

For the week ending April 17, 2020 (5 days):

Eligible disconnections continue to increase with an increase of 65 – 75% over last week depending on the service. Customers are receiving automated courtesy calls. Staff will begin contacting customers who are past due and focusing on the largest balances to encourage them to pay something on their accounts. Utility receivables for the third week of April remain consistent with historical experience for each service. The residential utility receivable total dollars are essentially the same as last week with a 1% increase in aging from current to 30 days and a 1% increase in 120+. Commercial utility receivables increased \$900K with aging improving from last week.

Residential Disconnections Waived:

Electric	6,777
Gas	4,192
Water	5,551
Sewer	5,436
Stormwater	5,769
Refuse	6,251

Small Business Disconnections Waived:

Electric	493
Gas	199
Water	349
Sewer	341
Stormwater	428
Refuse	122

Accounts Receivable Aging:

	Total	Current	30	60	120+
Residential	\$6.9M	86%	6%	2%	7%
Commercial	\$3.9M	88%	1%	1%	10%
Industrial	\$1.3M	84%	13%	2%	1%
Comparative March 2020	\$10 M	86%	4%	2%	8%
Comparative April 2019	\$9.3M	82%	5%	4%	9%

Late Fees Waived: \$33,508

Call Center volume: 1,747 calls, 349 average/day, and 58 average/FTE per day.

