

Customer-Related Impacts of COVID-19 (Week Ending 05-29-2020)

Customer Calls Related to Covid 19	Week Ending 05/08/2020	Week Ending 05/15/2020	Week Ending 05/22/2020	Week Ending 05/29/2020	Total For May
Inability to Pay	1				1
AutoPay Cancellations			1	1	2
Other/General Questions		3	1	2	6
Billing	4	4	3	1	12
Water Quality				1	1
Water Conservation					0

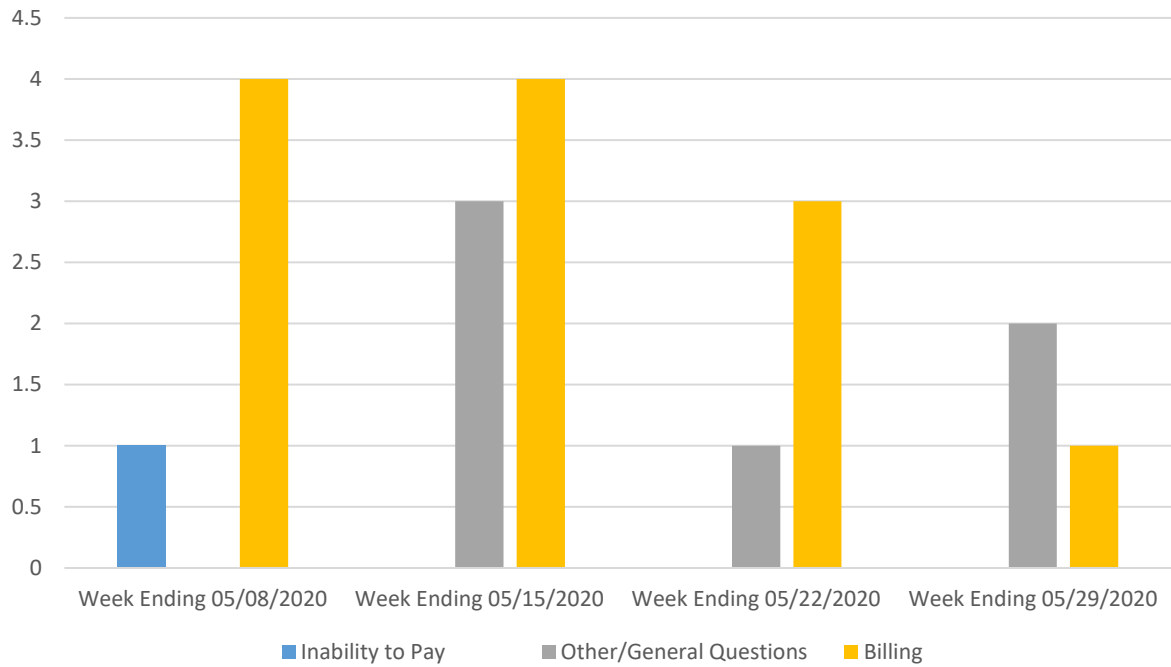
Payment Arrangements	Total Arrangments for April 2020	Total Arrangments as of 05/22/2020	Week Ending 05/29/2020	Total
Number of Arrangments Made	78	249	7	334
High Water Users Requesting Arrangements	16	14	3	33
Number of Failed Arrangements		14	5	19

Yearly Balance Due Comparison	5/29/2019	5/29/2020	Percentage Week 05/29/2019 to 05/29/2020	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	5/29/2019	5/29/2020	Percentage Week 05/29/2019 to 05/29/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1184	693	-41.47%	21,181	3.27%

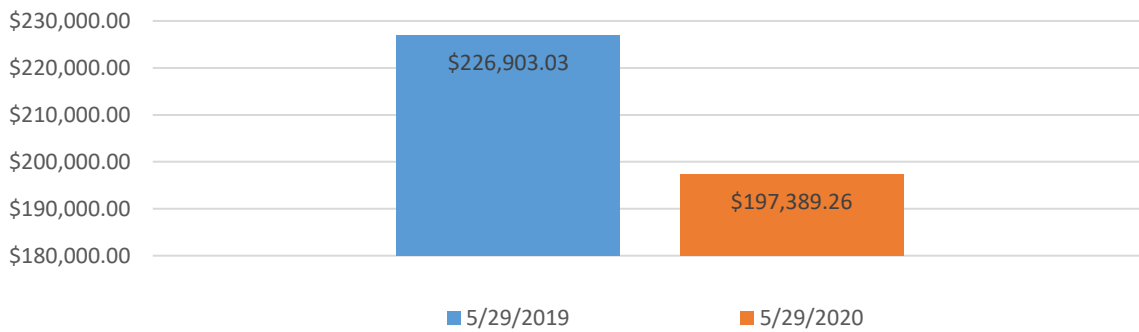
Payment Numbers/Totals Previous Year/Current Year	4/30/2019	4/30/2020	5/29/2019	5/29/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	44,865	29,855	35,188	35,043
Payment Totals	4,115,301.16	3,668,322.18	3,898,107.10	4,005,720.46

Online Features Customers are Utilizing	3/31/2020	4/30/2020	5/29/2020
Customers Enrolled in Paperless Billing	6282	6375	6441
Customers Enrolled in Autopay	7611	7686	7757

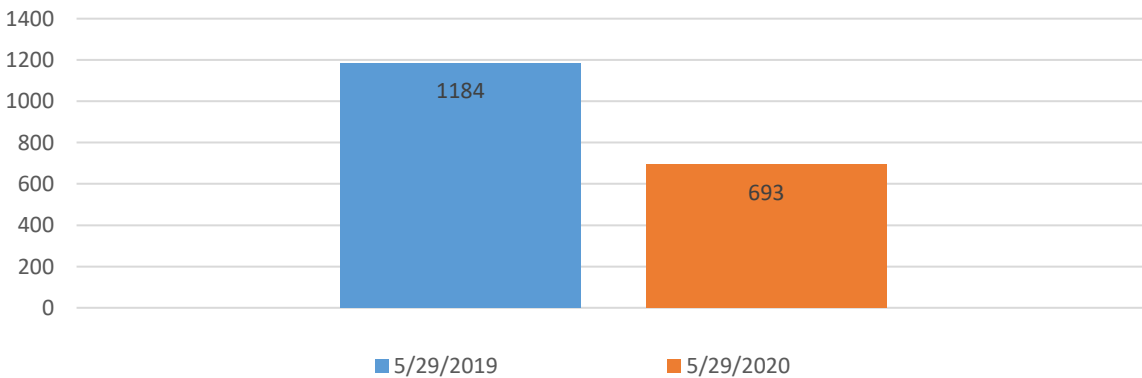
Customer Calls Related to Covid 19



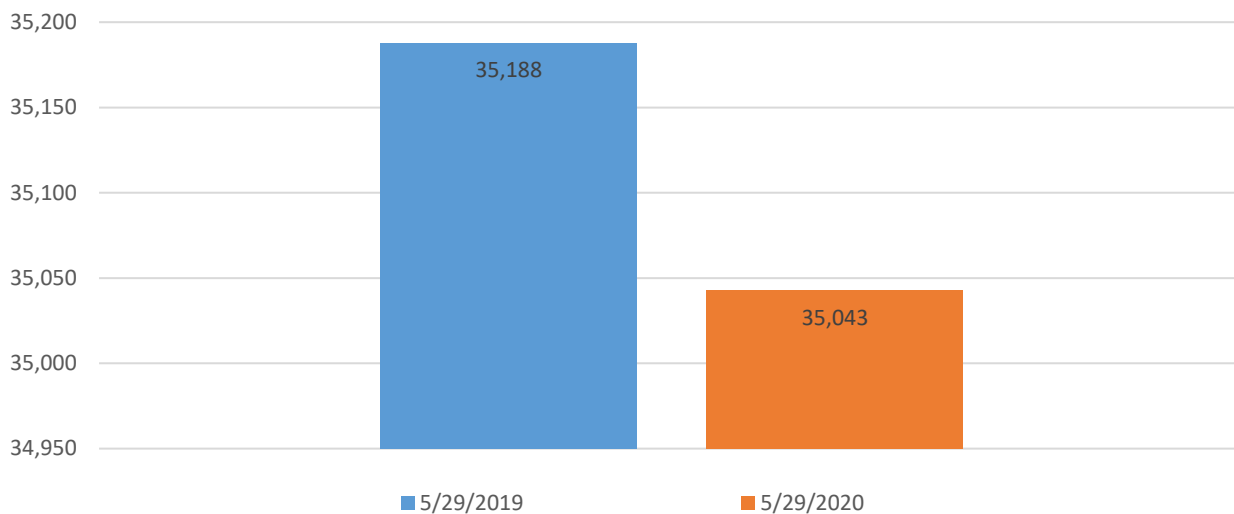
Active Account Balances Over 32 Days



Active Number of Accounts With Balances Over 32 Days



Number of Payments Previous/Current Year



Payment Totals Previous/Current Year

