



# Update: Town of Apex Customer Assistance Program (CAP)

February 8, 2022



# Delinquent Accounts as of December 31, 2021

	Residential	Commercial	Total
Amount Delinquent	\$261,526	\$12,080	\$273,606
Number of Accounts	439	18	457
Average Balance	\$596	\$671	\$599
		Delinquent accounts as a percent of cumulative charges	.22%

# Accounts with a Payment Plan as of December 31, 2021

PAYMENT PLANS	Number of Customers	Amount Due	Average Balance
Current	379	\$334,946	\$884
Past Due	<u>102</u>	<u>\$135,483</u>	\$1,328
Total Payment Plans	481	\$470,429	\$978
Current Payment Plans	379	\$334,946	\$884
Delinquent Accounts	<u>457</u>	<u>\$273,606</u>	\$599
Total	836	\$608,552	\$728
Delinquent Accts. 5 31 21	1,947	\$1,340,942	\$689

# Past Due Accounts as of December 31, 2021

Fund	Past Due Amount	% of Cumulative Charges
General	\$101,199	1.00%
Electric	\$998,820	1.32%
Water Sewer	<u>\$428,572</u>	1.13%
Total December 31, 2021	\$1,528,591	1.24%
Total May 31, 2021	\$2,265,874	2.83%

# Summary of CAP Applications and Approvals

	Through January 20, 2022
Number of Applications	234
Number of Applications Approved	216 (92% Approval Rate)
Assistance Given	\$106,074
Average Assistance per Approval	\$491

# Approvals by Poverty Level

% of Poverty Level (Maximum Income Family of 4)	Number of Approvals
0 to 100% (\$27,750)	139 (64% of All Approvals)
101 to 110% (\$30,525)	9
111 to 120% (\$33,300)	14
121 to 130% (\$36,075)	13
131 to 140% (\$38,850)	13
141 to 150% (\$41,625)	6
151 to 160% (\$44,400)	9
161 to 170% (\$47,175)	4
171 to 180% (\$49,950)	2
181 to 190% (\$52,725)	4
191 to 200% (\$55,500)	3

# Available Funds as of January 20, 2022

	Original Appropriation	Awarded/Expended	% Awarded/Expended
Assistance	\$509,000	\$106,074	21%
Eligibility Determinations	\$40,675	\$18,796	46%
Total	\$549,675	\$124,870	23%