

Customer-Related Impacts of COVID-19 (Week Ending 07/03/2020)

Customer Calls Related to Covid 19	April	May	June	July
Inability to Pay	49	1	3	
AutoPay Cancellations	5	2		
Other/General Questions	81	6		
Billing	25	12	10	
Water Quality	0	1		
Water Conservation	3	0		

Payment Arrangements	April	May	June	July	Total
Number of Arrangments Made	78	334	35	6	453
High Water Users Requesting Arrangements	16	33	11	1	61
Number of Payment Arrangement Defaults		19	25	0	44

Yearly Balance Due Comparison	7/3/2019	7/3/2020	Percentage Week 07/03/2019 to 07/03/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$142,755.38	\$242,297.47	69.73%	\$27,723,233.65	0.87%
Yearly Balance Due Comparison	7/3/2019	7/3/2020	Percentage Week 07/03/2019 to 07/03/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	614	763	24.27%	21,155	3.61%

Yearly Balance Due Comparison	6/30/2019	6/30/2020	Percentage Week 06/30/2019 to 06/30/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$148,122.79	\$178,565.21	20.55%	\$27,460,785.29	0.65%
Yearly Balance Due Comparison	6/30/2019	6/30/2020	Percentage Week 06/30/2019 to 06/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	831	879	5.78%	21,282	4.13%

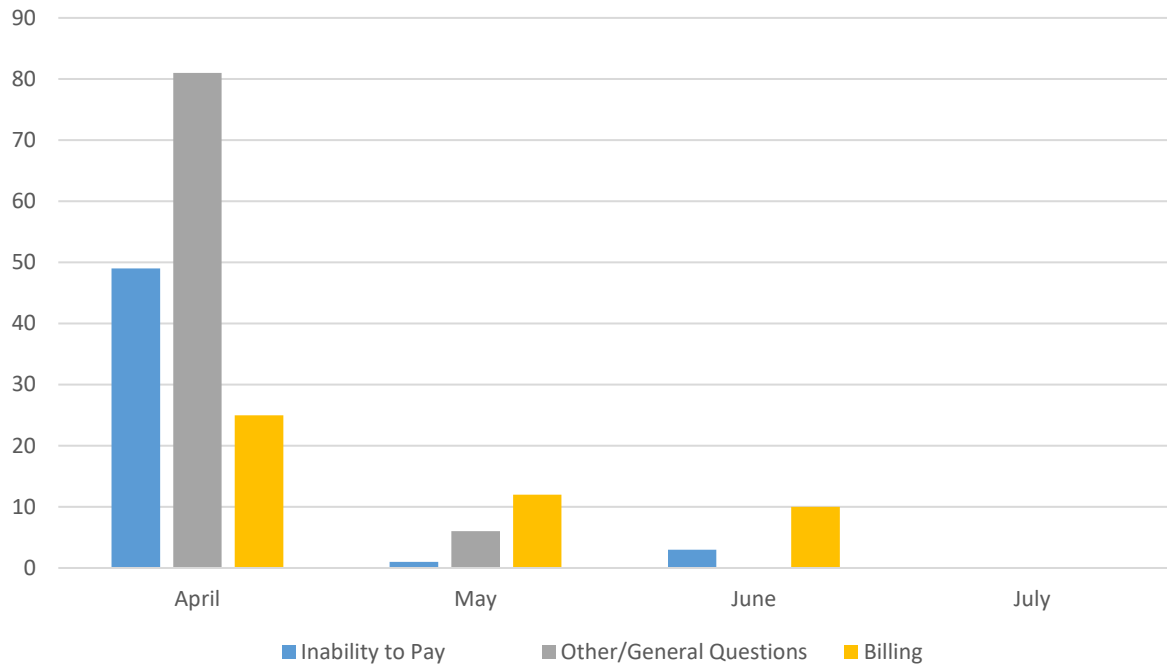
Yearly Balance Due Comparison	5/31/2019	5/31/2020	Percentage Week 05/31/2019 to 05/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	\$226,903.03	\$197,389.26	-13.01%	\$21,362,599.98	0.92%
Yearly Balance Due Comparison	5/31/2019	5/31/2020	Percentage Week 05/31/2019 to 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 04/30/2019 to 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 04/30/2019 to 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%

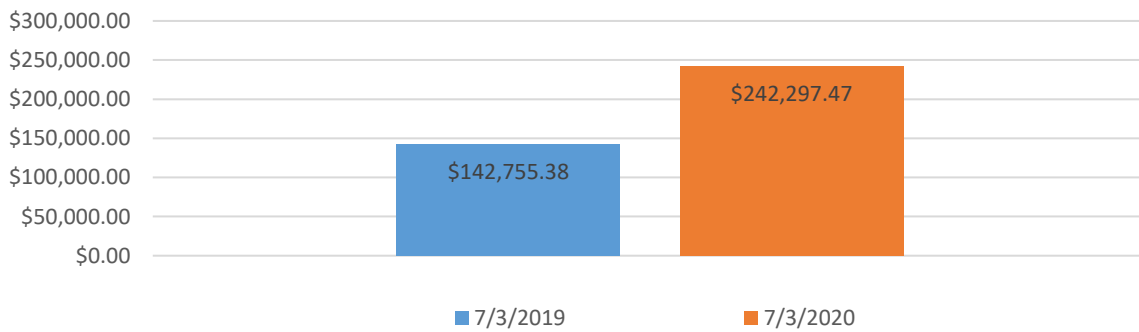
Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/3/2019	7/3/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	7,581	1,896
Payment Totals	5,400,251.51	6,031,344.37	812,170.33	262,448.36

Payment Numbers/Totals Previous Year/Current Year	4/30/2020	4/30/2020	5/31/2019	5/31/2020
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

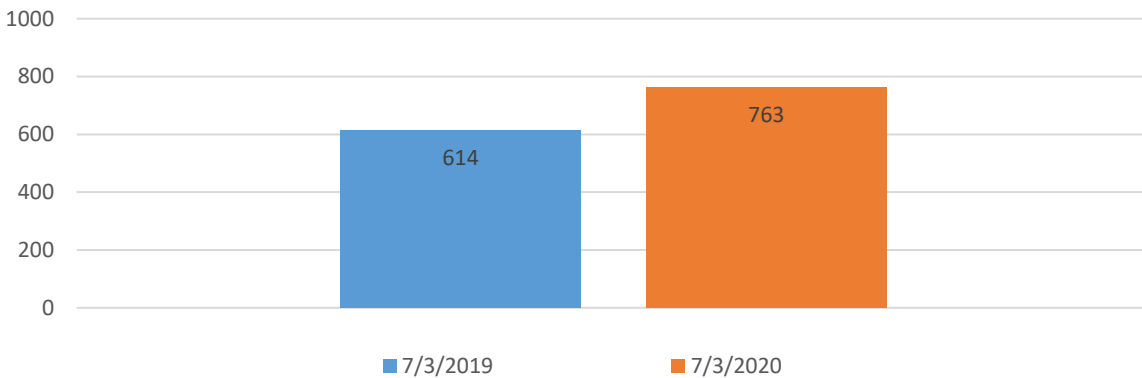
Customer Calls Related to Covid 19



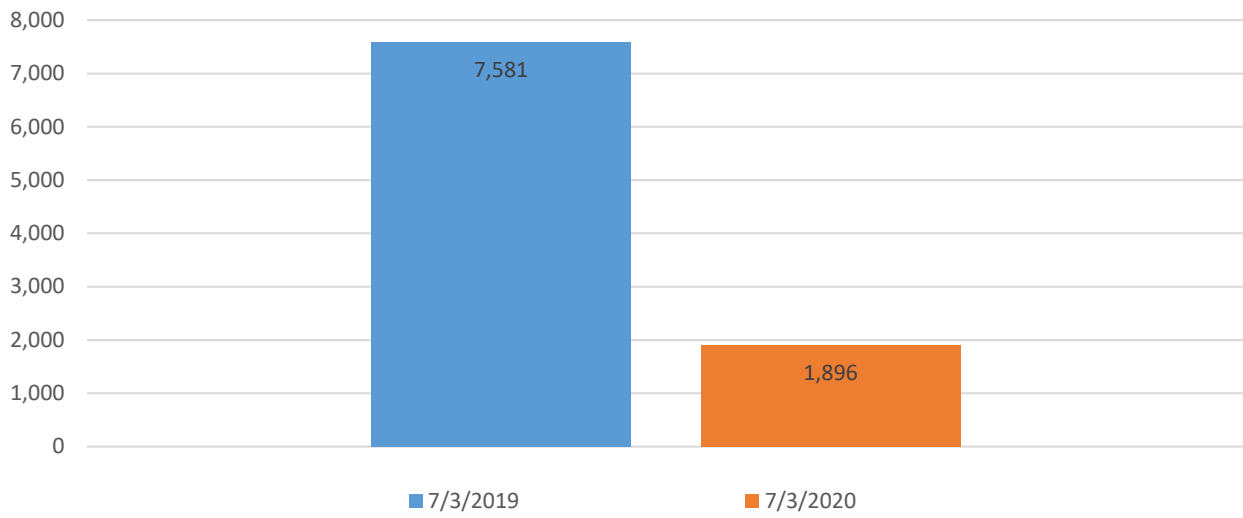
Active Account Balances Over 32 Days



Active Number of Accounts With Balances Over 32 Days



Number of Payments Previous/Current Year



Payment Totals Previous/Current Year

