

# Residential and Commercial Customers Delinquency Update as of September 19, 2021

DRAFT

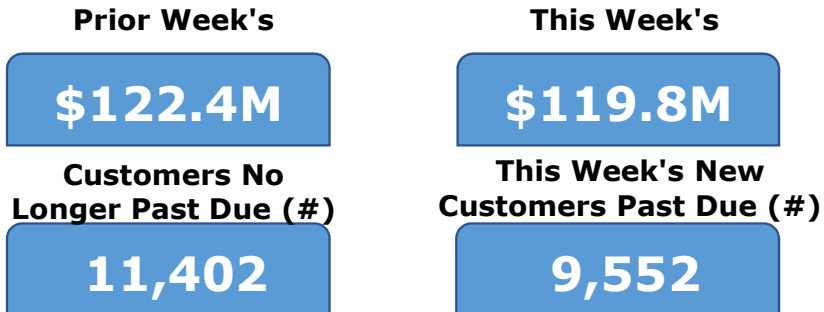
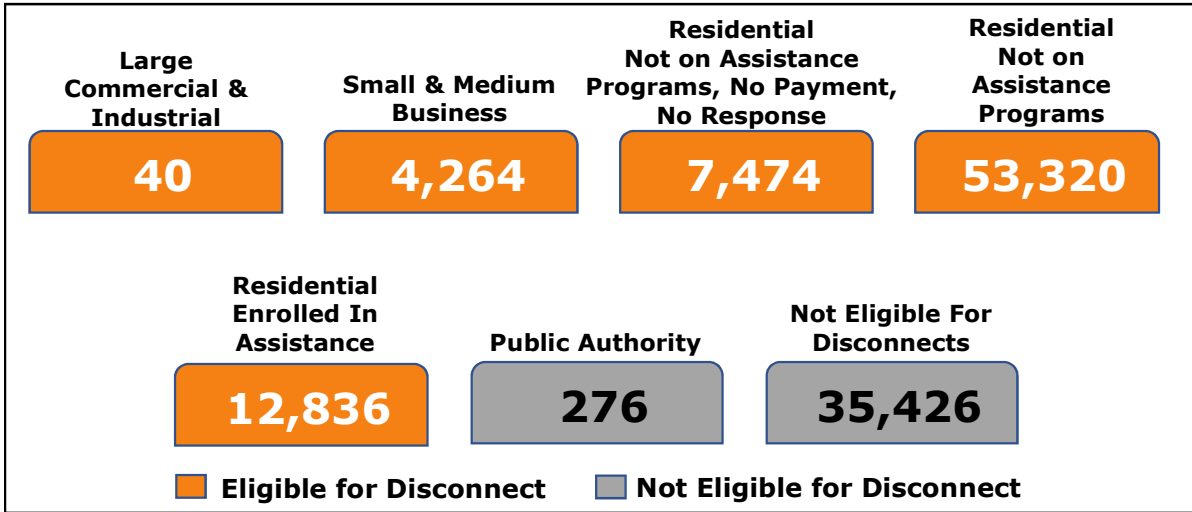


**ALL Active  
Past Due Customers (#)**

113,636

Past due accounts decreased by 1,850 customers & their outstanding past due balance decreased by \$2.6M. Of the 113,636 past due customers, 77,934 are eligible for disconnection (4,304 commercial & 73,630 residential) with their balances totaling \$96.2M.

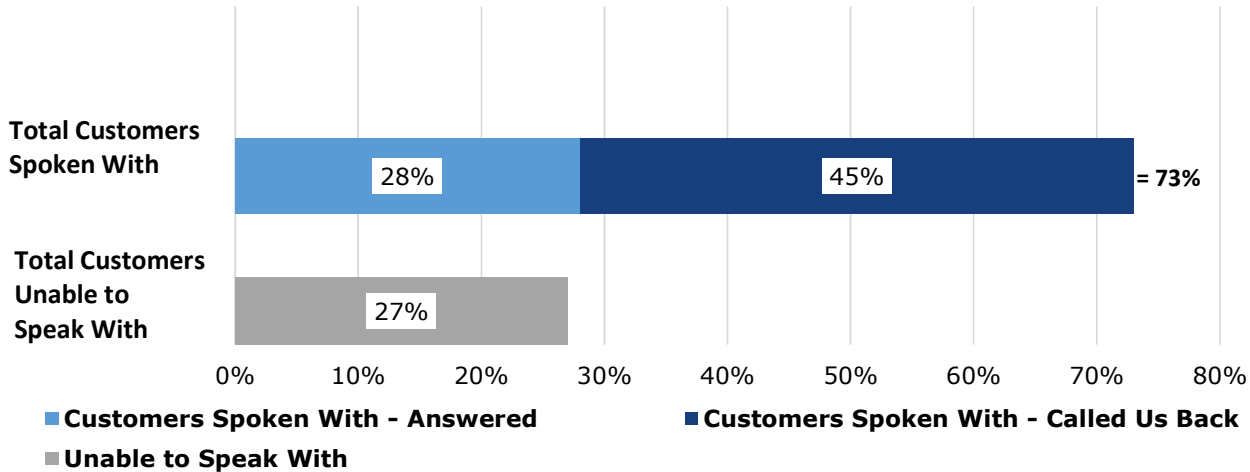
**BREAKDOWN OF ACTIVE PAST DUE CUSTOMERS INTO SEGMENTS**



We have called 87,734 customers, speaking with total of 64,046 customers since June 2020.

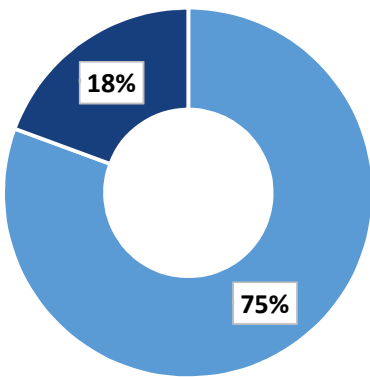
The majority of customers (93%) that we've spoken with have received assistance. Since June 2020, 47,995 customers have committed to new payment arrangements & 11,504 were provided some form of assistance through various agency referrals.

**BREAKDOWN OF TOTAL CUSTOMERS CORE CALLED**



**RESULT OF CONTACT**

- Signed Up For Payment Arrangement
- Received Agency Referrals



**\*\*Due to potential Residential customer impact, LCI accounts identified as Master Metered or Real Estate Rental will be sequenced with Residential customer disconnection to allow time to communicate appropriately according to our Terms & Conditions.**

**\*\*\*Customers Eligible for Disconnect are active customers who have outstanding balances \$150.00 or more that over 35 days past due. Street lights, Public Authority, Internal Use accounts, or accounts with an installment plan in good standing are not eligible for disconnection.**