

## Customer Related Impacts of COVID-19 (Week Ending 11/13/2020)

Customer Calls Related to Covid 19	April-August	September	October	November
Inability to Pay	53			
AutoPay Cancellations	7			
Other/General Questions	88			
Billing	53	4		
Water Quality	1			
Water Conservation	3			

Payment Arrangements	April-August	September	October	November	Total
Number of Arrangements Made	501	40	26	12	579
High Water Users Requesting Arrangements	73	22	4	6	105
Number of Payment Arrangement Defaults	54	18	6	7	85
High Water Users Arrangement Defaults		22	1	2	25

Yearly Balance Due Comparison	11/13/2019	11/13/2020	Percentage Week 11/13/2019 to 11/13/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	131,589.12	436,140.42	231.44%	\$54,767,897.19	0.80%
Yearly Balance Due Comparison	11/13/2019	11/13/2020	Percentage Week 11/13/2019 to 11/13/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	597	743	24.46%	21,255	3.50%

Payment Numbers/Totals Previous Year/Current Year	10/31/2019	10/31/2020	11/13/2019	11/13/2020
Payment Numbers (Payment for combined water/sewer bill reflected as two payments)	48,539	29,696	19,665	16,888
Payment Totals	7,243,666.27	5,573,140.49	2,989,634.31	3,188,017.11

Online Features Customers are Utilizing	July	August	September	October	November
Customers Enrolled in Paperless Billing	6590	6712	6814	6893	6931
Customers Enrolled in Autopay	7907	8026	8139	8212	8237

Yearly Balance Due Comparison	10/31/2019	10/31/2020	Percentage Week 10/31/2019 to 10/31/2020	Total Sales YTD	Percentage of Total Past Due
Active Accounts with a Balance Due Over 32 Days Old	192,769.10	459,775.92	138.51%	\$51,610,261.53	0.89%
Yearly Balance Due Comparison	10/31/2019	10/31/2020	Percentage Week 10/31/2019 to 10/31/2020	Total Number of Active Accounts	Percentage of Past Due accounts
Number of Accounts	503	939	86.68%	21,258	4.42%

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	361,854.96	434,742.55	20.14%	\$39,722,594.83	1.09%
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
Active Accounts with a Balance Due Over 32 Days Old	\$101,421.36	\$203,403.51	100.55%	\$17,330,892.61	1.17%
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
Number of Accounts	771	1069	38.65%	21,171	5.05%

Payment Numbers/Totals Previous Year/Current Year	9/30/2019	9/30/2020
Payment Numbers (Payment for water/sewer bill reflected as two payments)	43,098	41,658
Payment Totals	6,947,612.34	7,341,001.27

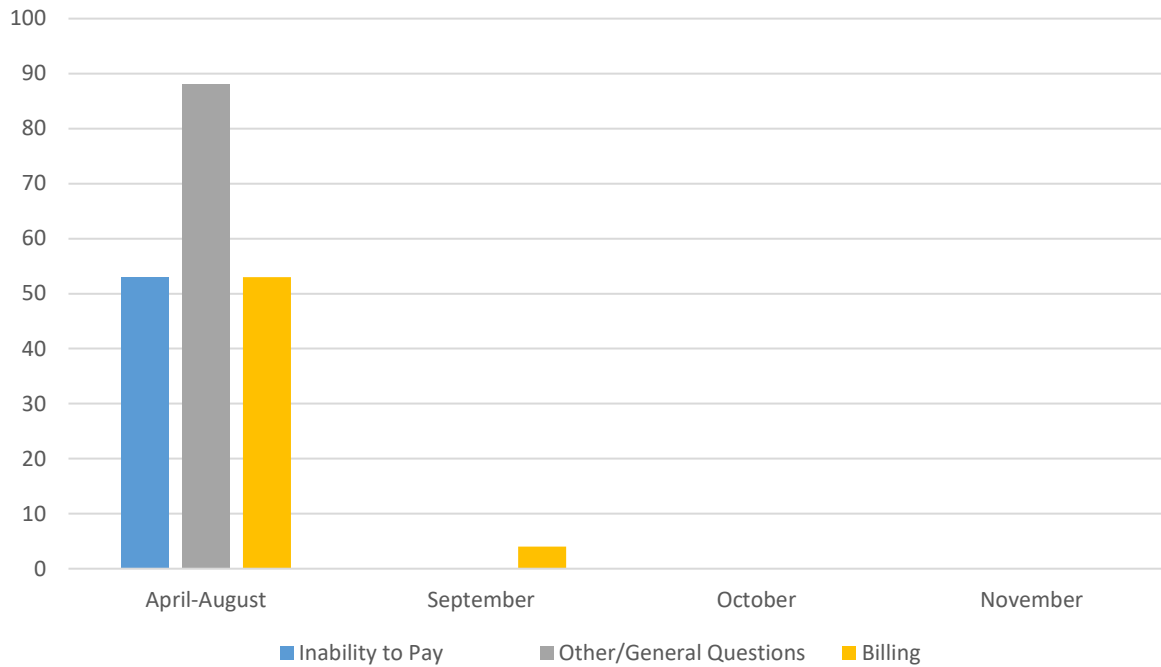
Payment Numbers/Totals Previous Year/Current Year	7/31/2019	7/31/2020	8/31/2019	8/31/2020
Payment Numbers (Payment for water/sewer bill reflected as two payments)	48,974	31,047	34,242	37,145
Payment Totals	6,059,324.83	5,213,243.92	4,918,542.70	6,910,875.81

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

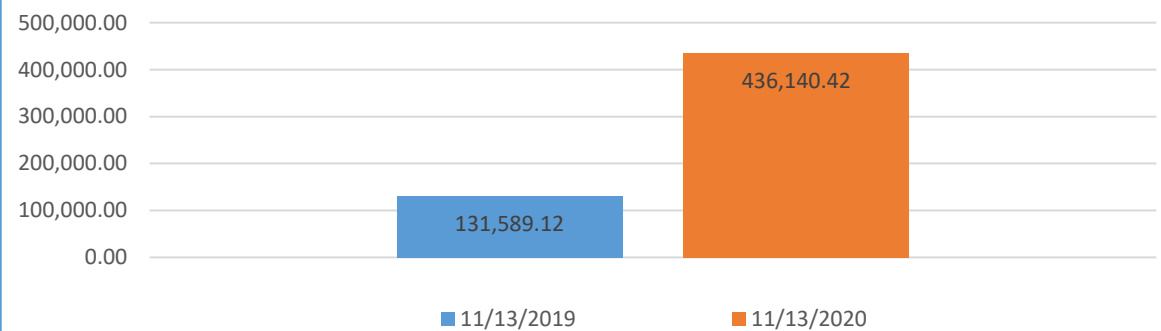
Payment Numbers/Totals Previous Year/Current Year	4/30/2020	4/30/2020	5/31/2019	5/31/2020
Payment Numbers (Payment for water/sewer bill reflected as two payments)	44,865	29,855	35,188	35,043
Payment Totals	4,115,301.16	3,668,322.18	3,898,107.10	4,005,720.46

Online Features Customers are Utilizing	April	May	June
Customers Enrolled in Paperless Billing	6357	6441	6517
Customers Enrolled in Autopay	7686	7757	7846

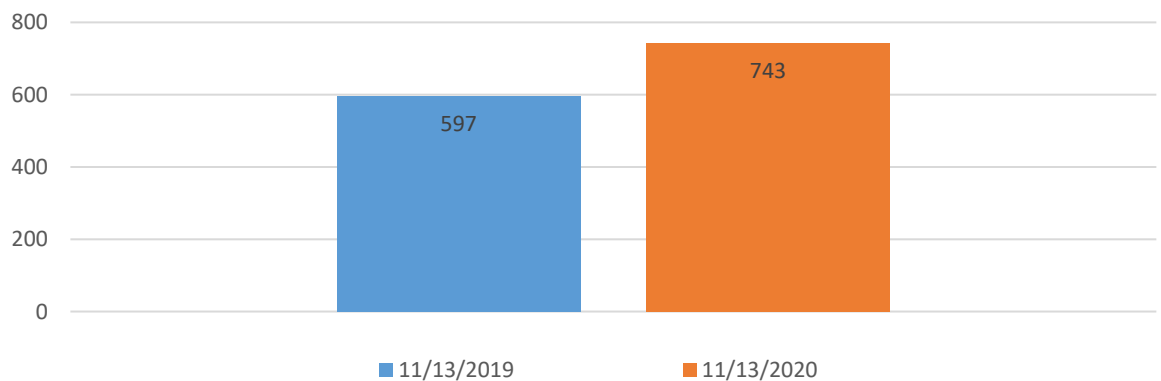
Customer Calls Related to Covid 19



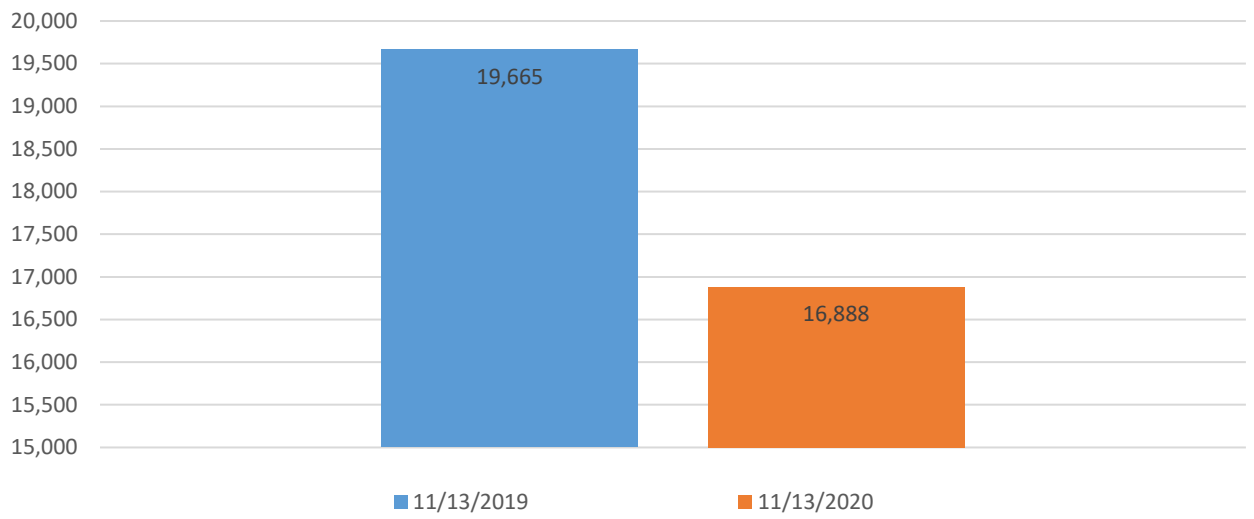
Active Account Balances Over 32 Days



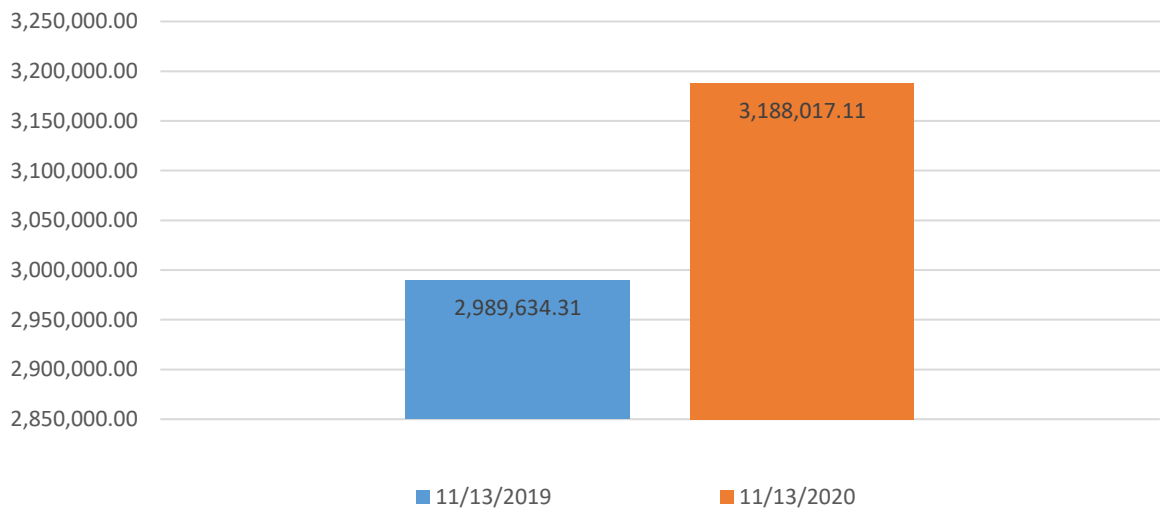
Active Number of Accounts With Balances Over 32 Days



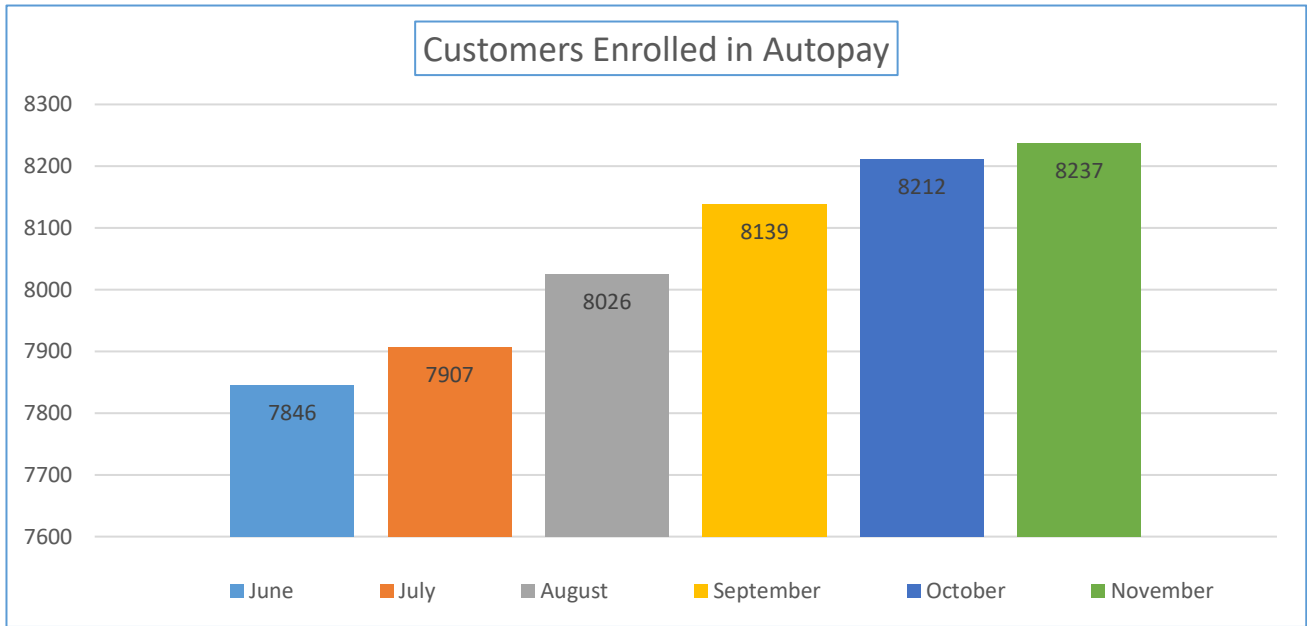
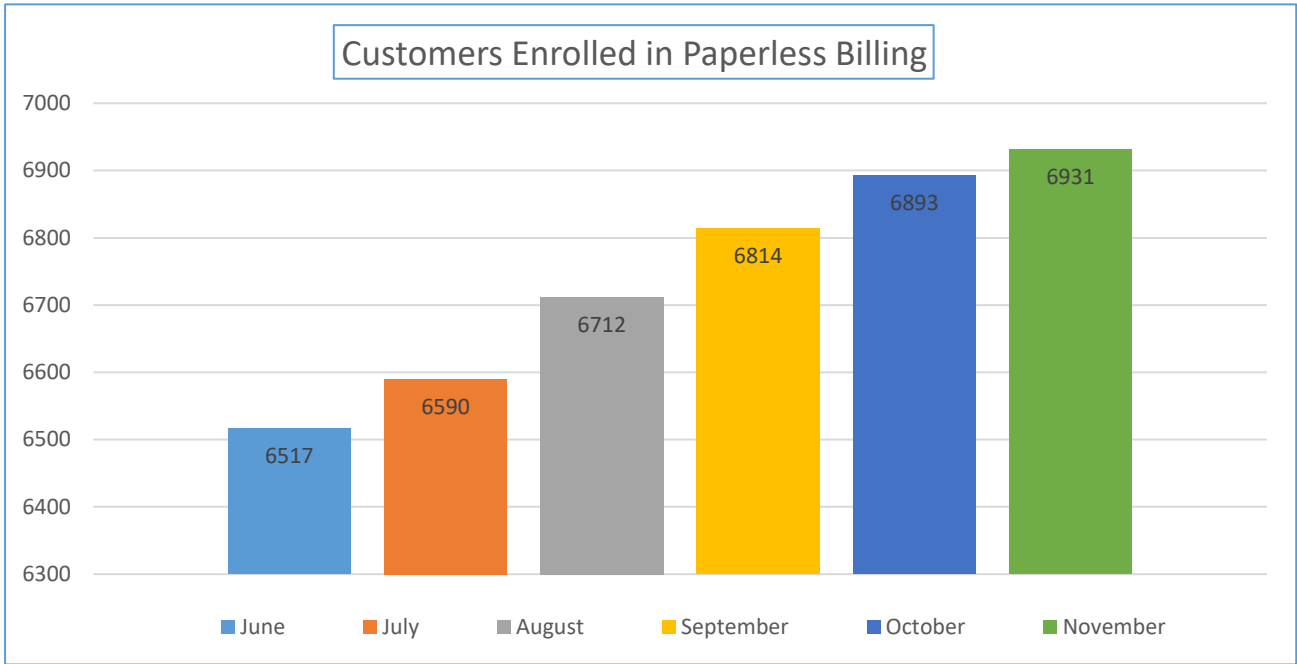
Number of Payments Previous/Current Year



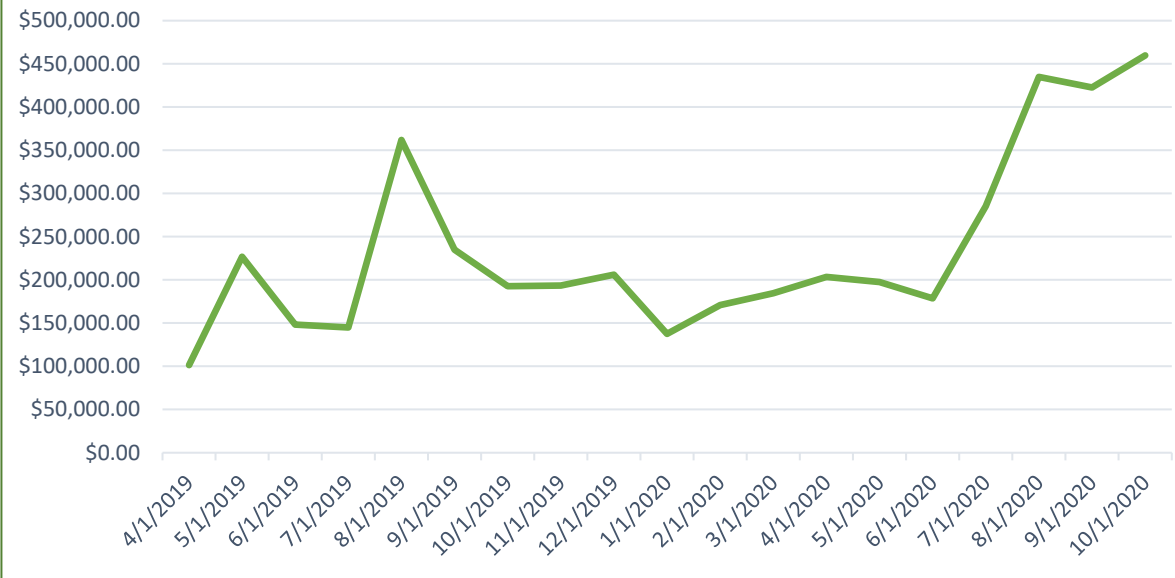
Payment Totals Previous/Current Year







### Active Accounts with a Balance Due Over 32 Days Old



### Number of Active Accounts with a Balance Due Over 32 Days Old

