

**Total Active Accounts** 67,270

DELINQUENT UTILITY ACCOUNTS						
	COMMERCIAL		RESIDENTIAL		TOTAL	
Date	# pending delinquencies	\$ of delinquencies	# pending delinquencies	\$ of delinquencies	# pending delinquencies	\$ of delinquencies
October 25, 2021	170	\$122,940	4,884	\$951,890	5,054	\$1,074,830
November 29, 2021	149	\$151,810	3,646	\$631,920	3,795	\$783,730
December 27, 2021	292	\$142,270	3,930	\$580,370	4,222	\$722,640
January 25, 2022	343	\$195,520	3,943	\$703,170	4,286	\$898,690
April 25, 2022	236	\$156,890	3,589	\$590,940	3,825	\$747,830
July 25, 2022	202	\$93,230	4,728	\$636,460	4,930	\$729,690
October 26, 2022	160	\$113,700	4,745	\$1,050,000	4,905	\$1,163,700
December 22, 2022	209	\$117,370	4,770	\$628,610	4,979	\$745,980
January 24, 2023	191	\$104,820	4,579	\$705,840	4,770	\$810,660
April 24, 2023	129	\$55,540	4,191	\$644,670	4,320	\$700,210
July 31, 2023	90	\$26,120	3,183	\$491,510	3,273	\$517,630
October 30, 2023	57	\$66,840	3,557	\$756,490	3,614	\$823,330
January 31, 2024	81	\$11,640	3,091	\$575,870	3,172	\$587,510

% of active utility accounts
7.81%
5.86%
6.52%
6.62%
5.91%
7.62%
7.58%
7.53%
7.21%
6.49%
4.90%
5.38%
4.72%

PENDING UTILITY DISCONNECTS						
	COMMERCIAL		RESIDENTIAL		TOTAL	
Date	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections
October 25, 2021	2	\$15,230	358	\$144,840	360	\$160,070
November 29, 2021	71	\$102,260	546	\$187,680	617	\$289,940
December 27, 2021	81	\$99,270	515	\$151,090	596	\$250,360
January 25, 2022	211	\$155,711	863	\$261,180	1,074	\$416,891
April 25, 2022	103	\$132,210	478	\$135,030	581	\$267,240
July 25, 2022	78	\$96,860	882	\$221,890	960	\$318,750
October 26, 2022	9	\$16,760	322	\$143,370	331	\$160,130
December 22, 2022	78	\$98,450	774	\$214,790	852	\$313,240
January 24, 2023	69	\$72,490	767	\$247,620	836	\$320,110
April 24, 2023	15	\$20,220	405	\$123,200	420	\$143,420
July 31, 2023	12	\$22,890	670	\$165,770	682	\$188,660
October 30, 2023	15	\$24,480	344	\$116,170	359	\$140,650
January 31, 2024	58	\$33,320	1,165	\$326,100	1,223	\$359,420

% of active utility accounts
0.56%
0.95%
0.92%
1.66%
0.90%
1.48%
0.51%
1.29%
1.26%
0.63%
1.02%
0.53%
1.82%

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

PLEDGES 10/1/2023-09/30/2024														
Pledges	11/06/2023-11/10/2023	11/13/2023-11/17/2023	11/20/2023-11/24/2023	11/27/2023-12/01/2023	12/04/2023-12/08/2023	12/11/2023-12/15/2023	12/18/2023-12/22/2023	12/25/2023-12/29/2023	01/01/2024-01/05/2024	01/08/2024-01/12/2024	01/15/2024-01/19/2024	01/22/2024-01/26/2024	Total	
Energy Assistance (EA)	\$14,954	\$13,030	\$3,816	\$10,812	\$9,222	\$12,720	\$9,540	\$11,607	\$13,038	\$14,628	\$8,586	\$8,904	\$194,942	
ECIP Winter	\$192	\$1,518	\$634	\$1,753	\$2,759	\$1,594	\$2,319	\$3,645	\$4,076	\$5,524	\$5,901	\$3,834	\$34,612	
ECIP Summer	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$9,559
Catholic Charities	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
LIHWAP	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$322	\$322
Church of Jesus Christ LDS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Housing Authority	\$0	\$0	\$0	\$0	\$25,051	\$0	\$0	\$0	\$0	\$24,505	\$0	\$0	\$0	\$97,326
HSI	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$242	\$0	\$0	\$0	\$0	\$308
Interfaith Residence	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$71	\$0	\$0	\$0	\$162	\$234
Lenoir Woods	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Love, Inc/ Love Columbia	\$980	\$1,425	\$1,263	\$2,431	\$336	\$171	\$870	\$0	\$1,167	\$852	\$169	\$0	\$0	\$18,877
Lutheran Family & Children's Services	\$0	\$0	\$0	\$233	\$222	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$833
RAIN/Spectrum	\$0	\$0	\$152	\$276	\$0	\$358	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,490
Salvation Army	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,728
SAFHR MO State Assistance for Housing	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
St Vincent De Paul Society	\$1,596	\$1,423	\$70	\$0	\$542	\$355	\$424	\$0	\$0	\$1,143	\$135	\$1,071	\$12,236	
<b>TOTAL</b>	<b>\$17,723</b>	<b>\$17,396</b>	<b>\$5,935</b>	<b>\$15,504</b>	<b>\$38,133</b>	<b>\$15,198</b>	<b>\$13,153</b>	<b>\$15,252</b>	<b>\$18,594</b>	<b>\$46,652</b>	<b>\$14,791</b>	<b>\$14,294</b>	<b>\$373,467</b>	

UTILITY ASSISTANCE PROGRAMS						
CASH/HELP/CITY UTILITY PROGRAM			DONATIONS			
Month	# of Customers	Amount	Month	CASH	HELP	CITY OF COLUMBIA
July 2022	50	\$30,000	July 2022	\$2,326	\$2,043	\$0
August 2022	44	\$24,275	August 2022	\$2,334	\$2,049	\$0
September 2022	33	\$19,800	September 2022	\$2,298	\$2,032	\$0
October 2022	53	\$31,800	October 2022	\$2,309	\$2,024	\$0
November 2022	100	\$60,000	November 2022	\$2,290	\$2,023	\$0
December 2022	53	\$29,400	December 2022	\$2,262	\$1,989	\$305
January 2023	59	\$34,200	January 2023	\$2,235	\$1,970	\$483
February 2023	66	\$40,200	February 2023	\$2,240	\$1,976	\$347
March 2023	46	\$26,400	March 2023	\$2,224	\$1,969	\$357
April 2023	38	\$22,800	April 2023	\$2,068	\$1,813	\$370
May 2023	31	\$18,600	May 2023	\$2,224	\$1,941	\$442
June 2023	24	\$9,767	June 2023	\$2,165	\$1,935	\$452
July 2023	35	\$18,851	July 2023	\$2,188	\$1,921	\$432
August 2023	34	\$15,600	August 2023	\$2,186	\$1,920	\$432
September 2023	40	\$24,000	September 2023	\$2,172	\$1,891	\$432
October 2023	27	\$12,155	October 2023	\$2,173	\$1,899	\$428
November 2023	243	\$214,792	November 2023	\$2,144	\$1,875	\$534
December 2023	97	\$85,200	December 2023	\$2,137	\$1,878	\$529
January 2024	69	\$59,200	January 2024	\$2,098	\$1,839	\$525
						\$4,461
	<b>2248</b>	<b>\$1,228,841</b>		<b>\$113,513</b>	<b>\$102,312</b>	<b>\$6,067</b>
						<b>\$221,892</b>

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

	Balances as of 07/07/2023	Balances as of 07/31/2023	Balances as of 10/30/2023	Balances as of 11/17/2023	Balances as of 12/31/23	Balances as of 1/31/24
<b>CASH</b>	\$23,795	\$25,395	\$32,678	\$33,966	\$36,624	\$38,897
<b>HELP</b>	\$21,265	\$22,710	\$29,076	\$30,315	\$32,634	\$34,640
<b>City Utility Assistance</b>	\$337,240	\$318,794	\$867,970	\$441,367	\$357,187	\$298,741
<b>TOTAL</b>	<b>\$382,300</b>	<b>\$366,899</b>	<b>\$929,723</b>	<b>\$505,648</b>	<b>\$426,444</b>	<b>\$372,277</b>

UTILITY ASSISTANCE PROGRAMS BY FISCAL YEAR				
FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
\$30,800	\$157,170	\$337,905	\$331,619	\$371,347

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CASH				
FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
\$15,656	\$33,246	\$29,498	\$26,562	\$8,552

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - HELP				
FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
\$15,103	\$30,301	\$26,052	\$23,368	\$7,489

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CITY				
FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
\$0	\$0	\$0	\$4,052	\$2,015

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		
March 2024		
April 2024		
May 2024		
June 2024		
July 2024		
August 2024		
September 2024		
<b>TOTAL</b>	<b>844</b>	