	DELINQUENT UTILITY ACCOUNTS								
	СОММЕ	RCIAL		RESIDENTIAL			TOTAL		
Date	# pending delinquencies	\$ of delinquencies		# pending delinquencies	\$ of delinquencies		# pending delinquencies	\$ of delinquencies	% of active utility accounts
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							
	СОММЕ	RCIAL	RESIDENTIAL		TC		
Date	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections	# pending disconnection	\$ of disconnections	% of active utility accounts
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%

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	1
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	1
ECIP Summer	\$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	]
LIHWAP	\$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	
Housing Authority	\$0	\$0	\$0	\$0	\$25,051	\$0	\$0	\$0	\$0	\$24,505	\$0	\$0	\$97,326	
HSI	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$242	\$0	\$0	\$0	\$308	
Interfaith Residence	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$71	\$0	\$0	\$162	\$234	1
Lenoir Woods	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	1
Love, Inc/ Love Columbia	\$980	\$1,425	\$1,263	\$2,431	\$336	\$171	\$870	\$0	\$1,167	\$852	\$169	\$0	\$18,877	1
Lutheran Family & Children's Services	\$0	\$0	\$0	\$233	\$222	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$833	]
RAIN/Spectrum	\$0	\$0	\$152	\$276	\$0	\$358	\$0	\$0	\$0	\$0	\$0	\$0	\$1,490	
Salvation Army	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,728	1
SAFHR MO State Assistance for Housing	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	1
St Vincent De Paul Society	\$1,596	\$1,423	\$70	\$0	\$542	\$355	\$424	\$0	\$0	\$1,143	\$135	\$1,071	\$12,236	1
TOTAL	\$17,723	\$17,396	\$5,935	\$15,504	\$38,133	\$15,198	\$13,153	\$15,252	\$18,594	\$46,652	\$14,791	\$14,294	\$373,467	

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

<sup>\*</sup> 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
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			

	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 of11/20 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						