

## Customer-Related Impacts of COVID-19 (Week Ending 06/12/2020)

| Customer Calls Related to Covid 19 | April | May | June |
|------------------------------------|-------|-----|------|
| Inability to Pay                   | 49    | 1   | 1    |
| AutoPay Cancellations              | 5     | 2   |      |
| Other/General Questions            | 81    | 6   |      |
| Billing                            | 25    | 12  | 7    |
| Water Quality                      | 0     | 1   |      |
| Water Conservation                 | 3     | 0   |      |

| Payment Arrangements                     | April | May | June | Total |
|--|-------|-----|------|-------|
| Number of Arrangements Made              | 78    | 334 | 20   | 432   |
| High Water Users Requesting Arrangements | 16    | 33  | 7    | 56    |
| Number of Payment Arrangement Defaults   |       | 19  | 4    | 23    |

| Yearly Balance Due Comparison                       | 6/12/2019    | 6/12/2020    | Percentage Week<br>06/12/2019 to<br>06/12/2020 | Total Sales YTD                 | Percentage of Total Past Due    |
|---|--------------|--------------|--|---------------------------------|---------------------------------|
| Active Accounts with a Balance Due Over 32 Days Old | \$251,161.72 | \$141,330.89 | -43.73%  | \$23,941,046.31                 | 0.59%                           |
| Yearly Balance Due Comparison                       | 6/12/2019    | 6/12/2020    | Percentage Week<br>06/12/2019 to<br>06/12/2020 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 1089         | 664          | -39.03%  | 21,193                          | 3.13%                           |

| Yearly Balance Due Comparison                       | 5/31/2019    | 5/31/2020    | Percentage Week<br>05/31/2019 to<br>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<br>05/31/2019 to<br>05/31/2020 | Total Number of Active Accounts | Percentage of Past Due accounts |
| Number of Accounts                                  | 1184         | 693          | -41.47%  | 21,181                          | 3.27%                           |

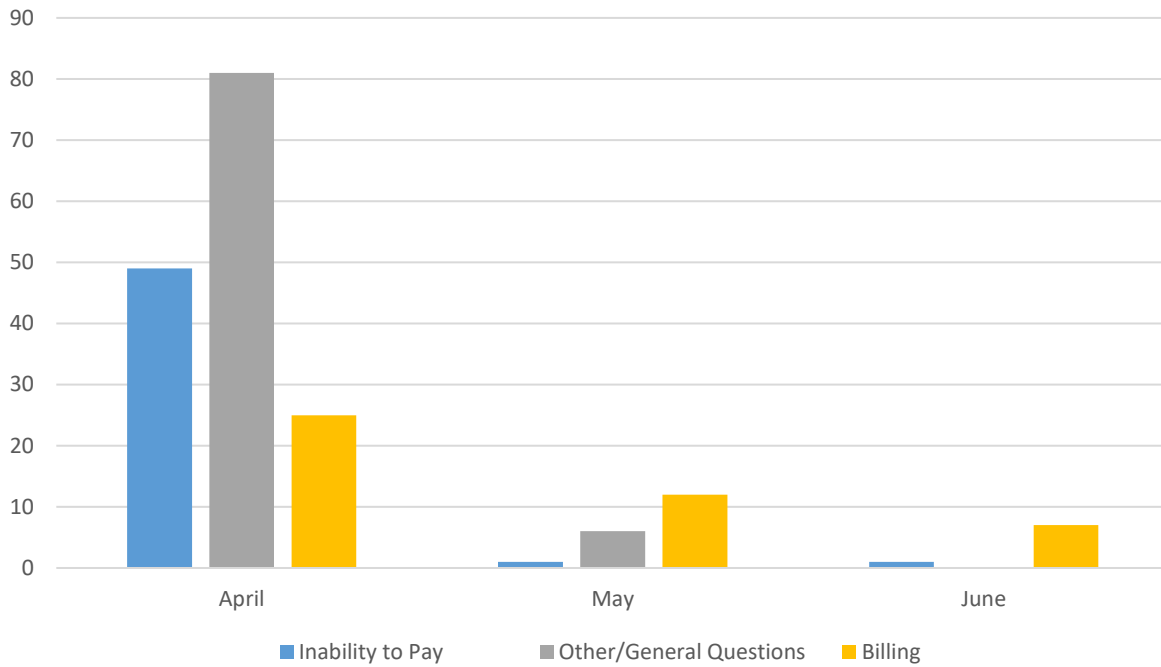
| Previous Yearly Balance Due Comparison              | 4/30/2019    | 4/30/2020    | Percentage Week<br>04/30/2019 to<br>04/30/2020  | Total Number of Active Accounts | Percentage of Past Due accounts |
|---|--------------|--------------|---|---------------------------------|---------------------------------|
| Number of Accounts                                  | 771          | 1069         | 38.65%  | 21,171                          | 5.05%                           |
| Yearly Balance Due Comparison                       | 4/30/2019    | 4/30/2020    | Percentage Week<br>04/30/2019 to<br>004/30/2020 | Total Sales YTD                 | Percentage of Total Past Due    |
| Active Accounts with a Balance Due Over 32 Days Old | \$101,421.36 | \$203,403.51 | 100.55%   | \$17,330,892.61                 | 1.17%                           |

| Payment Numbers/Totals Previous Year/Current Year                                    | 5/31/2019    | 5/31/2020    | 6/12/2019    | 6/12/2020    |
|--|--------------|--------------|--------------|--------------|
| Payment Numbers<br>(Payment for combined water/sewer bill reflected as two payments) | 35,188       | 35,043       | 19,179       | 18,123       |
| Payment Totals   | 3,898,107.10 | 4,005,720.46 | 2,532,218.53 | 2,532,870.22 |

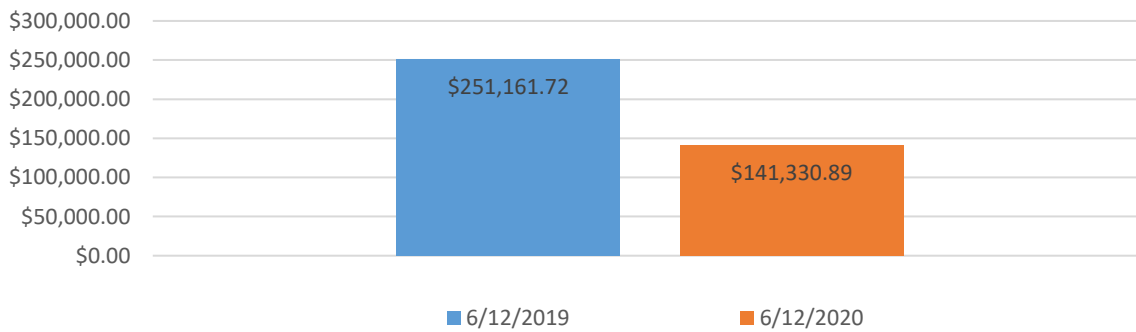
| Payment Numbers/Totals Previous Year/Current Year                                    | 4/30/2019    | 4/30/2020    |
|--|--------------|--------------|
| Payment Numbers<br>(Payment for combined water/sewer bill reflected as two payments) | 44,865       | 29,855       |
| Payment Totals   | 4,115,301.16 | 3,668,322.18 |

| Online Features Customers are Utilizing | April | May  | June |
|---|-------|------|------|
| Customers Enrolled in Paperless Billing | 6375  | 6441 | 6481 |
| Customers Enrolled in Autopay           | 7686  | 7757 | 7798 |

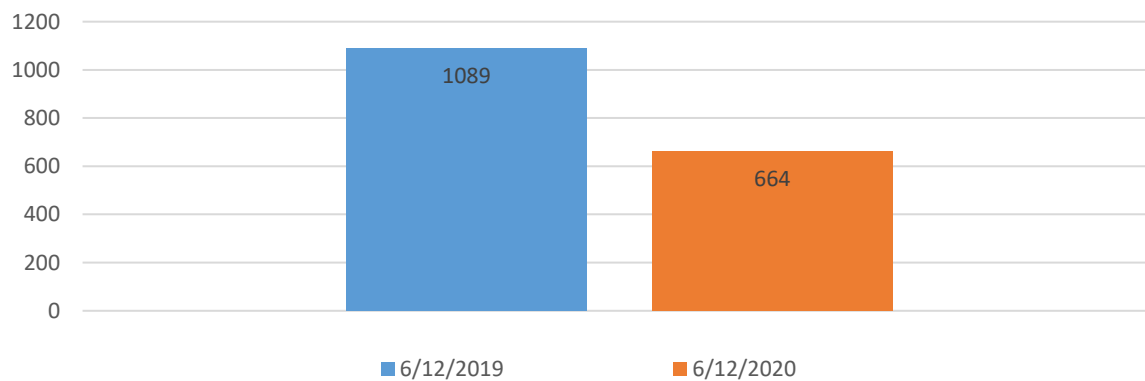
### Customer Calls Related to Covid 19



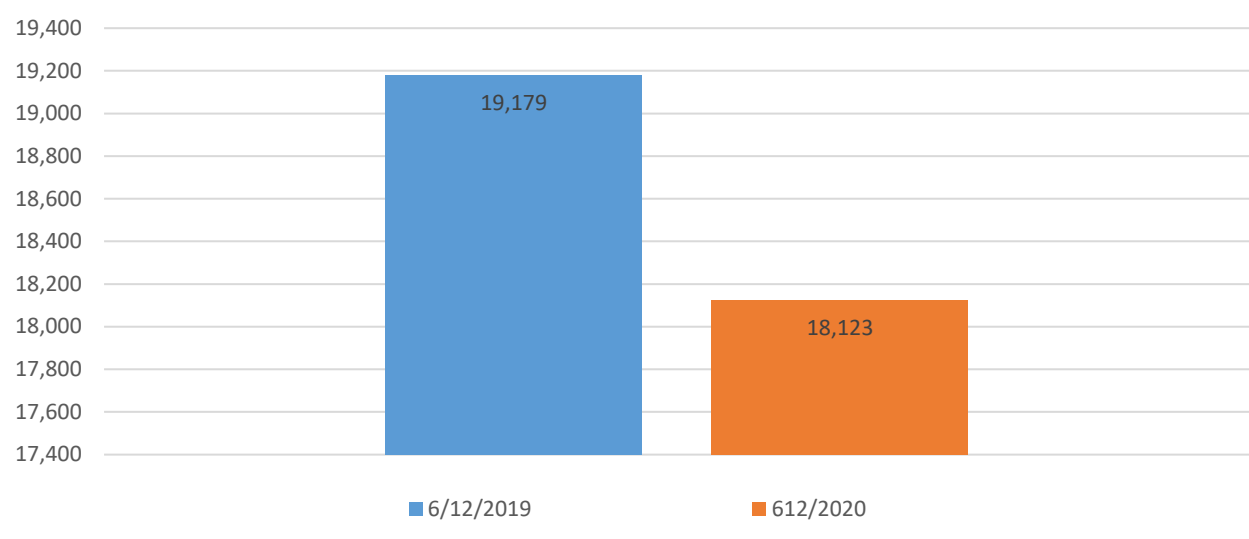
### Active Account Balances Over 32 Days



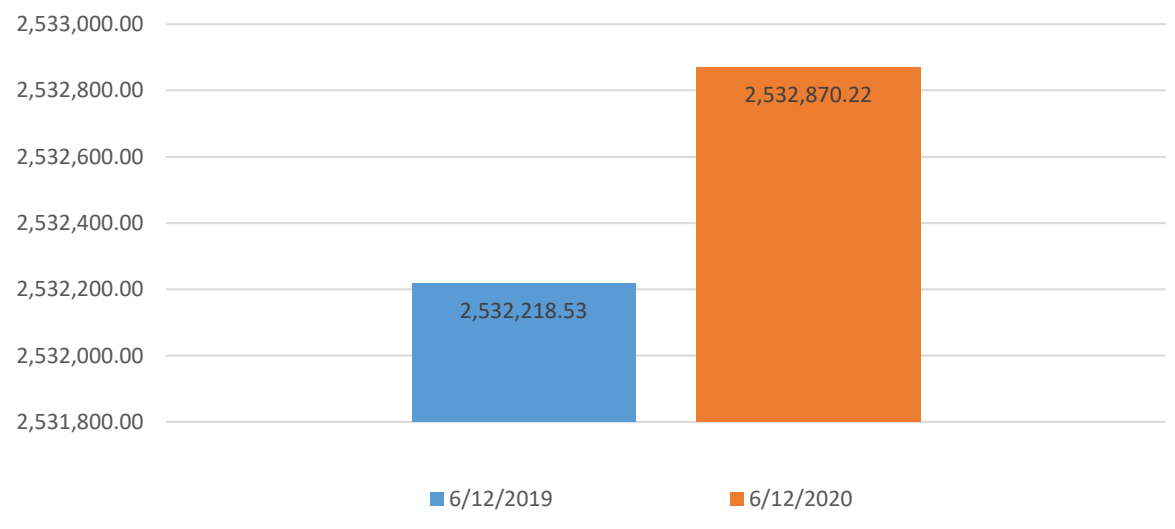
### Active Number of Accounts With Balances Over 32 Days



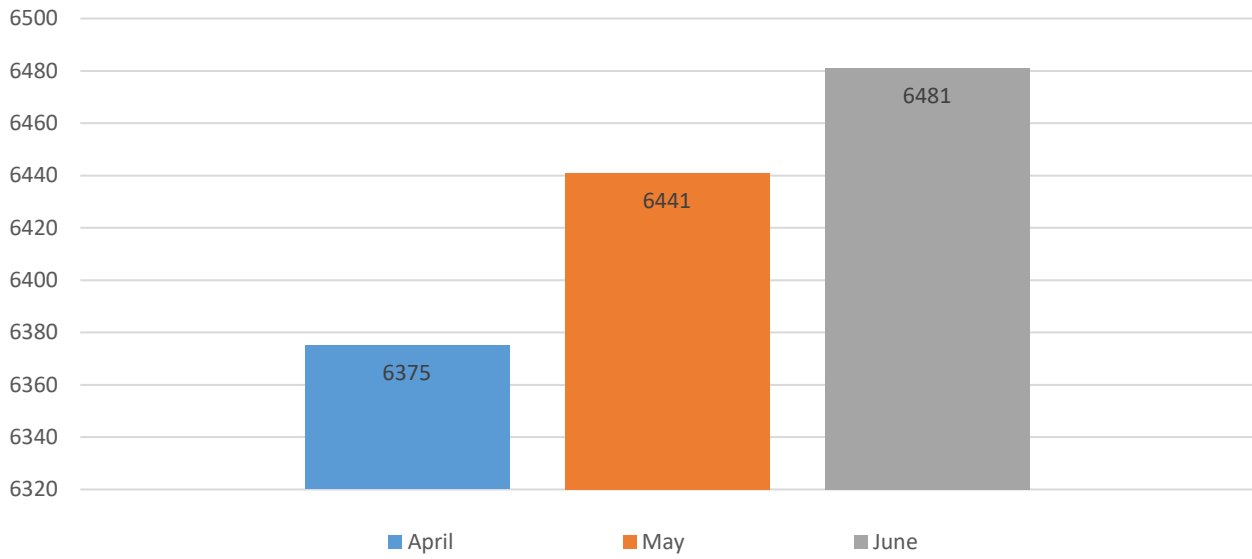
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

