



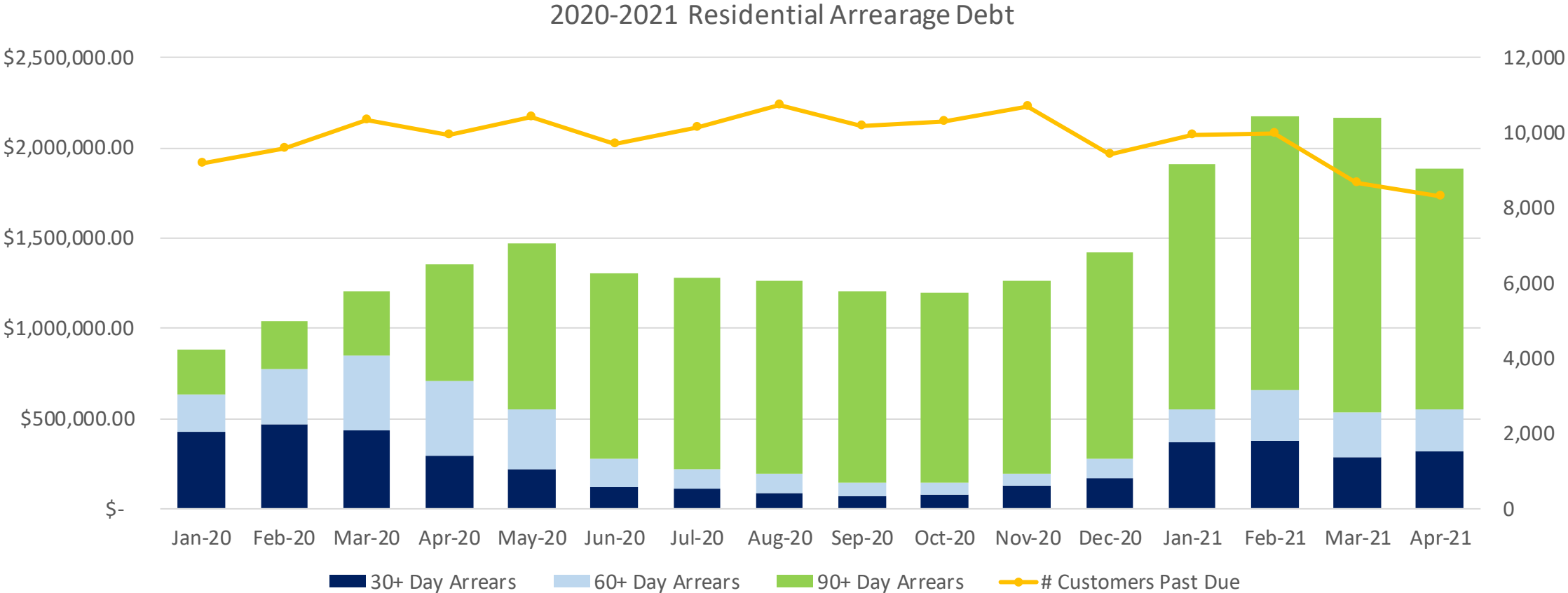
Current State of Arrears and COVID-19 Debt Relief Program Update

May 13, 2021

Shawn Bonfield, Sr. Manager of Regulatory Policy & Strategy

From February to April 2021:
 # of customers in arrears = -17%
 Total Arrears = -13%

Residential Arrears



Customer Outreach and Communications



Compassion in Action: 90+days

2,736 accounts reviewed

2,278 calls made

458 customers answered call

- **237 transferred for assistance**
- **48 declined assistance**
- **57 said they would call back**
- **54 made a payment**
- **33 established arrangements**

1,389 voicemails left

1,718 emails sent

1,918 postcards sent

485 received Forgiveness Grant

200 established arrangements

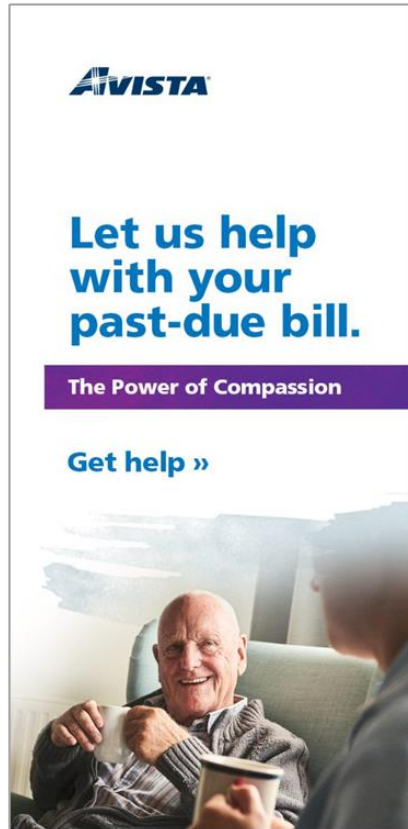
31 Spanish speaking

90+ days completed in April
60+ days began Monday, May 10th

Customer Outreach and Communications

Social Media (Facebook), Digital Display Ads, and Website Updates

- Visits to assistance page increased 316% with advertising (4/1/2021-5/6/2021)
- Digital: planned for 12 weeks; 2.4M impressions in April



Print Ads, Reminder Letters

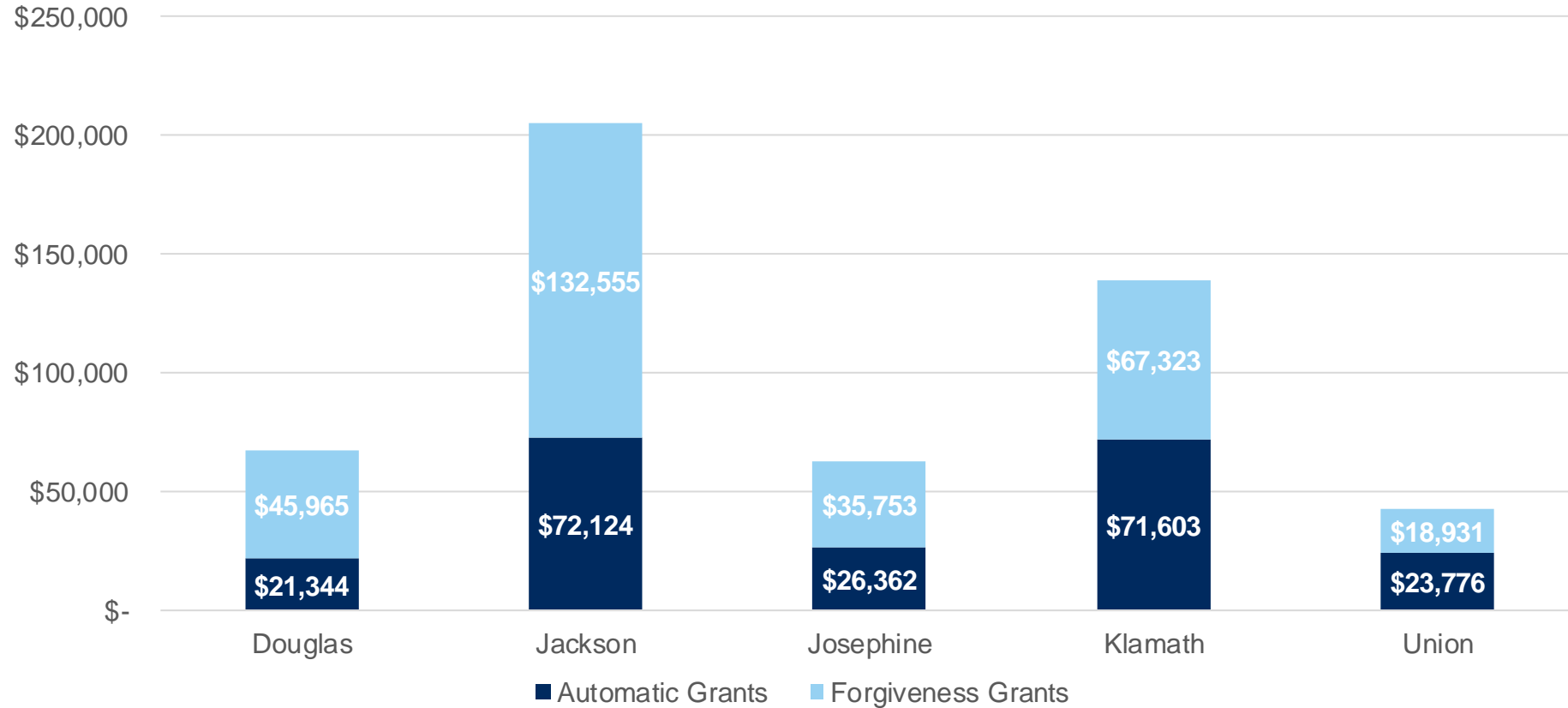
- Print Ads – 27 publications (3x), approx. 265,500 impressions
- Reminder Letters – sent to 5,276 customers since April 1st

Publication	Insertion Dates		
Ashland Daily Tidings	7-Apr	5-May	9-Jun
Lagrange Observer	10-Apr	8-May	13-Jun
Roseburg News Review	11-Apr	9-May	13-Jun
Grants Pass Daily Courier	11-Apr	9-May	13-Jun
Klamath Falls News & Herald	11-Apr	9-May	13-Jun
Medford Tribune	11-Apr	9-May	13-Jun
Caminos Magazine (Spanish)	1-Apr	1-May	1-Jun

Debt Relief Program Grants: April 1st – May 10th

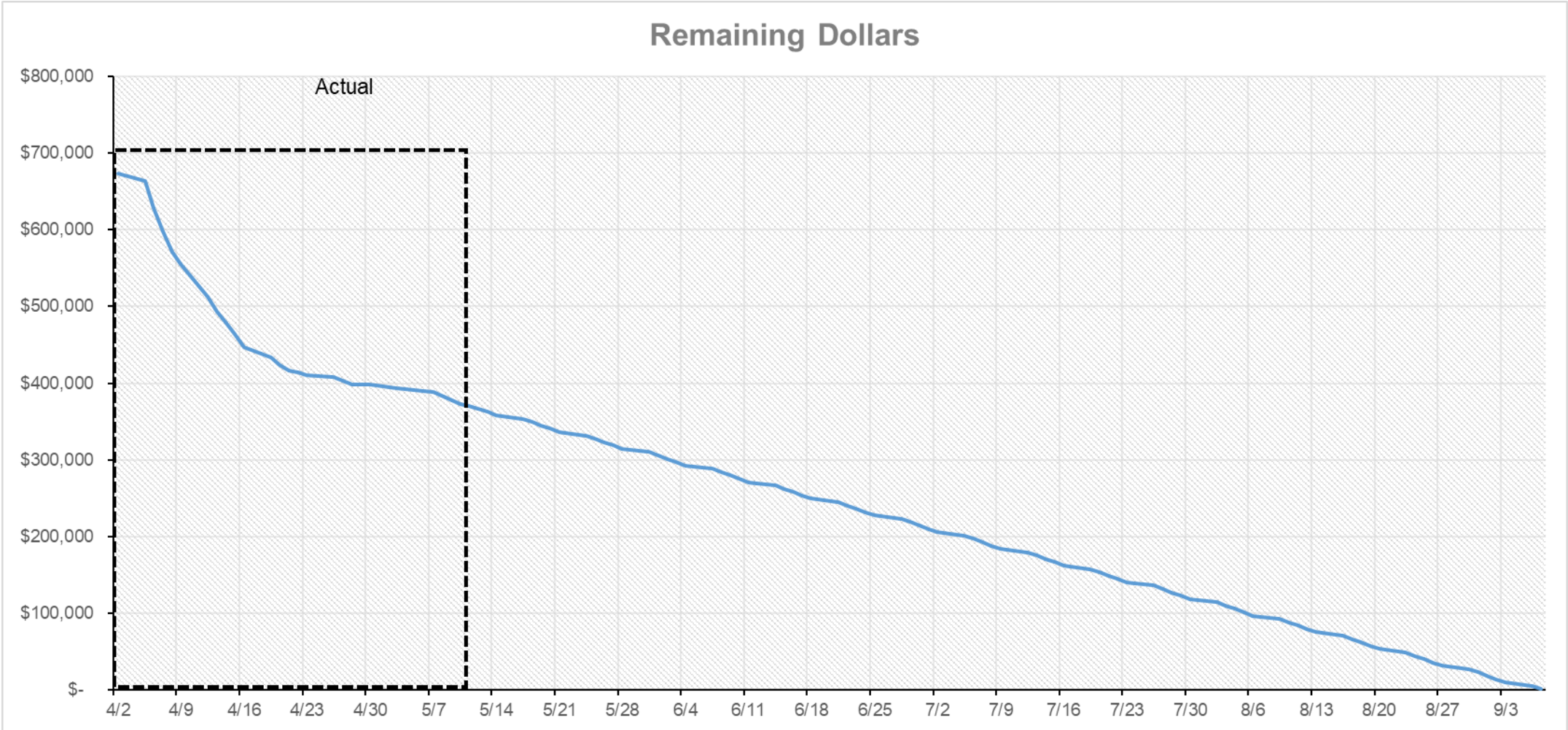
	Automatic Grants	Forgiveness Grants	Total
Timeframe	April 1 st	April 1 st – May 10 th	April 1 st – May 10 th
Number of Grants	654	561	1,215
Average Grant Amount	\$329	\$536	\$424
Total	\$215,208	\$300,526	\$515,735
% of Fund Spent	24%	34%	58%

Grant Total by County



Average	\$410	\$434	\$406	\$430	\$415
Max	\$1,465	\$1,500	\$1,500	\$1,500	\$1,407
Grants	164	472	153	323	103
% of total	13%	39%	13%	27%	8%

Forecast of Spending Remaining Funds



Forecast based on actual grants provided from 4/1 – 5/10