

## Customer-Related Impacts of COVID-19

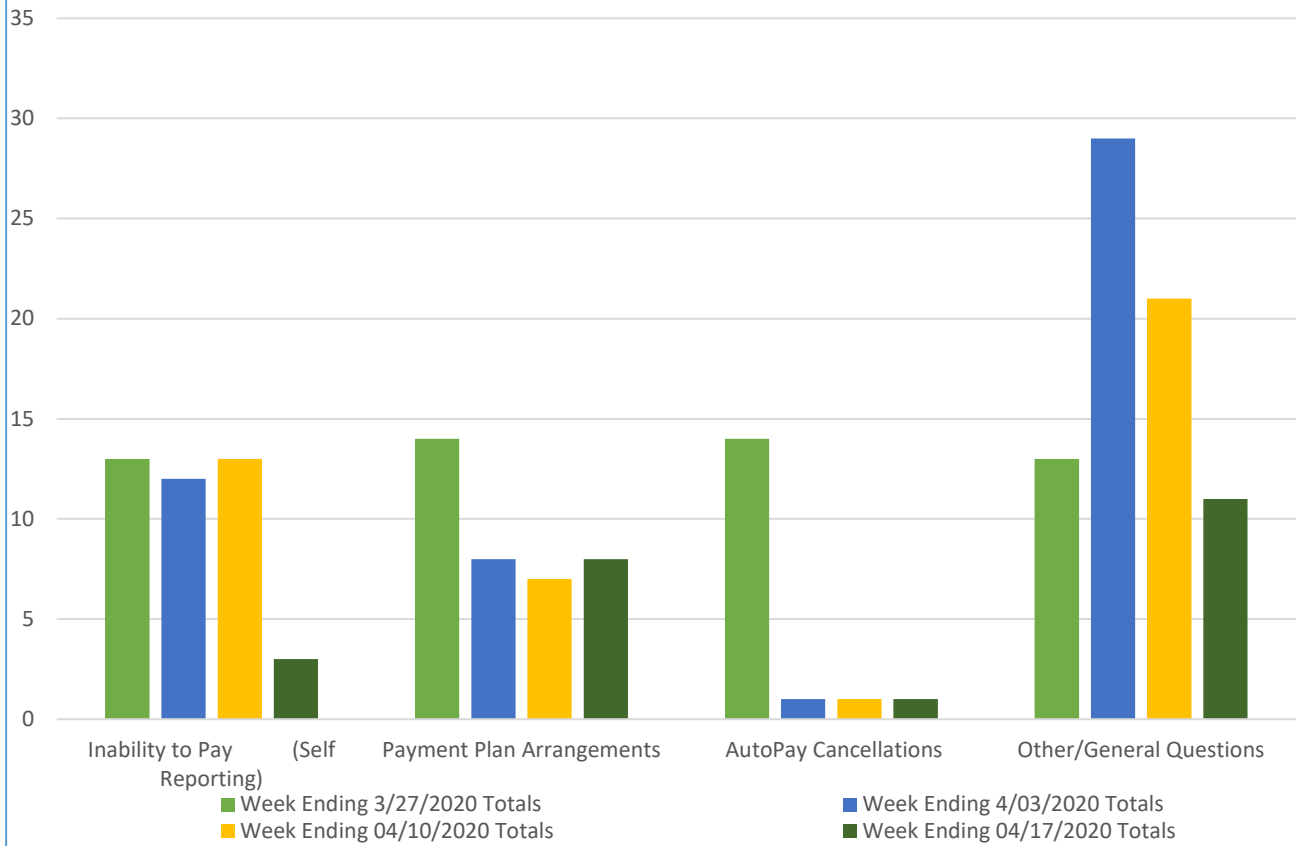
Customer Calls Related to Covid 19	Week Ending 3/27/2020 Totals	Week Ending 4/03/2020 Totals	Week Ending 04/10/2020 Totals	Week Ending 04/17/2020 Totals	Totals
Inability to Pay	13	12	13	5	43
Payment Plan Arrangements	14	8	7	18	47
AutoPay Cancellations	14	1	1	1	17
Other/General Questions	13	29	21	16	79

Yearly Balance Due Comparison	3/31/2019	3/31/2020	Percentage Year 03/31/2019 to 03/31/2020	4/17/2019	4/17/2020	Percentage Week 04/17/2019 to 04/17/2020
Active Accounts with a Balance Due Over 32 Days Old	\$115,420.72	\$75,884.09	-34.25%	\$115,226.11	\$201,111.63	74.54%
Number of Accounts	788	722	-8.38%	634	946	49.21%

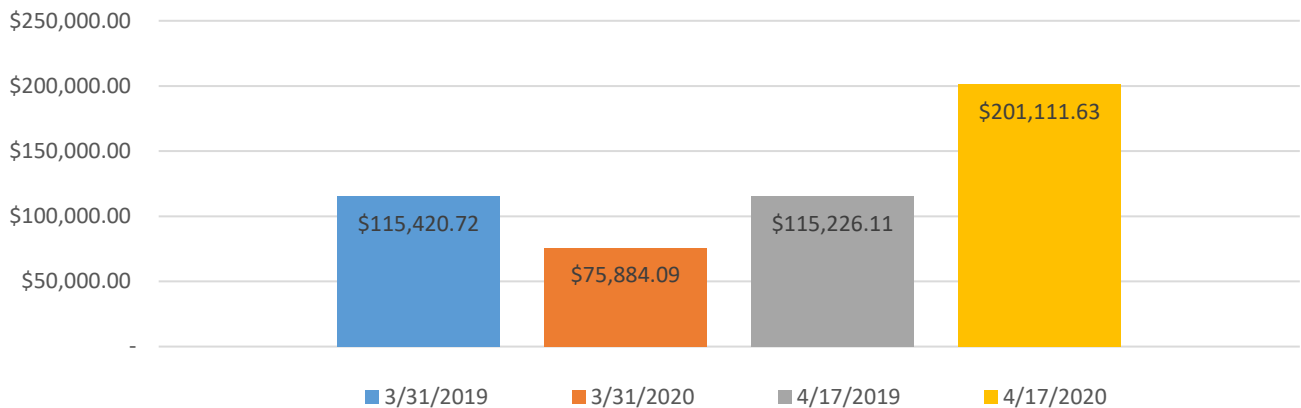
Payment Numbers/Totals Previous Year/Current Year	2/28/2019	2/28/2020	3/31/2019	3/31/2020	4/17/2019	4/17/2020
Number of Payments	39,226	39,484	40,503	38,848	25,247	19,281
Payment Totals	4,048,832.54	4,199,446.50	\$3,541,350.71	4,714,338.84	2,439,661.90	2,457,092.83

Online Features Customers are Utilizing	2/28/2020	3/31/2020	4/17/2020
Customers Enrolled in Paperless Billing	6141	6282	6337
Customers Enrolled in Autopay	7525	7611	7657

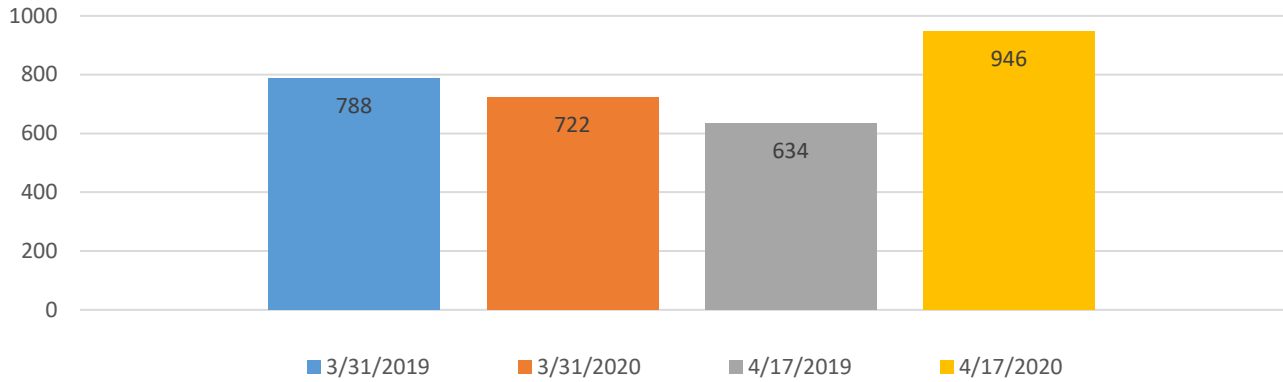
### Customer Calls Related to Covid 19



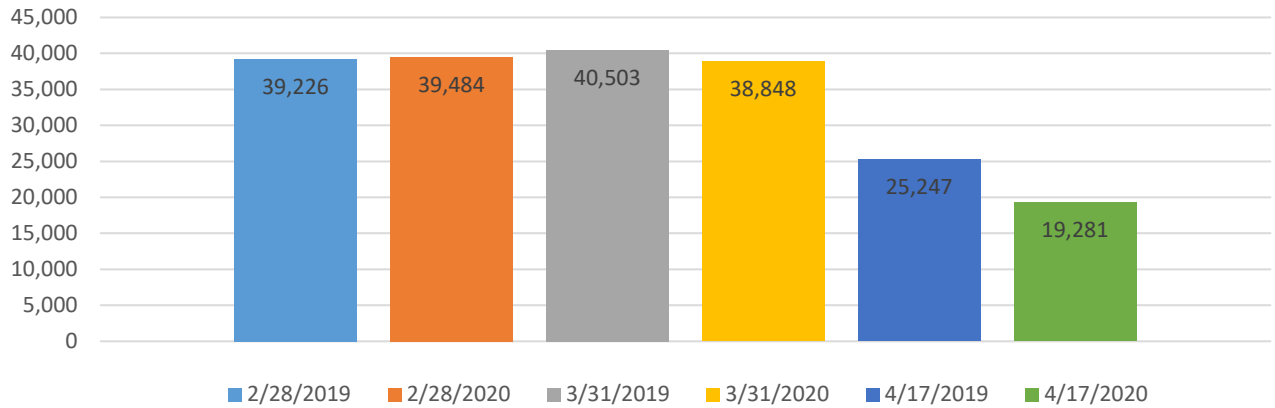
### Active Account Balances Over 32 Days



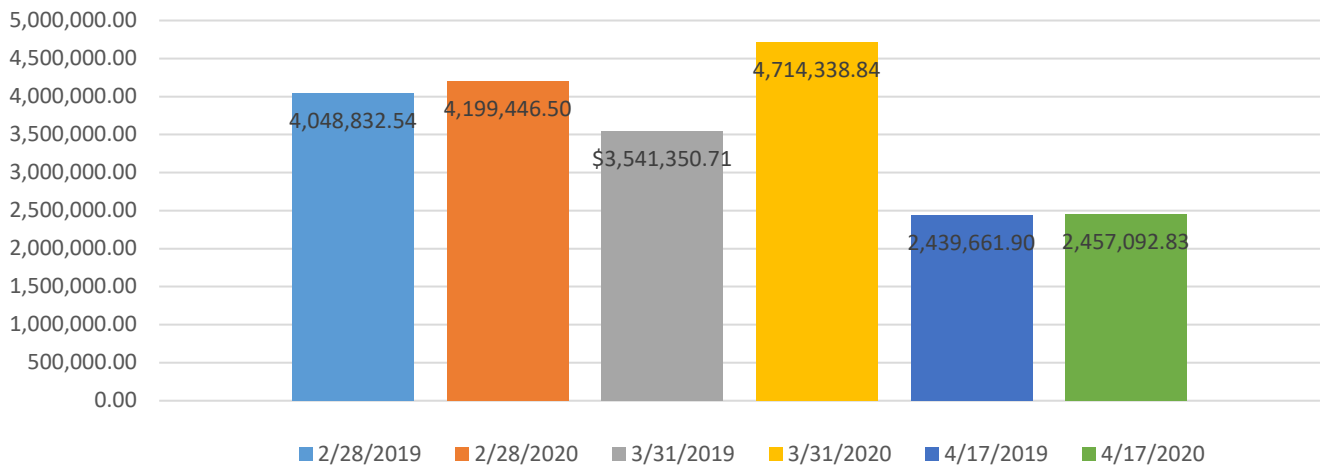
Active Number of Accounts With Balances Over 32 Days



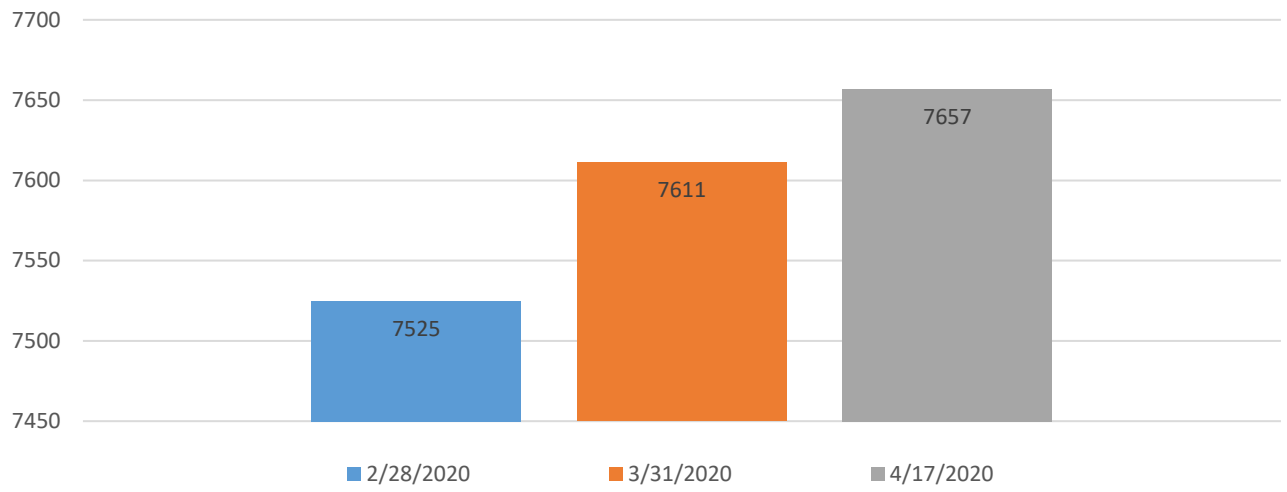
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



### Customers Enrolled in Autopay



### Customers Enrolled in Paperless Billing

