



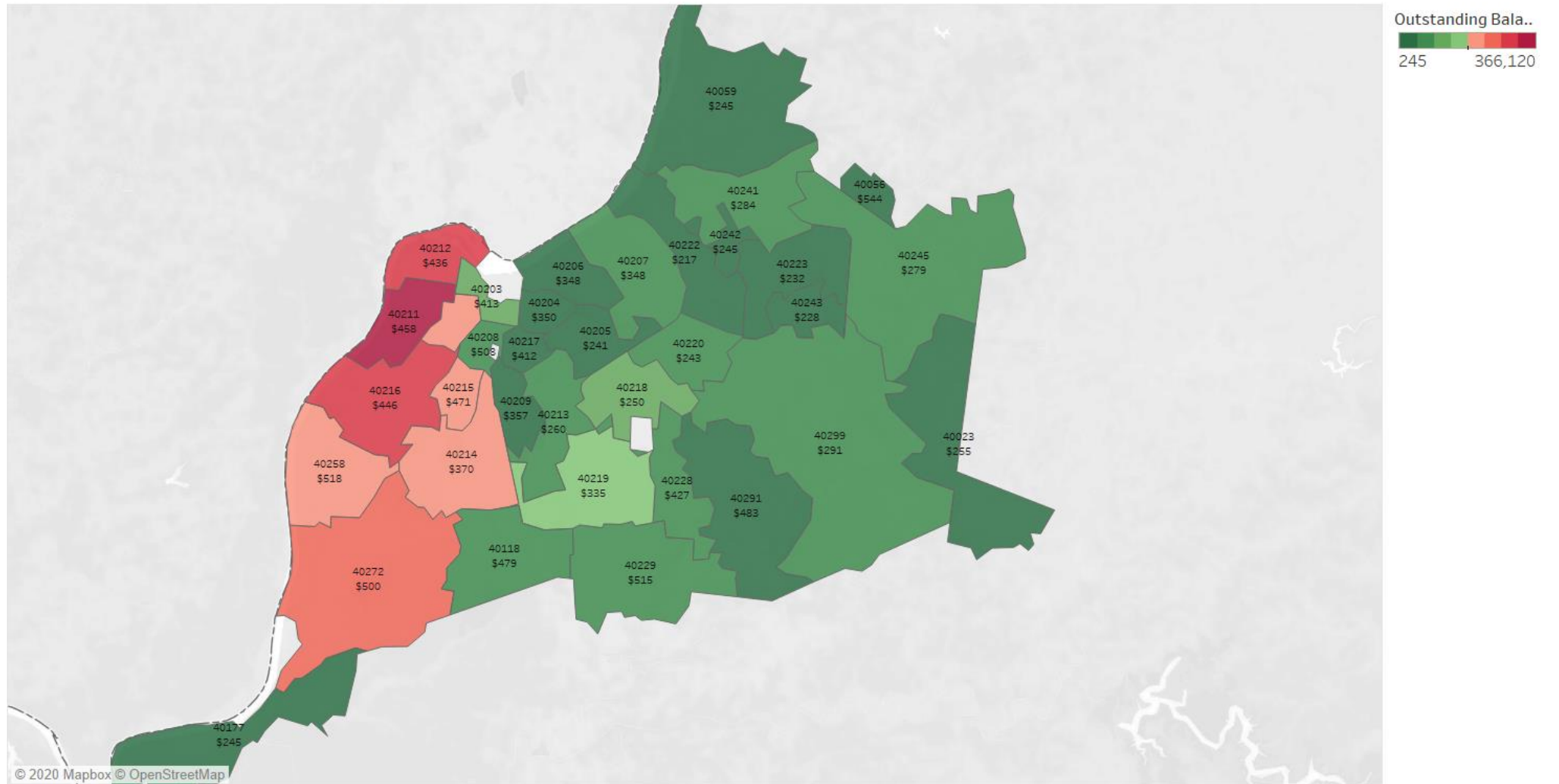
Customer Update

Oct 28, 2020

Residential Customers



Residential - Avg Outstanding by Zipcode

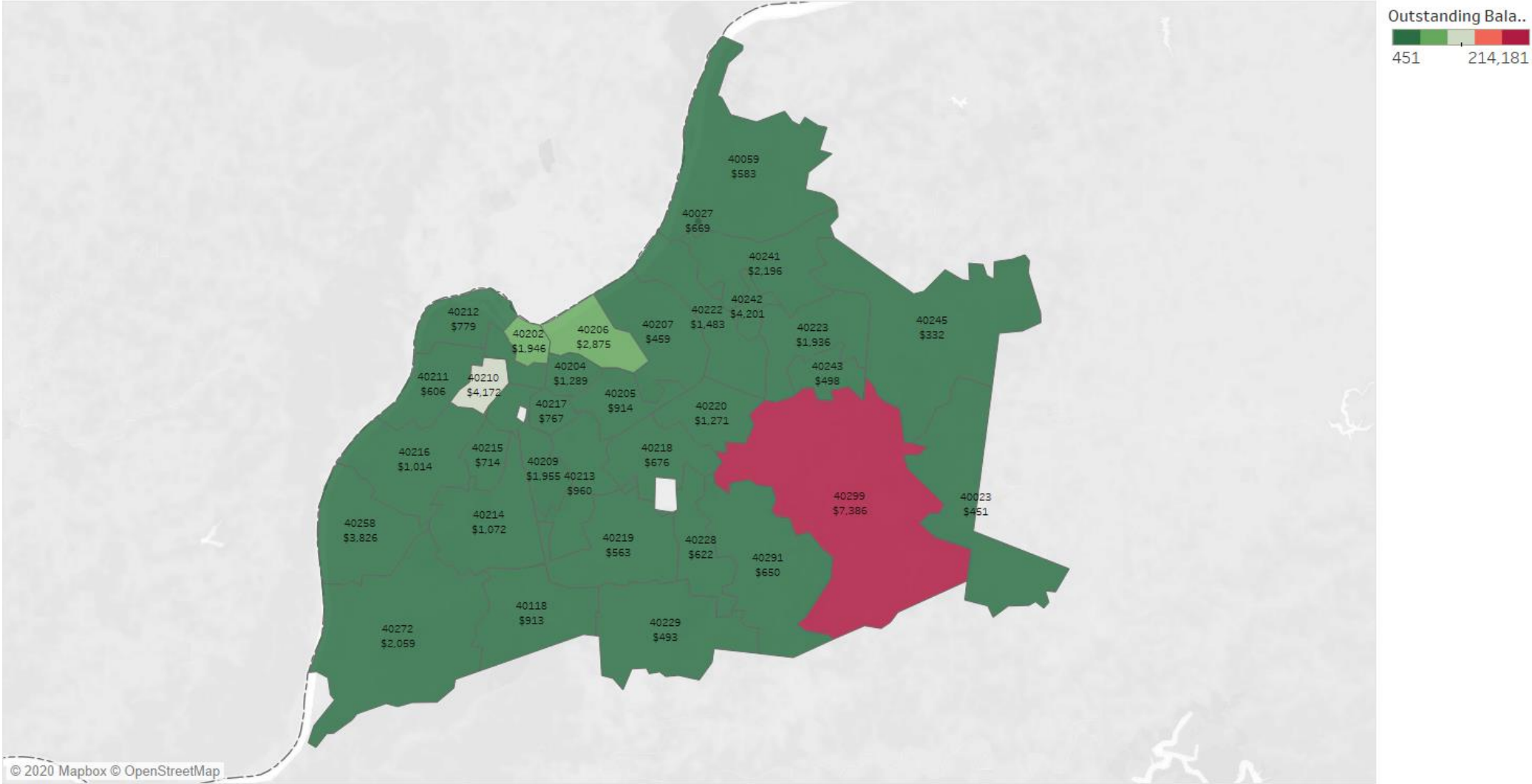


Map based on Longitude (generated) and Latitude (generated). Color shows sum of Outstanding Balance. The marks are labeled by Zipcode and average of Outstanding Balance.

Commercial Customers



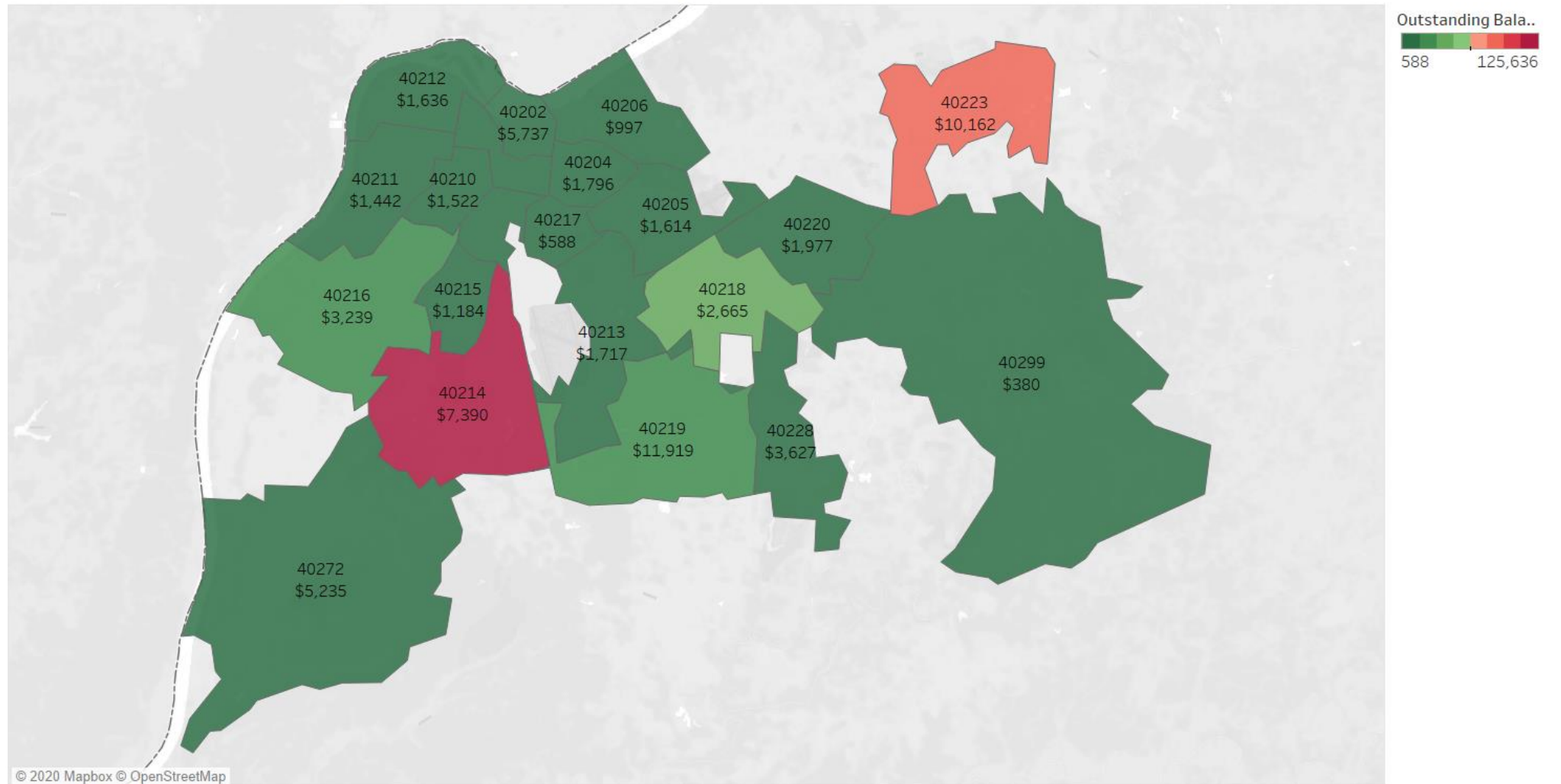
Commercial Customers with Outstanding Balances - Averages by Zipcode



Map based on Longitude (generated) and Latitude (generated). Color shows sum of Outstanding Balance. The marks are labeled by 5 Digit Zip and average of Outstanding Balance. Details are shown for 5 Digit Zip

Multi-Family

Multi-Family Outstanding Balances by Zip code - Averages



Map based on Longitude (generated) and Latitude (generated). Color shows sum of Outstanding Balance. The marks are labeled by Zipcode and average of Outstanding Balance. Details are shown for Zipcode.

Current Plans



- No disconnections until at least January 2021
- No late charges assessed until at least January 2021
- Monitoring the current COVID positivity trends to evaluate plans
- We will continue outreach to customers to set up payment plans (Part of our Drops of Kindness campaign)
- Residential customer who have not contacted us will be placed on default payment plans
 - One-year payment term
 - Equal payments across the term
- Commercial customers will have payment plan options also
- Working with social service agencies on customer billing assistance