

# Attachment "B"

**Total Active Accounts**      **64,716**

DELINQUENT UTILITY ACCOUNTS							
Date	COMMERCIAL		RESIDENTIAL		TOTAL		% of active utility accounts
	# pending delinquencies	\$ of delinquencies	# pending delinquencies	\$ of delinquencies	# pending delinquencies	\$ of delinquencies	
September 21, 2020					~7,800	~\$4,200,000	12.05%
September 28, 2020					~6,700	~\$3,900,000	10.35%
September 29, 2020					~6,200	~\$3,650,000	9.58%
September 30, 2020	285	\$569,000	5,496	\$2,990,000	5,781	\$3,559,000	8.93%
October 1, 2020	281	\$552,000	5,205	\$2,790,000	5,486	\$3,342,000	8.48%
October 2, 2020	689	\$471,000	5,159	\$2,444,000	5,848	\$2,915,000	9.04%
October 5, 2020	622	\$217,000	4,574	\$1,420,000	5,196	\$1,637,000	8.03%
October 30, 2020	870	\$315,000	4,474	\$1,790,000	5,344	\$2,105,000	8.26%
November 30, 2020	200	\$342,000	3,998	\$1,390,000	4,198	\$1,732,000	6.49%
December 29, 2020	173	\$274,000	3,556	\$991,000	3,729	\$1,265,000	5.76%
January 27, 2021	160	\$258,510	3,765	\$1,080,000	3,925	\$1,338,510	6.06%
February 24, 2021	200	\$285,520	4,858	\$1,444,000	5,058	\$1,729,520	7.82%
March 29, 2021	164	\$313,750	2,943	\$826,690	3,107	\$1,140,440	4.80%
April 27, 2021	196	\$380,670	3,231	\$748,390	3,427	\$1,129,060	5.30%
June 3, 2021	579	\$289,010	1,810	\$370,970	2,389	\$659,980	3.69%
June 7, 2021	407	\$279,050	3,390	\$363,960	3,797	\$643,010	5.87%
June 22, 2021	129	\$288,480	4,115	\$468,260	4,244	\$756,740	6.56%

PENDING UTILITY DISCONNECTS							
Date	COMMERCIAL		RESIDENTIAL		TOTAL		% of active utility accounts
	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections	
September 28, 2020					5,800	\$3,900,000	8.96%
September 29, 2020					5,444	\$3,650,000	8.41%
September 30, 2020	248	\$569,000	4,788	\$2,920,000	5,036	\$3,489,000	7.78%
October 1, 2020	243	\$551,000	4,353	\$2,600,000	4,596	\$3,151,000	7.10%
October 2, 2020	151		2,998		3,149	\$1,820,000	4.87%
October 5, 2020	137	\$174,000	2,401	\$1,180,000	2,538	\$1,354,000	3.92%
October 30, 2020	124	\$282,000	2,191	\$1,050,000	2,315	\$1,332,000	3.58%
November 30, 2020	79	\$144,000	524	\$256,000	603	\$400,000	0.93%
December 29, 2020	109	\$70,000	1,222	\$424,000	1,331	\$494,000	2.06%
January 27, 2021	103	\$109,000	1,197	\$496,000	1,300	\$605,000	2.01%
February 24, 2021	148	\$135,000	1,199	\$563,000	1,347	\$698,000	2.08%
March 29, 2021	98	\$241,600	430	\$191,520	528	\$433,120	0.82%
April 27, 2021	83	\$128,530	458	\$178,280	541	\$306,810	0.84%
June 3, 2021	3	\$21,640	525	\$138,120	528	\$159,760	0.82%
June 7, 2021	3	\$21,640	394	\$120,260	397	\$141,900	0.61%
June 22, 2021	33	\$35,290	423	\$132,320	456	\$167,610	0.70%

## PLEDGES

Pledges	3/22/2021- 3/26/2021	3/29/2021- 4/2/2021	4/5/2021- 4/9/2021	4/12/2021- 4/16/2021	4/19/2021- 4/23/2021	4/26/2021- 4/30/2021	5/3/2021- 5/7/2021	5/10/2021- 5/14/2021	5/17/2021- 5/21/2021	5/24/2021- 5/28/2021	5/31/2021- 6/04/2021	6/7/2021- 6/11/2021	6/14/2021- 6/18/2021	Total	
Energy Assistance (EA)	\$2,362	\$2,705	\$2,132	\$1,329	\$1,965	\$1,084	\$1,894	\$636	\$1,272	\$954	\$318	\$954	\$0	\$114,085	10.76%
Energy Crisis Intervention Program (ECIP)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$110,479	10.42%
ECIP Winter	\$19,766	\$16,583	\$11,597	\$14,688	\$4,464	\$8,826	\$4,572	\$7,925	\$4,955	\$5,066	\$0	\$0	\$135	\$195,593	18.45%
ECIP Summer	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,586	\$7,601	\$5,870	\$19,057	1.80%
Barnes Jewish Hospital	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,104	0.10%
Church of Jesus Christ LDS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$350	0.03%
CMCA Cares Act	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$318,132	30.01%
CMCA CoMo Helps	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,056	1.70%
Housing Authority	\$0	\$19,639	\$29,686	\$0	\$0	\$0	\$20,061	\$0	\$0	\$0	\$18,267	\$0	\$0	\$204,029	19.25%
HSI	\$0	\$0	\$367	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$177	\$0	\$0	\$2,371	0.22%
Love, Inc/ Love Columbia	\$200	\$0	\$615	\$1,071	\$70	\$0	\$0	\$672	\$1,133	\$0	\$0	\$114	\$0	\$15,544	1.47%
Lutheran Family & Children's Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,112	0.11%
RAIN/Spectrum	\$0	\$0	\$0	\$154	\$371	\$464	\$0	\$265	\$231	\$472	\$0	\$145	\$225	\$7,671	0.72%
Salvation Army	\$0	\$554	\$0	\$0	\$0	\$0	\$0	\$229	\$556	\$997	\$0	\$317	\$0	\$5,143	0.49%
SAFHR MO State Assistance for Housing	\$0	\$0	\$0	\$5,452	\$2,182	\$0	\$0	\$0	\$224	\$454	\$248	\$160	\$1,004	\$9,722	0.92%
St Vincent De Paul Society	\$1,138	\$400	\$868	\$507	\$308	\$153	\$1,354	\$718	\$692	\$1,617	\$190	\$736	\$0	\$37,694	3.56%
<b>TOTAL</b>	<b>\$23,466</b>	<b>\$39,881</b>	<b>\$45,265</b>	<b>\$23,201</b>	<b>\$9,360</b>	<b>\$10,527</b>	<b>\$27,881</b>	<b>\$10,445</b>	<b>\$9,063</b>	<b>\$9,560</b>	<b>\$24,785</b>	<b>\$10,028</b>	<b>\$7,233</b>	<b>\$1,060,143</b>	100.00%

September 28, 2020 thru December 18, 2020: A total of \$570,407 in pledges

December 21, 2020 and beyond: A total of \$489,736 in pledges

## UTILITY ASSISTANCE PROGRAMS

CASH/HELP			DONATIONS			
Month	# of Customers	Amount	Month	CASH	HELP	TOTAL
April 2020	36	\$7,200	April 2020	\$2,565	\$2,312	\$4,877
May 2020	18	\$3,400	May 2020	\$2,583	\$3,318	\$5,901
June 2020	15	\$3,000	June 2020	\$2,576	\$2,312	\$4,888
July 2020	23	\$4,600	July 2020	\$2,710	\$2,454	\$5,164
August 2020	27	\$5,400	August 2020	\$2,616	\$2,360	\$4,976
September 2020	36	\$7,200	September 2020	\$2,605	\$2,349	\$4,954
October 2020	38	\$7,600	October 2020	\$2,617	\$2,375	\$4,992
November 2020	39	\$7,800	November 2020	\$2,651	\$2,423	\$5,074
December 2020	39	\$7,800	December 2020	\$2,715	\$2,373	\$5,088
January 2021	14	\$2,800	January 2021	\$3,879	\$4,053	\$7,932
February 2021	46	\$9,200	February 2021	\$2,715	\$2,382	\$5,097
March 2021	30	\$5,857	March 2021	\$2,702	\$2,600	\$5,302
April 2021	30	\$5,913	April 2021	\$2,696	\$2,380	\$5,076
May 2021	13	\$2,600	May 2021	\$2,699	\$2,384	\$5,083
June 2021	15	\$3,000	June 2021			
	<b>419</b>	<b>\$83,370</b>		<b>\$38,330</b>	<b>\$36,072</b>	<b>\$74,401</b>

	Balances as of 2/24/2021	Balances as of 3/29/2021	Balances as of 4/27/2021	Balances as of 6/3/2021	Balances as of 6/22/2021
<b>CASH</b>	\$11,615	\$10,036	\$9,779	\$15,516	\$17,483
<b>HELP</b>	\$27,327	\$30,886	\$30,982	\$36,267	\$38,065
<b>TOTAL</b>	<b>\$38,942</b>	<b>\$40,921</b>	<b>\$40,761</b>	<b>\$51,783</b>	<b>\$55,548</b>