



General
(CPS Energy & Industry)

Question asked by: Dana McGinnis

Date question asked: June 10, 2021

Date question answered: July 13, 2021

Question: Is it possible that 56% of the customers in SA are past due? They're more than 30 days past due? Please include the number of customers that are past due

Answers:

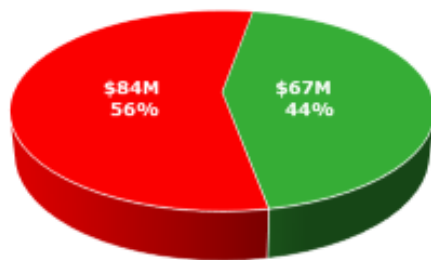
- **Dollars:**
 - No, the chart below is focused on dollars, not the count of customers. As of March 31, 2021, 56% of the dollars owed by residential customers (i.e., accounts receivable) are 30 days past due.

FINANCIAL IMPACTS

CUSTOMER ACCOUNTS - CURRENT VS PAST DUE

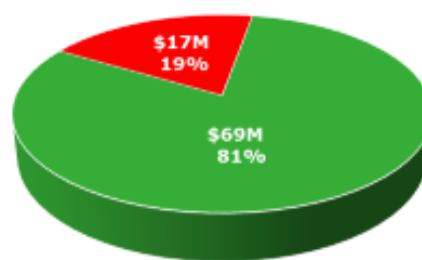


Total Residential \$151M



■ Current ■ Over 30 Days Past Due

Total Commercial \$86M



■ Current ■ Over 30 Days Past Due

More than half of the Residential account balances owed are over 30 days past due as of March 2021.

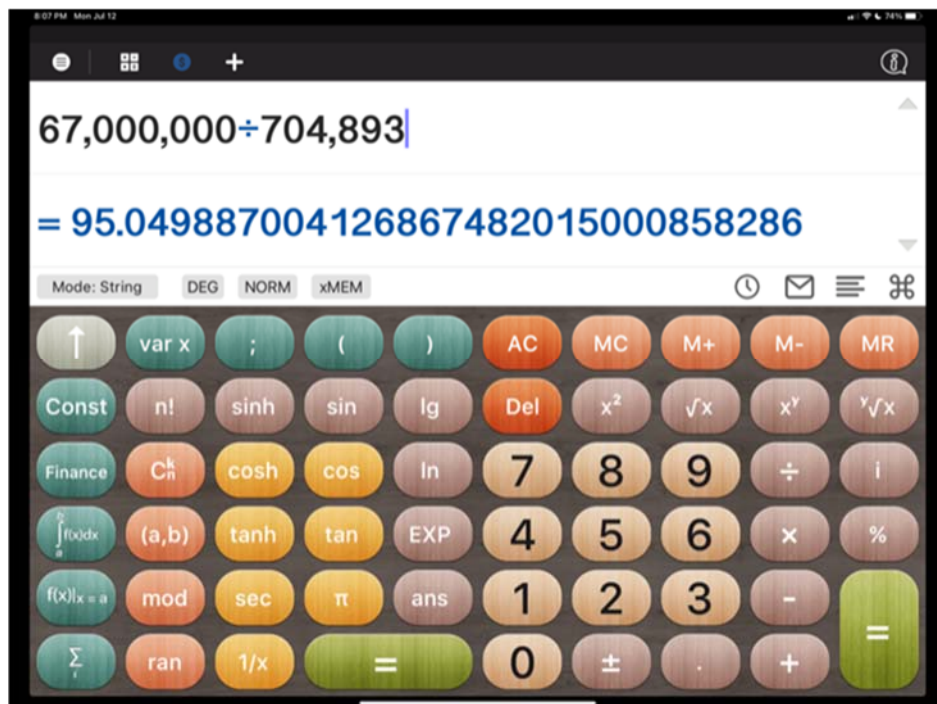
- **Counts:**
 - Please see the table on Page 2 that shows 19% of our total customer counts are past due or eligible for disconnect.

Status of Customers	Reference	Number of Customers	Percentage
Current	A	704,893	81%
Past Due > 30 days	B	85,169	10%
Eligible for Disconnect	C	82,799	9%
Total Customers	D= A+B+C	872,861	100%
Total Customers Past Due & Eligible for Disconnect	E = B + C	167,968	19%

These numbers are as of March 31

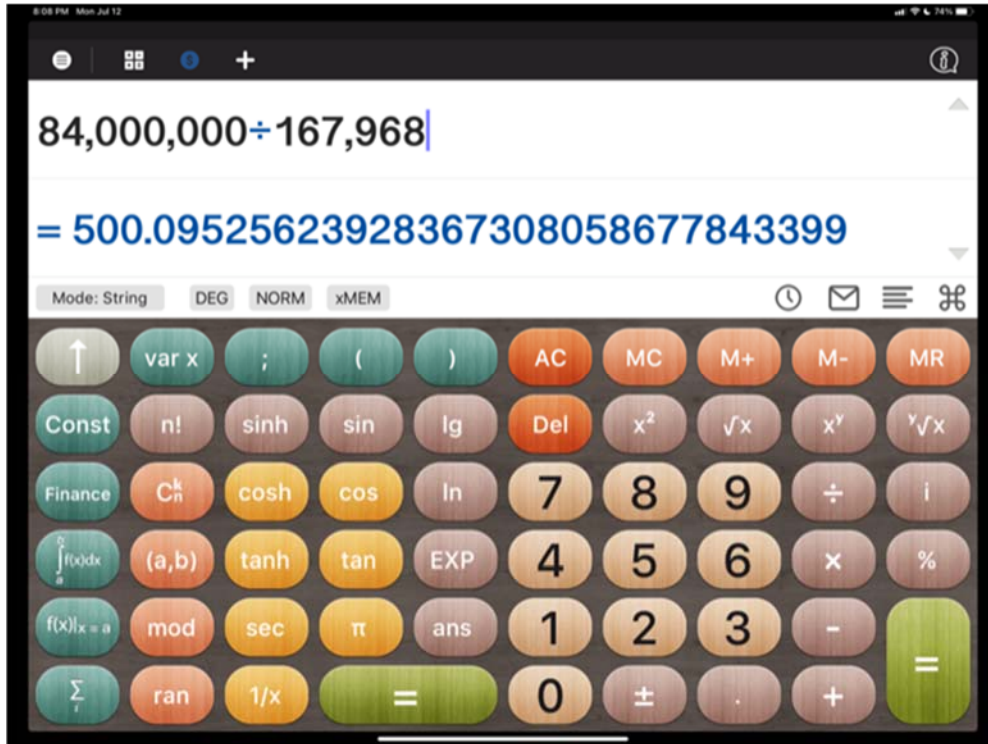
- **Average Balances:**

- Additionally, the average balance owed by delinquent customers is more than five (times) that of current customers.
- Average of Current Dollars:



Current amount of accounts receivable (rounded to \$millions)

- Average of Past Due and Disconnect Eligible Accounts:



Non-current amount of accounts receivable (rounded to \$millions)