

Total Active Accounts**68377****DELINQUENT UTILITY ACCOUNTS**

	COMMERCIAL		RESIDENTIAL		TOTAL		
<i>Date</i>	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	<i># pending delinquencies</i>	<i>\$ of delinquencies</i>	<i>% of active utility accounts</i>
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%
February 5, 2025	916	\$127,690	4,071	\$622,870	4,987	\$750,560	7.35%
April 30, 2025	755	\$201,620	2,735	\$540,420	3,490	\$742,040	5.14%
July 25, 2025	94	\$55,140	4,201	\$722,730	4,295	\$777,870	6.30%
October 30, 2025	46	\$65,490	2,768	\$499,220	2,814	\$564,710	4.12%

PENDING UTILITY DISCONNECTS

	COMMERCIAL		RESIDENTIAL		TOTAL		
<i>Date</i>	<i># pending disconnection</i>	<i>\$ of disconnections</i>	<i># pending disconnection</i>	<i>\$ of disconnections</i>	<i># pending disconnection</i>	<i>\$ of disconnections</i>	<i>% of active utility accounts</i>
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%
February 5, 2025	103	\$79,730	1,075	\$321,780	1,178	\$401,510	1.74%
April 29, 2025	17	\$23,660	468	\$113,820	485	\$137,480	0.71%
July 25, 2025	20	\$49,700	715	\$163,240	735	\$212,940	1.08%
October 30, 2025	21	\$33,010	593	\$149,810	614	\$182,820	0.90%

PLEDGES 10/1/2024-09/30/2025										
Pledges	08/04/2025-08/08/2025	08/11/2025-08/15/2025	08/18/2025-08/22/2025	08/25/2025-08/29/2025	09/01/2025-09/05/2025	09/08/2025-09/12/2025	09/15/2025-09/19/2025	09/22/2025-09/26/2025	09/29/2025-09/30/2025	Total
Energy Assistance (EA)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$311,322
ECIP Winter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$209,268
ECIP Summer	\$6,219	\$8,469	\$2,948	\$12,269	\$3,623	\$5,619	\$6,876	\$6,716	\$3,644	\$123,817
Housing Authority	\$22,405	\$0	\$51	\$0	\$300	\$19,379	\$0	\$226	\$0	\$275,892
Interfaith Residence	\$0	\$188	\$0	\$401	\$195	\$0	\$188	\$0	\$195	\$9,066
Love, Inc/ Love Columbia	\$1,230	\$739	\$487	\$2,935	\$2,397	\$3,425	\$509	\$2,167	\$232	\$58,776
Lutheran Family & Children's Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$683
Salvation Army	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,049
St Vincent De Paul Society	\$568	\$1,949	\$1,561	\$1,870	\$0	\$2,314	\$1,015	\$2,304	\$625	\$57,323
YHDP Love Columbia	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,536
TOTAL	\$30,422	\$11,345	\$5,047	\$17,475	\$6,515	\$30,737	\$8,588	\$11,413	\$4,696	\$1,051,732

29.60%

19.90%

11.77%

26.23%

0.86%

5.59%

0.07%

0.29%

5.45%

0.24%

100.00%

UTILITY ASSISTANCE PROGRAMS							
CASH/HELP/CITY UTILITY PROGRAM			DONATIONS				
Month	# of Customers	Amount	Month	CASH	HELP	CITY OF COLUMBIA	TOTAL
October 2024	217	\$192,000	October 2024	\$69	\$53	\$1,628	\$1,750
November 2024	214	\$187,200	November 2024	\$1	\$1	\$1,899	\$1,901
December 2024	89	\$75,900	December 2024	\$1	\$1	\$2,052	\$2,054
January 2025	90	\$70,601	January 2025	\$1	\$1	\$1,960	\$1,962
February 2025	91	\$78,814	February 2025	\$1	\$1	\$1,966	\$1,968
March 2025	57	\$49,800	March 2025	\$0	\$0	\$1,977	\$1,977
April 2025	65	\$52,200	April 2025	\$0	\$0	\$1,984	\$1,984
May 2025	60	\$48,600	May 2025	\$0	\$0	\$1,923	\$1,923
June 2025	48	\$39,000	June 2025	\$0	\$0	\$1,932	\$1,932
July 2025	33	\$25,800	July 2025	\$0	\$0	\$1,931	\$1,931
August 2025	40	\$30,900	August 2025	\$0	\$0	\$1,942	\$1,942
September 2025	36	\$31,500	September 2025	\$0	\$0	\$1,929	\$1,929
October 2025	409	\$362,100	October 2025	\$0	\$0		\$0
November 2025			November 2025	\$0	\$0		\$0
December 2025			December 2025	\$0	\$0		\$0
January 2026			January 2026	\$0	\$0		\$0
February 2026			February 2026	\$0	\$0		\$0
March 2026			March 2026	\$0	\$0		\$0
April 2026			April 2026	\$0	\$0		\$0
May 2026			May 2026	\$0	\$0		\$0
June 2026			June 2026	\$0	\$0		\$0
July 2026			July 2026	\$0	\$0		\$0
August 2026			August 2026	\$0	\$0		\$0
September 2026			September 2026	\$0	\$0		\$0
	3062	\$2,853,284		\$129,506	\$116,315	\$34,625	\$280,447

	Balances as of 11/4/24	Balances as of 2/5/25	Balances as of 4/29/25	Balances as of 7/25/25	Balances as of 10/30/25
CASH	\$4,748	\$14	\$379	\$383	\$0
HELP	\$5,197	\$72	\$463	\$468	\$0
City Utility Assistance	\$489,258	\$343,500	\$171,980	\$61,290	\$239,189
TOTAL	\$499,204	\$343,587	\$172,822	\$62,141	\$239,189

UTILITY ASSISTANCE PROGRAMS BY FISCAL YEAR				
FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
\$337,905	\$332,447	\$750,547	\$882,314	\$362,100

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CASH				
FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
\$29,498	\$26,562	\$24,473	\$73	0

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - HELP				
FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
\$26,052	\$23,368	\$21,436	\$57	0

UTILITY ASSISTANCE DONATIONS BY FISCAL YEAR - CITY				
FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
\$0	\$4,052	\$7,449	\$23,124	\$0

* 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 2025 Utility Disconnections		
Month	Total Disconnections	Comments
October 2024	642	All cycles (both residential and commercial).
November 2024	222	Residential cycles 11-13. No additional disconnections due staffing and Thanksgiving holiday
December 2024	0	No disconnections due to cold temps
January 2025	0	No disconnections due to cold temps
February 2025	0	No disconnections due to cold temps
March 2025	77	Resumed disconnections on 3/31/25
April 2025	951	All cycles (both residential and commercial).
May 2025	509	All cycles (both residential and commercial).
June 2025	505	All cycles (both residential and commercial).
July 2025	167	Cycles 11-13 and 1. No additional disconnections due to web payment issues and hot temps
August 2025	312	Cycles 1-10. No additional disconnections due to hot temps
September 2025	588	All cycles (both residential and commercial).
TOTAL	3,973	