

Update: Town of Apex Customer Assistance Program (CAP)

October 26, 2021

Delinquent Accounts and Accounts
with a Payment Plan as of
September 30, 2021

	Residential	Commercial	Total
Amount Delinquent	\$308,268	\$11,343	\$319,611
Number of Accounts	333	28	361
Average Balance	\$925.73	\$405.11	\$885.35
		Delinquent accounts as a percent of charges	.30%

Accounts with a Payment Plan as of September 30, 2021

PAYMENT PLANS	Number of Customers	Amount Due	Average Balance
Total Payment Plans	477	\$535,041	\$1,121.68
Payment Plans Past Due	165	\$233,915	\$1,417.67
Payment Plans Current	312	\$301,126	\$965.15
Delinquent Accounts	<u>361</u>	<u>\$319,611</u>	\$885.35
Total Dln. Accts & PP Crrnt	673	\$620,737	\$922.34
Delinquent Accts. 5 31 21	1,947	\$1,340,942	\$688.72

Past Due Accounts as of September 30, 2021

Fund	Past Due Accounts	Percentage of Charges
General	\$94,228	1.10%
Electric	\$1,089,888	1.65%
Water Sewer	\$403,726	1.24%
Total	\$1,588,442	1.48%
Total May 31, 2021	\$2,265,874	2.83%

Summary of Applications and Approvals

	Through September 30, 2021
Number of Applications	141
Number of Applications Approved	127 (90% Approval Rate)
Assistance Given	\$74,299.69
Average Assistance per Approval	\$585.04

Approvals by Poverty Level

% of Poverty Level (Maximum Income Family of 4)	Number of Approvals
0 to 100% (\$21,960)	86 (68% of All Approvals)
101 to 110% (\$24,156)	4
111 to 120% (\$26,352)	5
121 to 130% (\$28,548)	9
131 to 140% (\$30,744)	6
141 to 150% (\$32,940)	4
151 to 160% (\$35,136)	5
161 to 170% (\$37,332)	4
171 to 180% (\$39,528)	1
181 to 190% (\$41,724)	2
191 to 200% (\$43,920)	1

Budget Report as of September 30, 2021

	Budget	Expended	Percentage Expended
Awards	\$509,000	\$74,299.69	14.60%
Eligibility Determinations	\$40,675	\$9,356.34	23.00%
Total	\$549,675	\$83,656.03	15.22%