

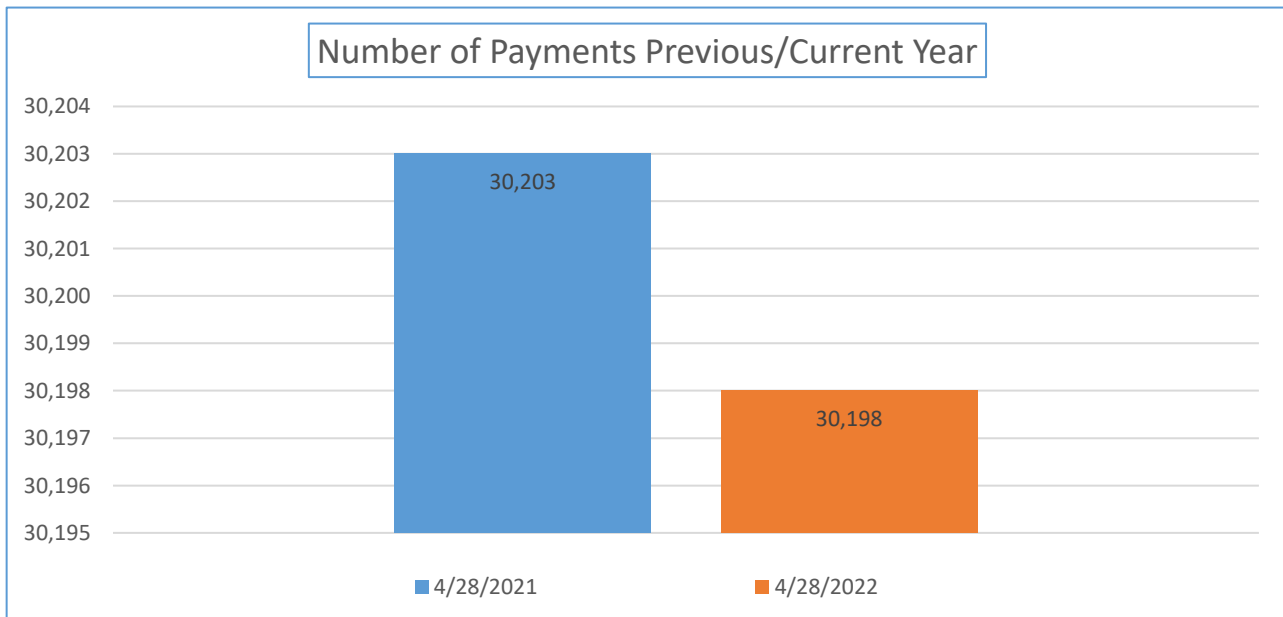
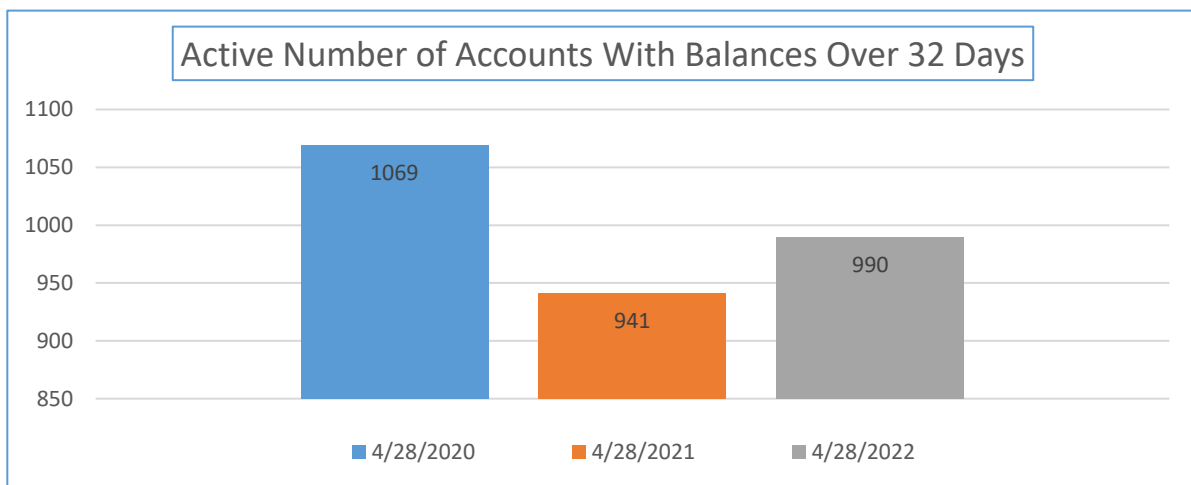
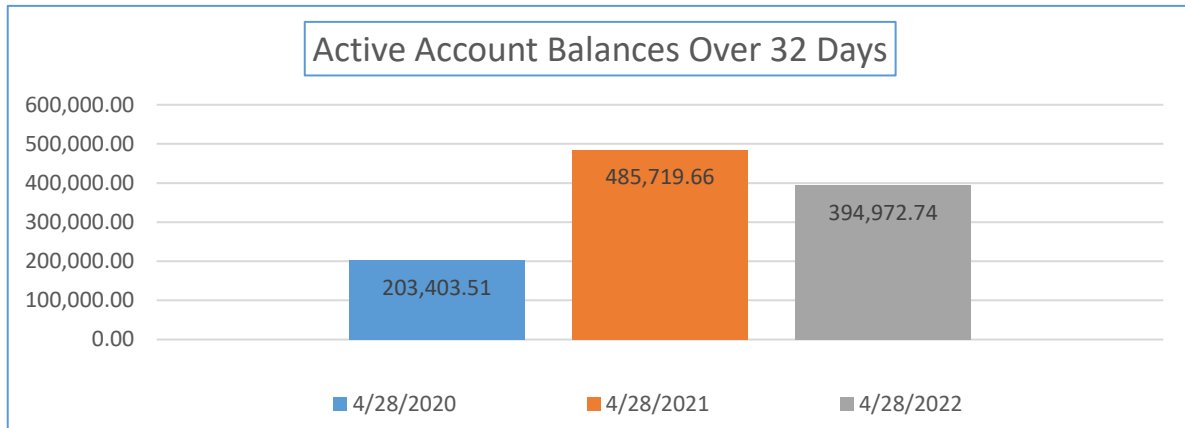
## Customer Related Impacts for April 2022

Payment Arrangements	April-January	February	March	April	Total
Number of Arrangements Made	1085	14	24	28	1151
High Water Users Requesting Arrangements	256	6	7	9	278
Number of Payment Arrangement Defaults	208	6	4	5	223
High Water Users Arrangement Defaults	64	3	1	2	70

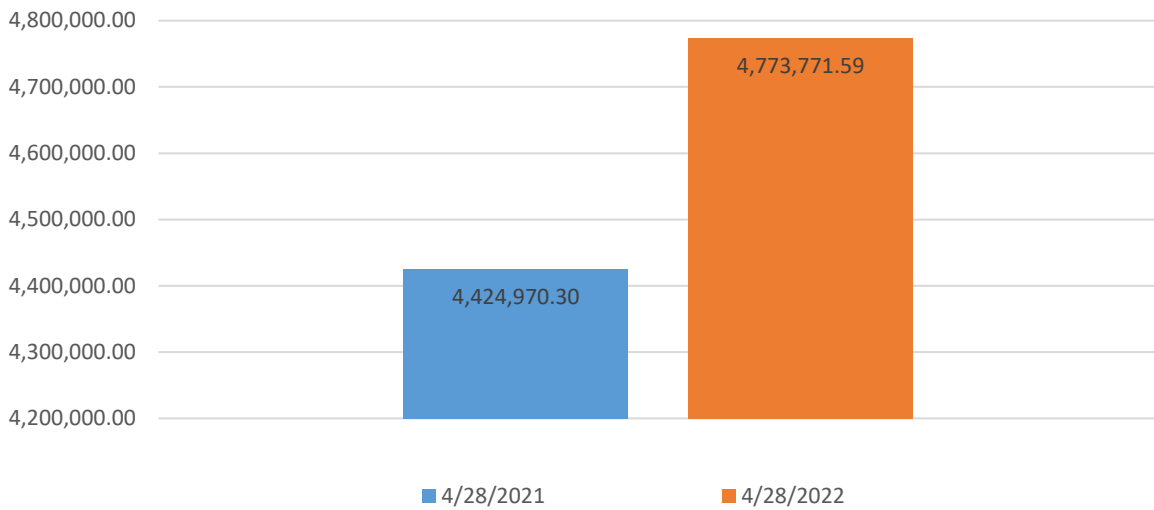
Yearly Balance Due Comparison	4/28/2020	4/28/2021	4/28/2022	Percentage Week 04/28/2021 to 04/28/2022	Total Sales YTD
Active Accounts with a Balance Due Over 32 Days Old	203,403.51	485,719.66	394,972.74	-18.68%	19,775,234.22
Yearly Balance Due Comparison	4/28/2020	4/28/2021	4/28/2022	Percentage Week 04/28/2021 to 04/28/2022	Total Number of Active Accounts
Number of Accounts	1069	941	990	5.21%	21,310

Payment Numbers/Totals Previous Year/Current Year	3/31/2021	3/31/2022	4/28/2021	4/28/2022
Payment Numbers (Water/sewer bill reflected as two payments)	31,754	47,740	30,203	30,198
Payment Totals	5,236,271.80	6,120,494.23	4,424,970.30	4,773,771.59

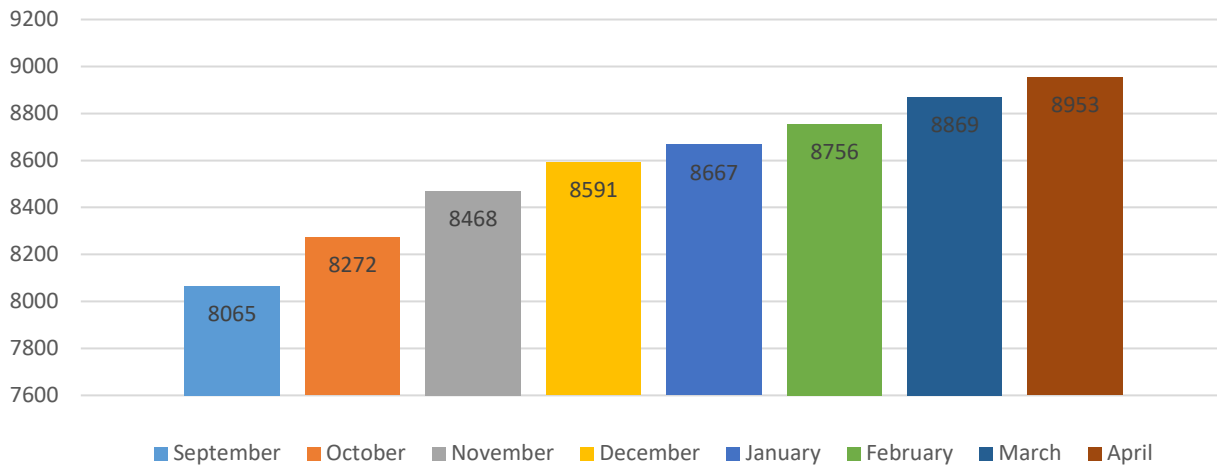
<b>Online Features Customers are Utilizing</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>Opt In %</b>
<b>Customers Enrolled in Paperless Billing</b>	8667	8756	8869	8953	42.01%
<b>Customers Enrolled in Autopay</b>	9922	9985	10080	10,211	47.92%



### Payment Totals Previous/Current Year



### Customers Enrolled in Paperless Billing



### Customers Enrolled in Autopay

