712</b>	<b>6814</b>	<b>6893</b>	<b>6986</b>
<b>Customers Enrolled in Autopay</b>	<b>8026</b>	<b>8139</b>	<b>8212</b>	<b>8283</b>

<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>6357</b>	<b>6441</b>	<b>6517</b>	<b>6590</b>
<b>Customers Enrolled in Autopay</b>	<b>7686</b>	<b>7757</b>	<b>7846</b>	<b>7907</b>

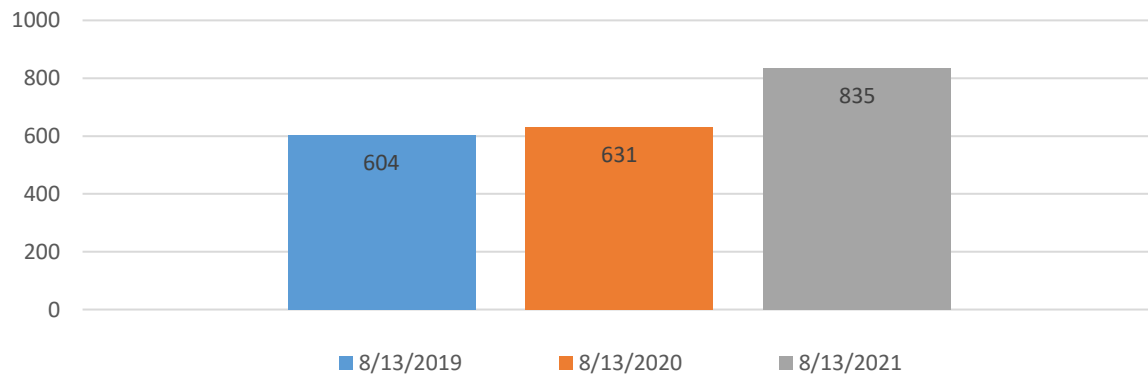
### Customer Calls Related to Covid 19



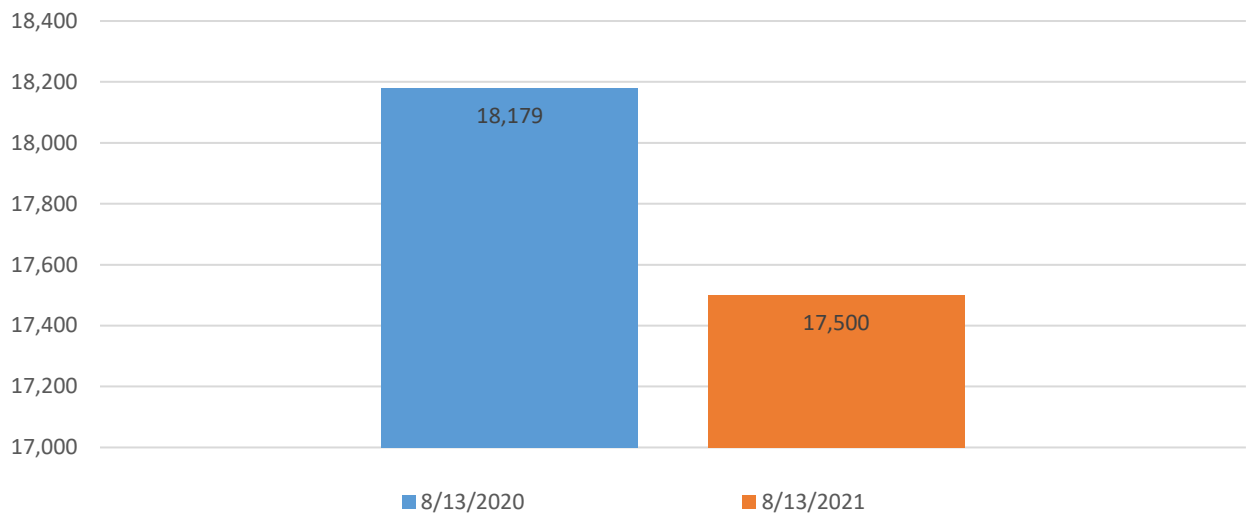
### Active Account Balances Over 32 Days



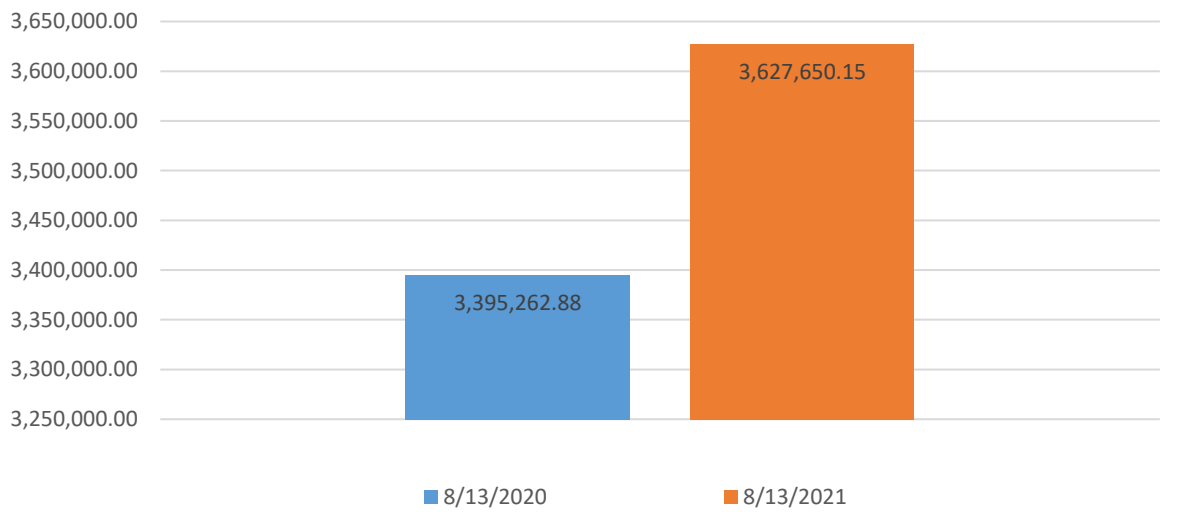
### Active Number of Accounts With Balances Over 32 Days



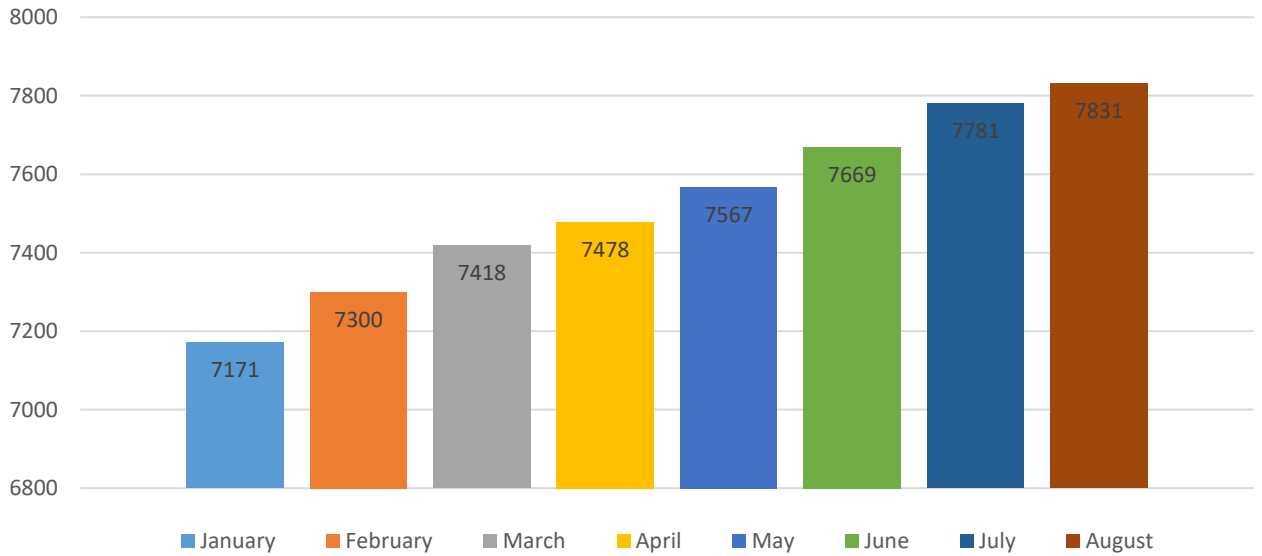
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

