

Customer-Related Impacts of COVID-19 (Week Ending 05-15-2020)

Customer Calls Related to Covid 19	Month Ending 04/30/2020	Week Ending 05/08/2020	Week Ending 05/15/2020	Total For May
Inability to Pay	49	1		1
AutoPay Cancellations	5			0
Other/General Questions	81		3	3
Billing	25	4	4	8
Water Quality				0
Water Conservation	3			0

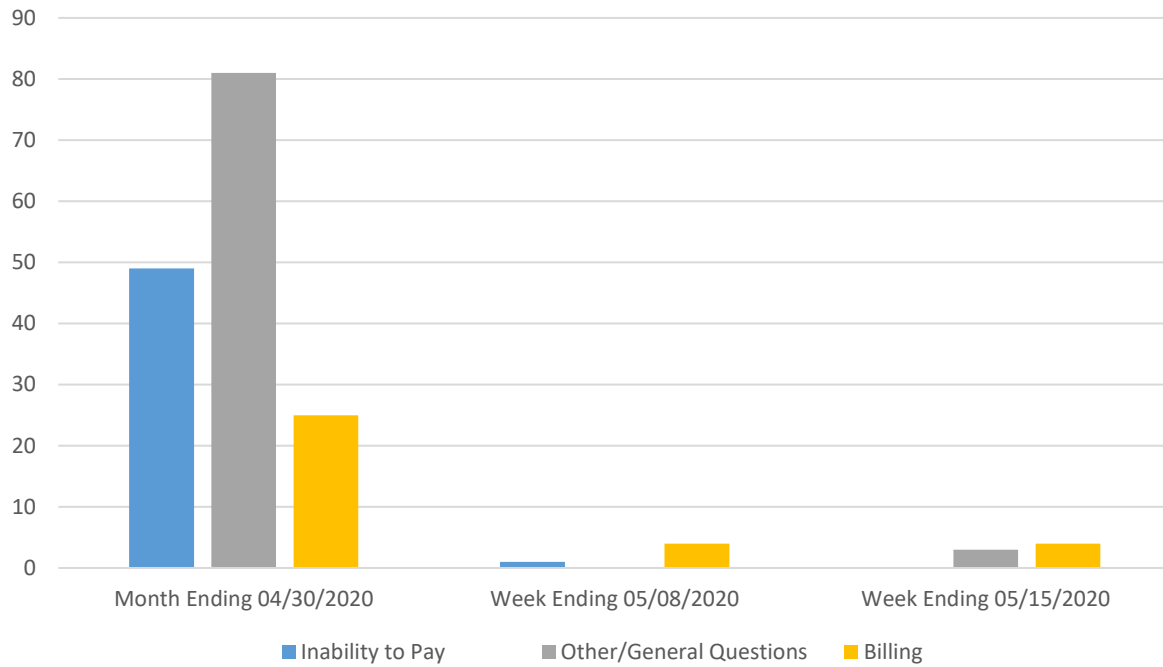
Payment Arrangements	4/24/2020	4/30/2020	5/8/2020	5/15/2020	Total
Number of Arrangments Made	36	42	52	184	314
High Water Users Requesting Arrangements	4	12	7	4	27
Number of Failed Arrangements					14

Yearly Balance Due Comparison	5/15/2019	5/15/2020	Percentage Week 05/15/2019 to 05/15/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$74,117.28	\$133,525.73	80.15%	\$19,471,216.10	0.69%
Yearly Balance Due Comparison	5/15/2019	5/15/2020	Percentage Week 05/15/2019 to 05/15/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	542	662	22.14%	21,184	3.13%

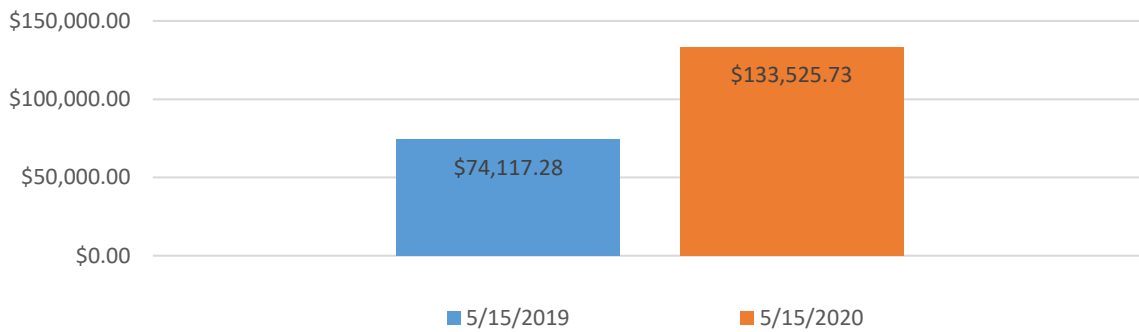
Payment Numbers/Totals Previous Year/Current Year	4/30/2019	4/30/2020	5/15/2019	5/15/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	44,865	29,855	22,018	19,122
Payment Totals	4,115,301.16	3,668,322.18	2,226,222.18	2,213,021.87

Online Features Customers are Utilizing	3/31/2020	4/30/2020	5/15/2020
Customers Enrolled in Paperless Billing	6282	6375	6413
Customers Enrolled in Autopay	7611	7686	7722

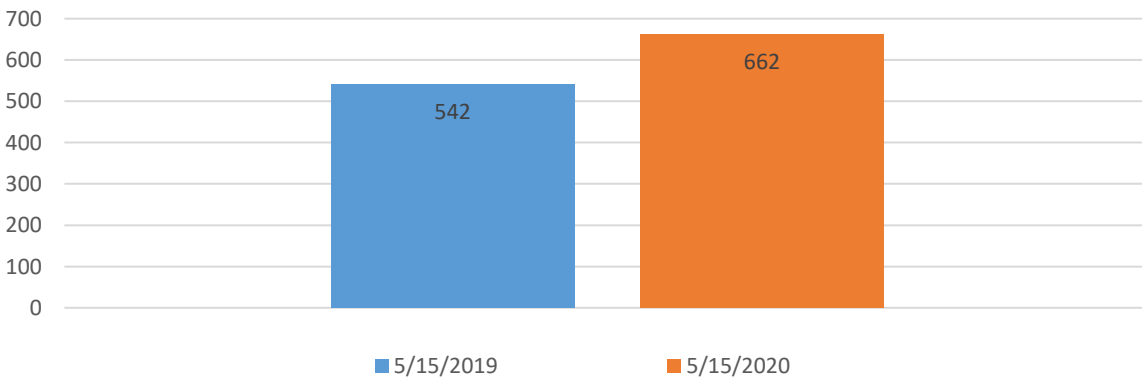
Customer Calls Related to Covid 19



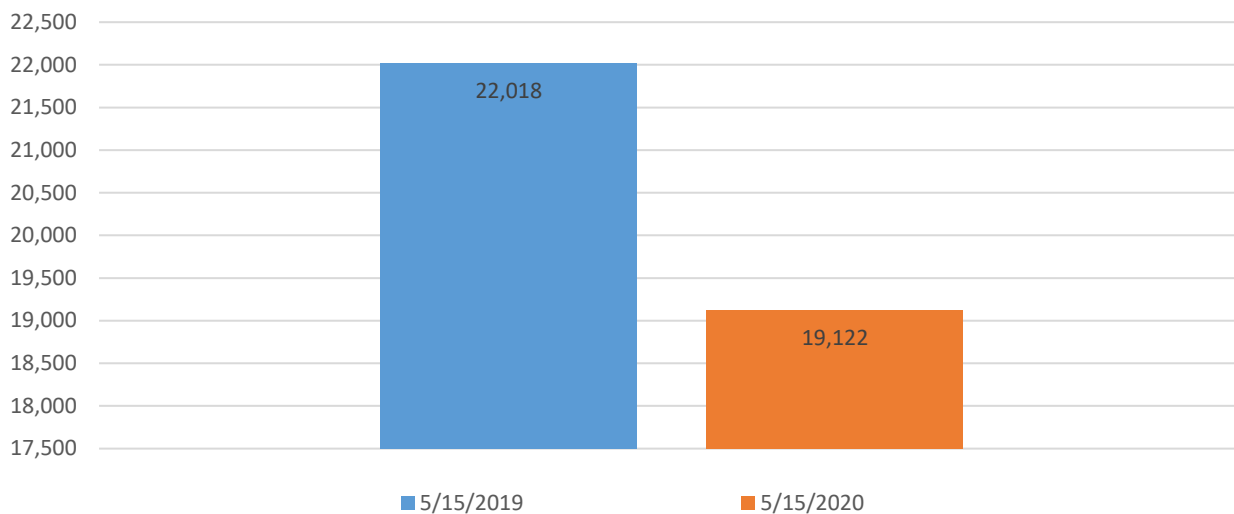
Active Account Balances Over 32 Days



Active Number of Accounts With Balances Over 32 Days



Number of Payments Previous/Current Year



Payment Totals Previous/Current Year

