

Customer Related Impacts of COVID-19 (Week Ending 10/02/2020)

Customer Calls Related to Covid 19	April/May	June/July	August	September	October
Inability to Pay	50	3			
AutoPay Cancellations	7				
Other/General Questions	87	1			
Billing	37	16	3	1	
Water Quality	1				
Water Conservation	3				

Payment Arrangements	April/May	June/July	August/September	October	Total
Number of Arrangements Made	412	89	40	5	546
High Water Users Requesting Arrangements	49	24	22	4	99
Number of Payment Arrangement Defaults	19	35	18	0	72
High Water Users Arrangement Defaults			22	0	22

Yearly Balance Due Comparison	10/2/2019	10/2/2020	Percentage Week 10/2/2019 to 10/2/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	167,147.74	387,186.81	131.64%	\$46,401,980.16	0.83%
Yearly Balance Due Comparison	10/2/2019	10/2/2020	Percentage Week 10/2/2019 to 10/2/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	532	801	50.56%	21,235	3.77%

Payment Numbers/Totals Previous Year/Current Year	9/30/2019	9/30/2020	10/2/2019	10/2/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	43,098	41,658	7,719	1,408
Payment Totals	6,947,612.34	7,341,001.27	1,074,244.73	237,418.91

Online Features Customers are Utilizing	April/May	June/July	August	September	October
Customers Enrolled in Paperless Billing	6375/6441	6517/6590	6712	6814	6820
Customers Enrolled in Autopay	7686/7757	7846/7907	8026	8139	8141

Yearly Balance Due Comparison	9/30/2019	9/30/2020	Percentage Week 09/30/2019 to 09/30/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	234,802.24	422,559.50	79.96%	\$46,164,561.25	0.92%
Yearly Balance Due Comparison	9/30/2019	9/30/2020	Percentage Week 09/30/2019 to 09/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	794	840	5.79%	21,638	3.88%

Yearly Balance Due Comparison	8/31/2019	8/31/2020	Percentage Week 08/31/2019 to 08/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	234,802.24	422,559.50	79.96%	\$46,164,561.25	0.92%
Yearly Balance Due Comparison	8/31/2019	8/31/2020	Percentage Week 08/31/2019 to 08/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	1135	1007	-11.28%	21,225	4.74%

Yearly Balance Due Comparison	7/31/2019	7/31/2020	Percentage Week 07/31/2019 to 07/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	144,938.67	285,137.66	96.73%	\$32,652,764.38	0.87%
Yearly Balance Due Comparison	7/31/2019	7/31/2020	Percentage Week 07/31/2019 to 07/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	537	844	57.17%	21,210	3.98%

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%

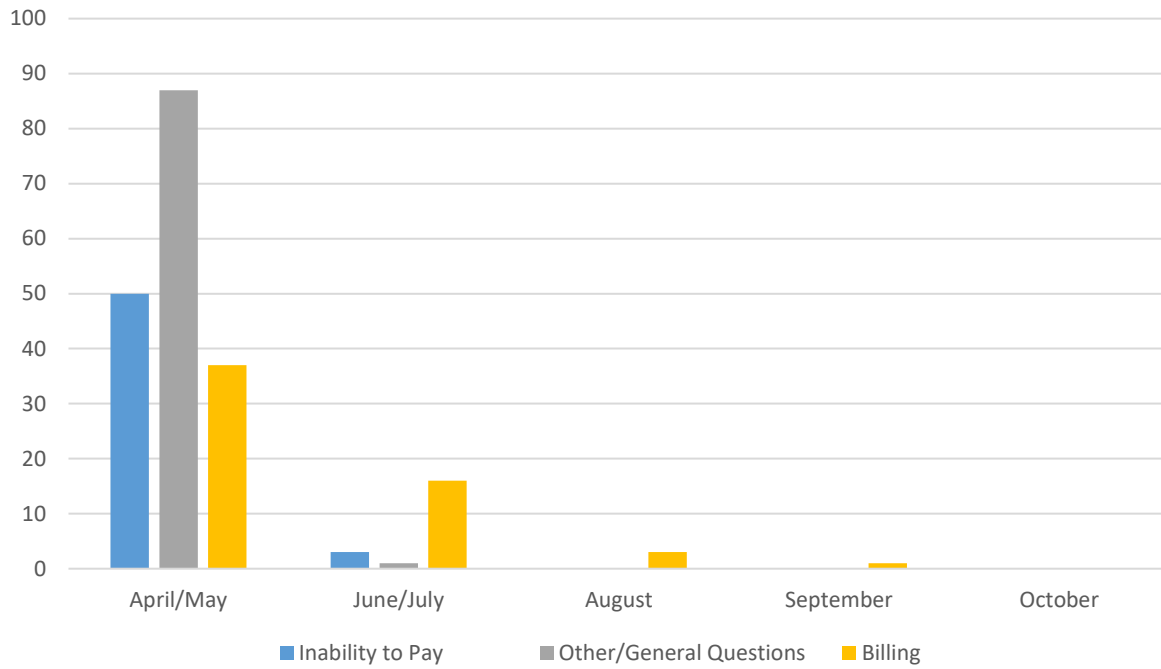
Previous Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	771	1069	38.65%	21,171	5.05%
Yearly Balance Due Comparison	4/30/2019	4/30/2020	Percentage Week 04/30/2019 to 04/30/2020	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	7/31/2019	7/31/2020	8/31/2019	8/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	48,974	31,047	34,242	37,145
Payment Totals	6,059,324.83	5,213,243.92	4,918,542.70	6,910,875.81

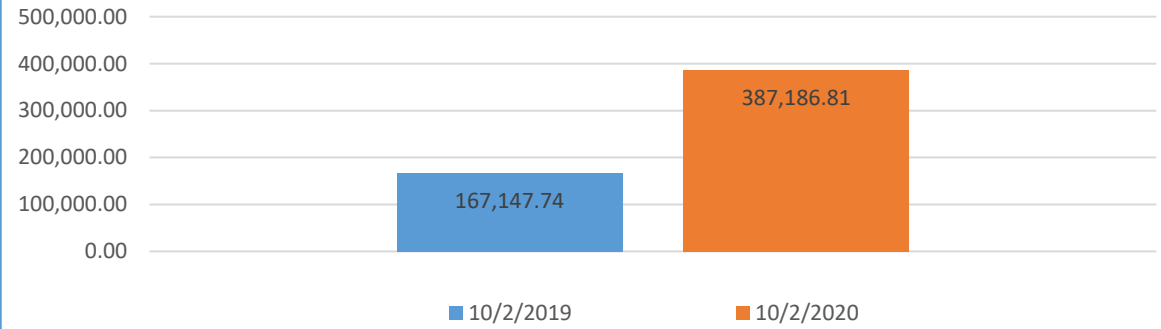
Payment Numbers/Totals Previous Year/Current Year	6/30/2019	6/30/2020	7/31/2019	7/31/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	41,140	41,782	48,974	31,047
Payment Totals	5,400,251.51	6,031,344.37	6,059,324.83	5,213,243.92

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

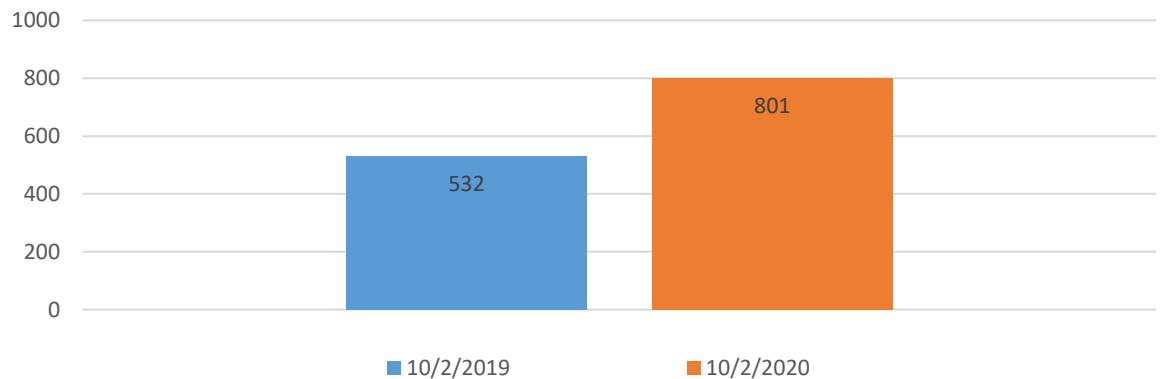
Customer Calls Related to Covid 19



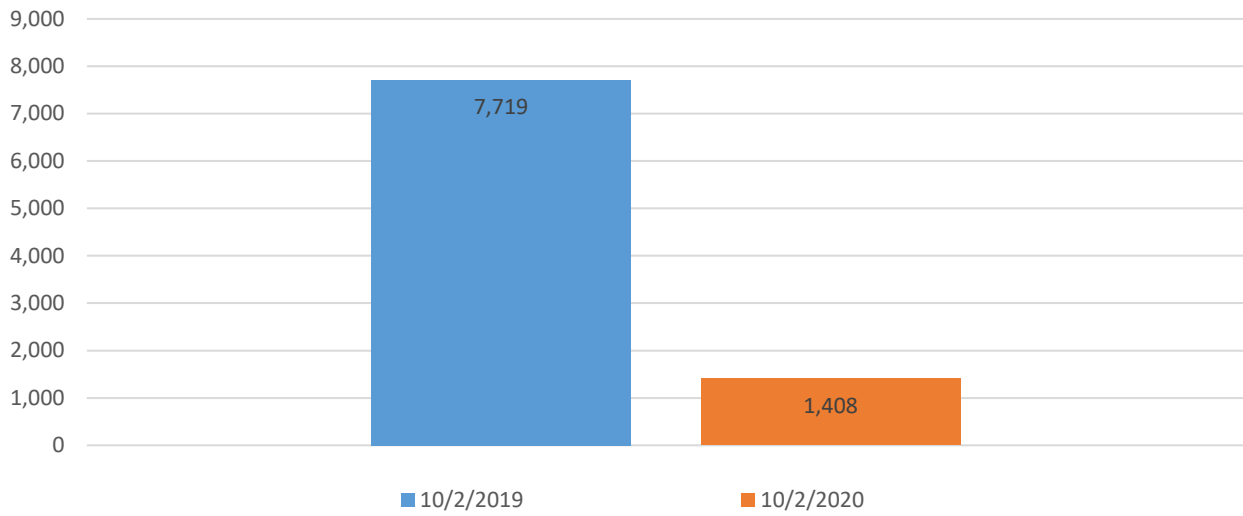
Active Account Balances Over 32 Days



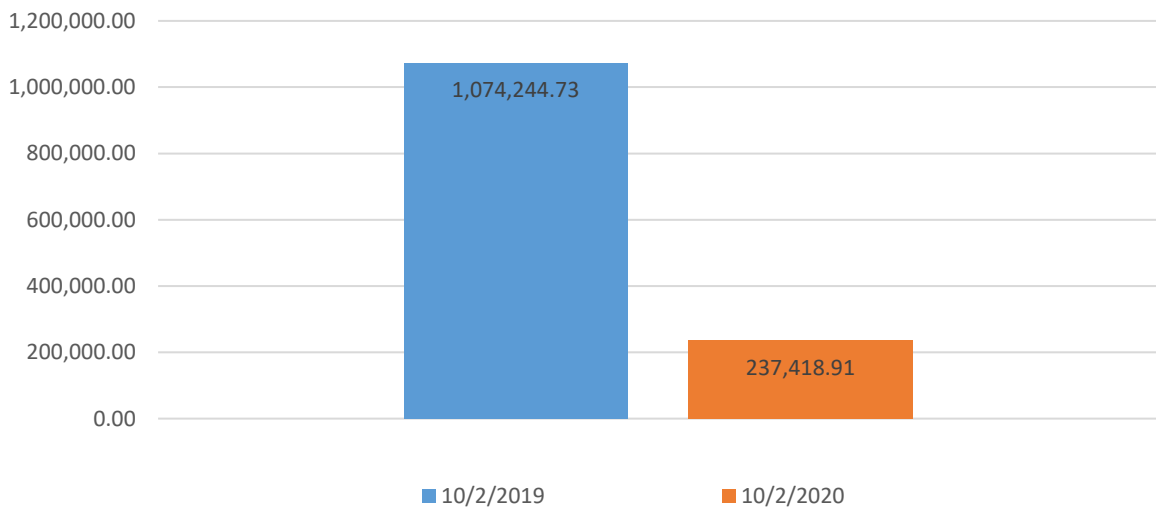
Active Number of Accounts With Balances Over 32 Days



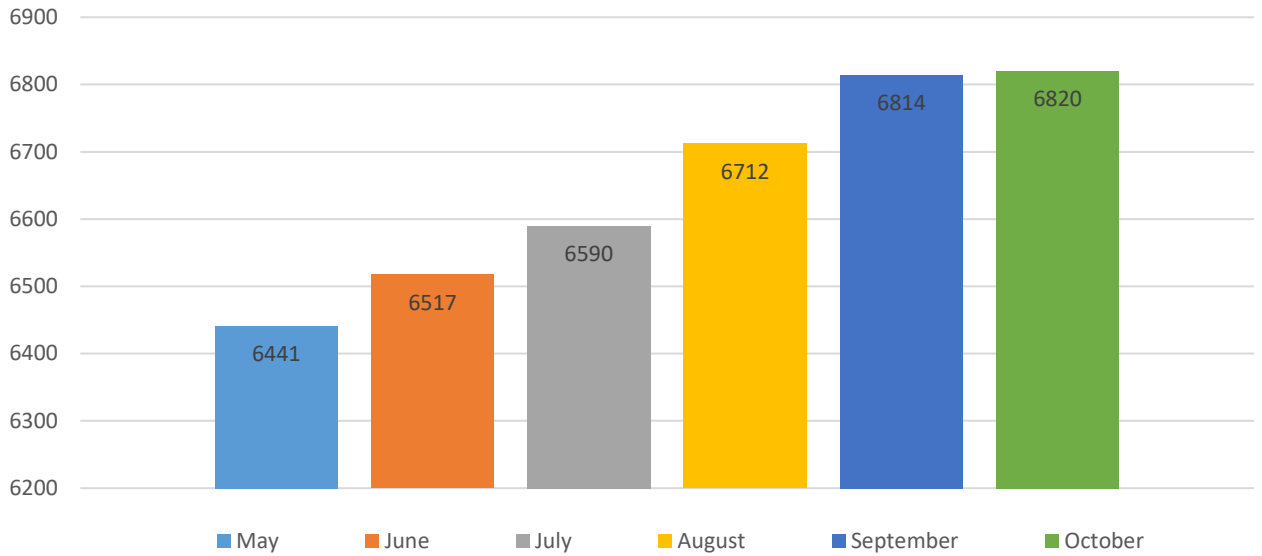
Number of Payments Previous/Current Year



Payment Totals Previous/Current Year



Customers Enrolled in Paperless Billing



Customers Enrolled in Autopay

