

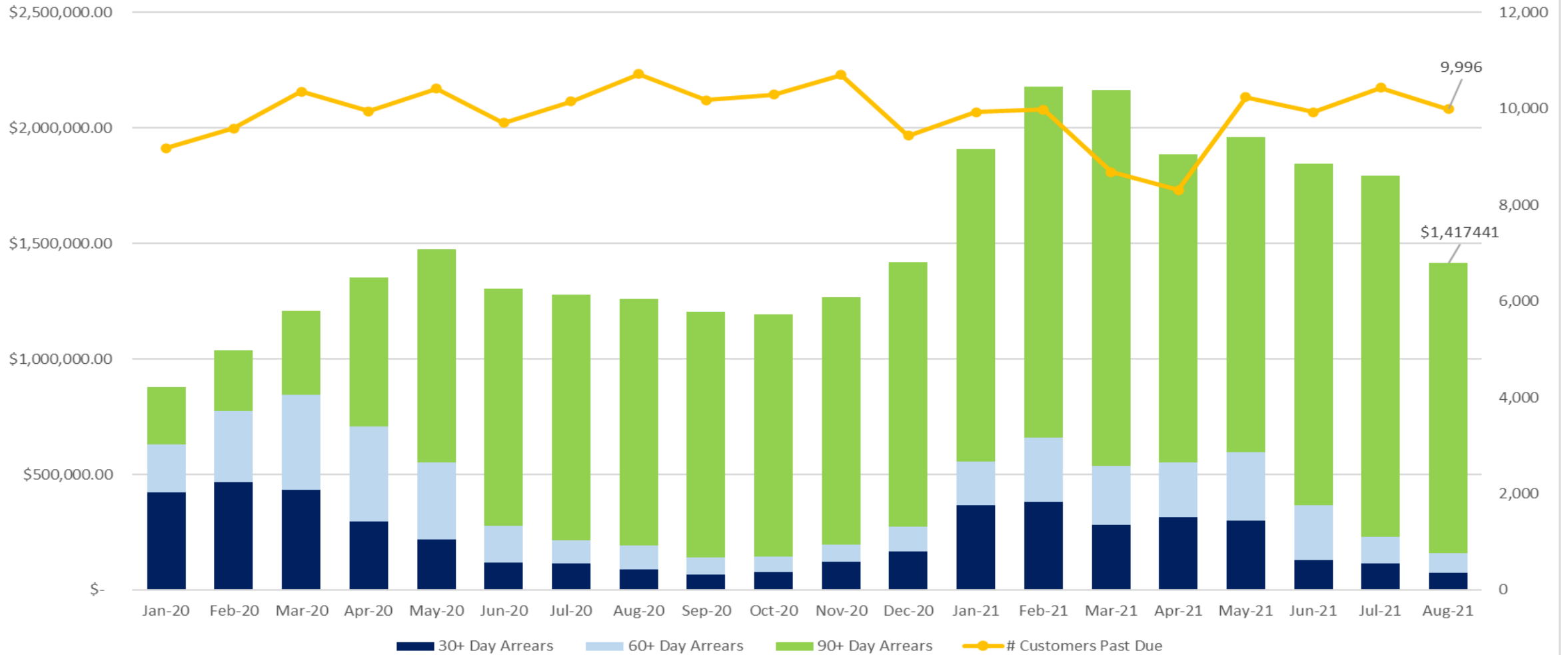


Current State of Arrears and COVID-19 Debt Relief Program Update

September 7, 2021

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2020-2021 Residential Arrearage Debt



From July to August 2021:
of Customers in Arrears = -4%
Average Arrears = -17%

Total Arrears = -21%
90 Days Arrears = -20%

90 Day Arrears Average = -20%

Debt Relief Program Grants: April 1st – September 1st

	Automatic Grants	Forgiveness Grants	Total
Timeframe	April 1 st	April 1 st – September 1 st	April 1 st – September 1 st
Number of Grants	654	1,273	1,927
Average Grant Amount	\$328	\$530	\$462
Total	\$214,662	\$675,211	\$889,873
% of Fund Spent	24%	76%	100%

Energy Assistance Available

- Approximately 22% of LIRAP funding remains available for current program year that ends in September, and Project Share grants remain available
- LIRAP AMP available October 1st for low-income customers – will provide 90% arrearage forgiveness for customers that successfully pay 10% of arrears.
- Significant LIHEAP funding available with more coming as noted by Staff

Residential Disconnections

- 285 residential customers disconnected through September 1st
- 2,264 residential customer accounts have entered collections through September 1st – 803 customers made payment, 271 had TPA, over 500+ that entered in August still have time to act before end of collections process due to addition of 30-day notice