

Total Active Accounts **67,270**

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 25, 2021	170	\$122,940	4,884	\$951,890	5,054	\$1,074,830	7.81%
November 29, 2021	149	\$151,810	3,646	\$631,920	3,795	\$783,730	5.86%
December 27, 2021	292	\$142,270	3,930	\$580,370	4,222	\$722,640	6.52%
January 25, 2022	343	\$195,520	3,943	\$703,170	4,286	\$898,690	6.62%
April 25, 2022	236	\$156,890	3,589	\$590,940	3,825	\$747,830	5.91%
July 25, 2022	202	\$93,230	4,728	\$636,460	4,930	\$729,690	7.62%
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%

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 25, 2021	2	\$15,230	358	\$144,840	360	\$160,070	0.56%
November 29, 2021	71	\$102,260	546	\$187,680	617	\$289,940	0.95%
December 27, 2021	81	\$99,270	515	\$151,090	596	\$250,360	0.92%
January 25, 2022	211	\$155,711	863	\$261,180	1,074	\$416,891	1.66%
April 25, 2022	103	\$132,210	478	\$135,030	581	\$267,240	0.90%
July 25, 2022	78	\$96,860	882	\$221,890	960	\$318,750	1.48%
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%

UTILITY ASSISTANCE PROGRAMS							
CASH/HELP/CITY UTILITY PROGRAM			DONATIONS				
Month	# of Customers	Amount	Month	CASH	HELP	CITY OF COLUMBIA	TOTAL
July 2022	50	\$30,000	July 2022	\$2,326	\$2,043	\$0	\$4,369
August 2022	44	\$24,275	August 2022	\$2,334	\$2,049	\$0	\$4,383
September 2022	33	\$19,800	September 2022	\$2,298	\$2,032	\$0	\$4,330
October 2022	53	\$31,800	October 2022	\$2,309	\$2,024	\$0	\$4,333
November 2022	100	\$60,000	November 2022	\$2,290	\$2,023	\$0	\$4,313
December 2022	53	\$29,400	December 2022	\$2,262	\$1,989	\$305	\$4,556
January 2023	59	\$34,200	January 2023	\$2,235	\$1,970	\$483	\$4,688
February 2023	66	\$40,200	February 2023	\$2,240	\$1,976	\$347	\$4,563
March 2023	46	\$26,400	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	\$18,600	May 2023	\$2,224	\$1,941	\$442	\$4,607
June 2023	24	\$9,767	June 2023	\$2,165	\$1,935	\$452	\$4,552
July 2023	35	\$18,851	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
	2248	\$1,228,841		\$113,513	\$102,312	\$6,067	\$221,892

	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
CASH	\$23,795	\$25,395	\$32,678	\$33,966	\$36,624	\$38,897
HELP	\$21,265	\$22,710	\$29,076	\$30,315	\$32,634	\$34,640
City Utility Assistance	\$337,240	\$318,794	\$867,970	\$441,367	\$357,187	\$298,741
TOTAL	\$382,300	\$366,899	\$929,723	\$505,648	\$426,444	\$372,277

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

* 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		
March 2024		
April 2024		
May 2024		
June 2024		
July 2024		
August 2024		
September 2024		
TOTAL	844	