

Total Active Accounts**67,694****DELINQUENT UTILITY ACCOUNTS**

<i>Date</i>	COMMERCIAL		RESIDENTIAL		TOTAL		% of active utility accounts
	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	
October 26, 2022	160	\$113,700	4,745	\$1,050,000	4,905	\$1,163,700	7.58%
December 22, 2022	209	\$117,370	4,770	\$628,610	4,979	\$745,980	7.53%
January 24, 2023	191	\$104,820	4,579	\$705,840	4,770	\$810,660	7.21%
April 24, 2023	129	\$55,540	4,191	\$644,670	4,320	\$700,210	6.49%
July 31, 2023	90	\$26,120	3,183	\$491,510	3,273	\$517,630	4.90%
October 30, 2023	57	\$66,840	3,557	\$756,490	3,614	\$823,330	5.38%
January 31, 2024	81	\$11,640	3,091	\$575,870	3,172	\$587,510	4.72%
May 3, 2024	718	\$162,470	3,849	\$442,450	4,567	\$604,920	6.78%
August 5, 2024	514	\$174,610	4,438	\$583,600	4,952	\$758,210	7.34%
November 4, 2024	535	\$79,650	3,999	\$589,910	4,534	\$669,560	6.70%

PENDING UTILITY DISCONNECTS

<i>Date</i>	COMMERCIAL		RESIDENTIAL		TOTAL		% of active utility accounts
	<i># pending disconnection</i>	<i>\$ of disconnections</i>	<i># pending disconnection</i>	<i>\$ of disconnections</i>	<i># pending disconnection</i>	<i>\$ of disconnections</i>	
October 26, 2022	9	\$16,760	322	\$143,370	331	\$160,130	0.51%
December 22, 2022	78	\$98,450	774	\$214,790	852	\$313,240	1.29%
January 24, 2023	69	\$72,490	767	\$247,620	836	\$320,110	1.26%
April 24, 2023	15	\$20,220	405	\$123,200	420	\$143,420	0.63%
July 31, 2023	12	\$22,890	670	\$165,770	682	\$188,660	1.02%
October 30, 2023	15	\$24,480	344	\$116,170	359	\$140,650	0.53%
January 31, 2024	58	\$33,320	1,165	\$326,100	1,223	\$359,420	1.82%
May 3, 2024	9	\$22,880	430	\$116,560	439	\$139,440	0.65%
August 5, 2024	43	\$23,310	632	\$141,050	675	\$164,360	1.00%
November 4, 2024	13	\$17,820	494	\$120,720	507	\$138,540	0.75%

PLEDGES 10/1/2023-09/30/2024

Pledges	07/29/2024- 08/02/2024	08/05/2024- 08/09/2024	08/12/2024- 08/16/2024	08/19/2024- 08/23/2024	08/26/2024- 08/30/2024	09/02/2024- 09/06/2024	09/09/2024- 09/13/2024	09/16/2024- 09/20/2024	09/23/2024- 09/27/2024	09/30/2024	Total	
Energy Assistance (EA)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$323,573	28.74%
ECIP Winter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$186,030	16.53%
ECIP Summer	\$15,023	\$4,229	\$7,424	\$13,938	\$25,584	\$10,180	\$10,617	\$14,718	\$15,663	\$1,767	\$214,256	19.03%
Catholic Charities	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
LIHWAP	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,745	0.16%
Church of Jesus Christ LDS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
Housing Authority	\$0	\$24,732	\$0	\$0	\$0	\$23,714	\$0	\$0	\$0	\$0	\$300,142	26.66%
HSI	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$308	0.03%
Interfaith Residence	\$302	\$0	\$0	\$0	\$152	\$0	\$0	\$0	\$0	\$0	\$1,563	0.14%
Lenoir Woods	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,252	0.11%
Love, Inc/ Love Columbia	\$588	\$104	\$220	\$201	\$727	\$383	\$620	\$735	\$704	\$0	\$29,628	2.63%
Lutheran Family & Children's Services	\$0	\$91	\$0	\$0	\$0	\$0	\$279	\$0	\$0	\$0	\$1,659	0.15%
RAIN/Spectrum	\$0	\$0	\$0	\$0	\$345	\$0	\$0	\$0	\$0	\$0	\$1,836	0.16%
Salvation Army	\$332	\$0	\$2,776	\$0	\$0	\$393	\$0	\$0	\$0	\$0	\$11,200	1.00%
SAFHR MO State Assistance for Housing	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
St Vincent De Paul Society	\$483	\$0	\$0	\$1,940	\$1,084	\$2,215	\$3,155	\$586	\$4,852	\$0	\$52,526	4.67%
TOTAL	\$16,728	\$29,156	\$10,420	\$16,078	\$27,893	\$36,884	\$14,671	\$16,039	\$21,219	\$1,767	\$1,125,717	100.00%

UTILITY ASSISTANCE PROGRAMS

CASH/HELP/CITY UTILITY PROGRAM			DONATIONS				
Month	# of Customers	Amount	Month	CASH	HELP	CITY OF COLUMBIA	TOTAL
March 2023	46	\$25,647	March 2023	\$2,224	\$1,969	\$357	\$4,550
April 2023	38	\$22,800	April 2023	\$2,068	\$1,813	\$370	\$4,251
May 2023	31	\$19,013	May 2023	\$2,224	\$1,941	\$442	\$4,607
June 2023	24	\$10,025	June 2023	\$2,165	\$1,935	\$452	\$4,552
July 2023	35	\$19,762	July 2023	\$2,188	\$1,921	\$432	\$4,541
August 2023	34	\$15,600	August 2023	\$2,186	\$1,920	\$432	\$4,538
September 2023	40	\$24,000	September 2023	\$2,172	\$1,891	\$432	\$4,495
October 2023	27	\$12,155	October 2023	\$2,173	\$1,899	\$428	\$4,500
November 2023	243	\$214,792	November 2023	\$2,144	\$1,875	\$534	\$4,552
December 2023	97	\$85,200	December 2023	\$2,137	\$1,878	\$529	\$4,543
January 2024	69	\$59,200	January 2024	\$2,098	\$1,839	\$525	\$4,461
February 2024	103	\$92,700	February 2024	\$2,072	\$1,815	\$531	\$4,418
March 2024	64	\$53,100	March 2024	\$2,080	\$1,820	\$538	\$4,438
April 2024	47	\$34,500	April 2024	\$2,059	\$1,807	\$553	\$4,419
May 2024	55	\$46,500	May 2024	\$2,093	\$1,838	\$568	\$4,498
June 2024	48	\$40,800	June 2024	\$2,048	\$1,799	\$556	\$4,402
July 2024	26	\$23,100	July 2024	\$2,000	\$1,755	\$567	\$4,322
August 2024	48	\$43,200	August 2024	\$2,006	\$1,771	\$618	\$4,395
September 2024	52	\$45,300	September 2024	\$1,563	\$1,345	\$1,502	\$4,409
October 2024	217	\$192,000	October 2024	\$69	\$53	\$1,628	\$1,750
2517		\$1,800,869		\$129,502	\$116,311	\$13,129	\$258,943

	Balances as of 12/31/23	Balances as of 1/31/24	Balances as of 4/30/24	Balances as of 8/5/24	Balances as of 10/7/24	Balances as of 11/4/24
CASH	\$36,624	\$38,897	\$46,103	\$21,630	\$4,748	\$4,748
HELP	\$32,634	\$34,640	\$40,929	\$12,279	\$4,801	\$5,197
City Utility Assistance	\$357,187	\$298,741	\$346,032	\$261,800	\$666,258	\$489,258
TOTAL	\$426,444	\$372,277	\$433,063	\$295,709	\$675,808	\$499,204

UTILITY ASSISTANCE PROGRAMS BY FISCAL YEAR				
FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
\$157,170	\$337,905	\$332,447	\$750,547	\$192,000

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CASH				
FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
\$33,246	\$29,498	\$26,562	\$24,473	\$69

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - HELP				
FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
\$30,301	\$26,052	\$23,368	\$21,436	\$53

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CITY				
FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
\$0	\$0	\$4,052	\$7,449	\$1,628

* August 2021: began the new City Utility Assistance Program. Health Dept. applied additional funds to those customers that had received them during the year.

FY 2024 Utility Disconnections

Month	Total Disconnections	Comments
October 2023	384	All cycles (both residential and commercial).
November 2023	460	All cycles (residential). No disconnections the week of 11/20 for Thanksgiving week due to cold temps
December 2023	0	No disconnections due to cold temps
January 2024	0	No disconnections due to cold temps
February 2024	0	No disconnections due to cold temps
March 2024	0	No disconnections due to cold temps
April 2024	764	All cycles (both residential and commercial).
May 2024	473	All cycles (both residential and commercial).
June 2024	326	All cycles, except for two due to hot temps and reduced staff
July 2024	499	All cycles, except for two due to hot temps
August 2024	254	All cycles, except for three due to hot temps and reduced staff
September 2024	532	All cycles, except for one due to reduced staff
TOTAL	3,692	