



Utilities Customer Service Division

as of 7/1/2021

1. OFFSITE CASH PAYMENTS (offsite Cash payments @ CVS, 7-Eleven & Family Dollar) **Walmart - fall 2021**

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
2021	# of Payments	2,242	2,124	2,384	2,099	2,164	2,248							13,261
	\$ of Payments	\$406,873	\$342,331	\$353,186	\$347,167	\$367,592	\$417,534							\$2,234,683
2020	# of Payments	2,349	2,241	2,320	1,856	1,876	1,934	2,060	1,984	2,061	2,253	2,186	2,283	25,403
	\$ of Payments	\$433,080	\$371,311	\$359,226	\$319,725	\$357,607	\$389,226	\$440,407	\$443,361	\$449,560	\$513,619	\$452,304	\$442,868	\$4,972,294

2. PAYMENTS

Payment TYPE	Jan-21				Feb-21				Mar-21				Apr-21				May-21			
	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount
Debit/Credit Card	12,429	48%	\$2,568,284	40%	12,533	46%	\$2,455,784	38%	15,471	47%	\$2,801,328	38%	12,874	48%	\$2,483,442	39%	12,656	45%	\$2,537,444	39%
Paper Checks	6,078	23%	\$2,063,163	32%	6,130	23%	\$2,040,521	32%	7,384	23%	\$2,434,740	33%	5,708	21%	\$2,025,300	32%	7,339	26%	\$2,094,446	32%
Electronic e-Checks	3,268	13%	\$ 937,684	15%	3,698	14%	\$ 997,544	15%	4,463	14%	\$1,162,539	16%	3,744	14%	\$ 992,149	16%	3,637	13%	\$ 938,425	15%
ACH AutoDraft (old AutoPay)	2,171	8%	\$ 487,848	8%	2,541	9%	\$ 603,357	9%	2,887	9%	\$ 652,399	9%	2,261	8%	\$ 496,603	8%	2,356	8%	\$ 556,096	9%
Offsite Cash Payments	2,108	8%	\$ 387,281	6%	2,120	8%	\$ 343,280	5%	2,511	8%	\$ 371,273	5%	2,102	8%	\$ 346,923	5%	2,013	7%	\$ 343,760	5%
Cash (local office)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0%	\$ -	0%
	26,054	100%	\$6,444,260	100%	27,022	100%	\$6,440,486	100%	32,716	100%	\$7,422,280	100%	26,689	100%	\$6,344,418	100%	28,001	100%	\$6,470,171	100%

Payment METHOD	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount
	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount	Total # of Payments	% based on # of Payments	Total Dollar Amount	% based on Dollar Amount
Online	9,929	38%	\$2,352,907	37%	8,415	31%	\$2,172,126	34%	12,347	38%	\$2,539,025	34%	10,529	39%	\$2,267,241	36%	10,125	36%	\$2,267,676	35%
By Mail	4,852	19%	\$1,690,835	26%	4,879	18%	\$1,724,691	27%	5,988	18%	\$2,083,572	28%	4,613	17%	\$1,736,924	27%	6,309	23%	\$1,810,261	28%
ACH AutoDraft (old AutoPay)	2,171	8%	\$ 487,848	8%	2,541	9%	\$ 603,357	9%	2,887	9%	\$ 652,399	9%	2,261	8%	\$ 496,603	8%	2,356	8%	\$ 556,096	9%
New Auto-Pay (self-service)	1,995	8%	\$ 400,089	6%	2,730	10%	\$ 556,231	9%	3,506	11%	\$ 688,587	9%	2,607	10%	\$ 543,750	9%	2,854	10%	\$ 580,626	9%
Night Depository Drop Box	1,226	5%	\$ 372,328	6%	1,251	5%	\$ 315,830	5%	1,396	4%	\$ 351,168	5%	1,095	4%	\$ 288,376	5%	1,030	4%	\$ 284,185	4%
Local Office/deposit payments	288	1%	\$ 120,093	2%	206	1%	\$ 114,530	2%	168	1%	\$ 70,202	1%	182	1%	\$ 79,517	1%	152	1%	\$ 52,721	1%
Automated Pay-by-Phone	3,485	13%	\$ 632,879	10%	4,880	18%	\$ 610,442	9%	3,913	12%	\$ 666,054	9%	3,300	12%	\$ 585,085	9%	3,162	11%	\$ 574,846	9%
Offsite Cash Payments	2,108	8%	\$ 387,281	6%	2,120	8%	\$ 343,280	5%	2,511	8%	\$ 371,273	5%	2,102	8%	\$ 346,923	5%	2,013	7%	\$ 343,760	5%
	26,054	100%	\$6,444,260	100%	27,022	100%	\$6,440,486	100%	32,716	100%	\$7,422,280	100%	26,689	100%	\$6,344,418	100%	28,001	100%	\$6,470,171	100%

3. COLLECTIONS - (monthly files sent to agency - 60 day delay)

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total:
2021	\$43,225	\$19,827	\$21,291	\$12,467	end of JUL	end of AUG	end of SEP	end of OCT	end of NOV	end of DEC	end of JAN	end of FEB	\$96,810
2020	\$10,702	\$16,419	\$6,961	\$4,694	\$14,840	\$29,212	\$22,303	\$33,762	\$36,389	\$67,804	\$72,564	\$51,874	\$367,524
2019	\$13,615	\$8,532	\$8,236	\$10,523	\$9,985	\$12,911	\$21,058	\$25,435	\$22,649	\$47,700	\$29,752	\$14,114	\$224,511

+ 39%

JAN	Count	Sum		FEB	Count	Sum		MAR	Count	Sum		APR	Count	Sum	
Comm	2	\$2,064	3%	Comm	2	\$852	3%	Comm	2	\$2,954	3%	Comm	1	\$1,013	2%
Tenant	2	\$2,064		Tenant	2	\$852		Tenant	1	\$1,623		Tenant	1	\$1,013	
Res	74	\$41,161	97%	Res	71	\$18,975	97%	Res	65	\$18,337	97%	Res	47	\$11,454	98%
Tenant	63	\$37,875	85%	Owner	8	\$2,419	11%	Owner	9	\$1,551	14%	Owner	10	\$1,327	21%
Owner	11	\$3,286	15%	Tenant	63	\$16,556	89%	Tenant	56	\$16,787	86%	Tenant	37	\$10,128	79%
Total	76	\$43,225	100%	Total	73	\$19,827	100%	Total	67	\$21,291	100%	Total	48	\$12,467	100%

4. PROJECTED SERVICE DISCONNECTS (Customers Projected to be Cut - yellow reminder notices mailed out)

Date	# of accounts that could be Cut	Delinquent Amount	Total Balance Due	Date	# of accounts that could be Cut	Delinquent Amount	Total Balance Due
28-JUN-21	464	\$122,258	\$328,639	29-Sep-20	1802	\$678,673	\$1,375,873
29-Jun-21	569	\$128,771	\$345,845	30-Sep-20	1754	\$660,854	\$1,349,611
30-Jun-21	708	\$155,522	\$420,309	1-Oct-20	1655	\$598,873	\$1,224,956
1-Jul-21	715	\$172,991	\$452,904	2-Oct-20	1582	\$575,579	\$1,199,910
2-Jul-21	609	\$140,098	\$379,480	5-Oct-20	1311	\$499,667	\$1,055,816
6-Jul-21	394	\$84,647	\$248,007	6-Oct-20	1116	\$441,772	\$953,073

5. SERVICE RE-CONNECT ANALYSIS (number of customers restored after being disconnected)

# of Days	# of Cuts	Restored	% Restored	NOT Restored	Vacant
28	730	716	98%	14	0

6. RECEIVABLES AGING REPORT - as of 7/1 (net amount excluding taxes+fees+misc. services)

AGING REPORT	2021			2020		2019	
	30	60	30+60	30+60	30+60	30+60	30+60
Total Commercial EL (excl. taxes-fees-misc.)	\$26,896 2.3%	\$2,010 0.2%	\$28,906 2.5%	\$85,183 9.9%	\$25,619 2.1%		
Total Residential EL (excl. taxes-fees-misc.)	\$127,967 5.1%	\$8,026 0.3%	\$135,993 5.4%	\$292,956 12.6%	\$106,243 6.0%		
Total EL Res & Comm (excl. taxes-fees-misc.)	\$154,863 4.2%	\$10,036 0.3%	\$164,899 4.5%	\$378,138 11.9%	\$131,862 4.5%		
Total Water&Sewer (excl. taxes-fees-misc.)	\$70,123 3.9%	\$5,494 0.3%	\$75,616 4.2%	\$219,168 11.1%	\$42,250 2.9%		
Grand Total EL/WA/SW (excl. taxes-fees-misc.)	\$278,745 4.3%	\$20,150 0.3%	\$298,895 4.6%	\$778,641 11.9%	\$216,770 4.1%		

TRIAL BALANCE SUMMARY (gross amounts including taxes+fees+misc.+services)

Days	JUL-20	AUG-20	SEP-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-21
> 30	641,181	575,542	699,921	522,061	437,943	391,225	475,813	244,470	339,186	333,716	283,202	231,918
> 60	\$276,927	\$261,944	\$345,546	\$331,647	\$180,477	\$153,991	\$102,862	\$67,419	\$47,602	\$46,334	\$21,227	\$22,144
30+60	\$918,108	\$837,486	\$1,045,467	\$853,708	\$618,420	\$545,216	\$578,675	\$311,889	\$386,788	\$380,050	\$304,429	\$254,062
> 90	2,882,009	2,955,206	3,090,384	3,290,472	3,355,622	3,413,678	3,450,829	3,418,929	3,391,389	3,300,926	3,253,235	3,154,193

7. PAYMENT PLANS - Payments Received (as of 7/1)

Date	COMBINED TOTALS					RESIDENTIAL				COMMERCIAL				PAST DUE	
	TOTAL # of Plans	TOTAL AMOUNT	UNPAID \$ Amount	PAID \$ AMOUNT	% of \$ PAID	# of Plans	TOTAL AMOUNT	AMOUNT PAID	% of \$ PAID	# of Plans	TOTAL AMOUNT	AMOUNT PAID	% of \$ PAID	# of PAST DUE	% of \$ PAST DUE
as of 06/30/2021	1194	\$993,726	\$268,067	\$725,659	73%	1116	\$844,439	\$635,959	75%	78	\$149,287	\$89,700	60%	297	25%

8. UTILITY SERVICE REQUESTS (online applications + emails)

DATE	DAY	OVERNIGHT				DAYTIME				DAILY TOTAL	WEEKLY TOTAL
		CS EMAILS	ONLINE APPS	DEPOSIT PMTS	NITE TOTAL	CS EMAILS	ONLINE APPS	DEPOSIT PMTS	DAY TOTAL		
6/7/2021	MON	43	16	1	60	7	13		20	80	
6/8/2021	TUE	10	8	3	21	6	14		20	41	
6/9/2021	WED	13	2	6	21	8	13		21	42	
6/10/2021	THU	18	7	4	29	10	8		18	47	
6/11/2021	FRI	2	3	3	8	8	13		21	29	239
6/14/2021	MON	12	7	1	20	12	11	10	33	53	
6/15/2021	TUE	7	4	3	14	15	10	2	27	41	
6/16/2021	WED	6	4	6	16	12	10	11	33	49	
6/17/2021	THU	4	5	4	13	5	11		16	29	
6/18/2021	FRI	7	4	3	14	6	10	28	44	58	230
6/21/2021	MON	20	8	1	29	9	12	12	33	62	
6/22/2021	TUE	9	5	4	18	9	6	17	32	50	
6/23/2021	WED	2	5	2	9	6	10	10	26	35	
6/24/2021	THU	3	3	1	7	11	5	4	20	27	
6/25/2021	FRI	4	5	4	13	5	14	14	33	46	220
6/28/2021	MON	8	25	3	36	6	15	3	24	60	
6/29/2021	TUE	12	6	3	21	11	13	15	39	60	
6/30/2021	WED	8	7	6	21	9	15	16	40	61	
7/1/2021	THU	9	6	4	19	15	13	10	38	57	
7/2/2021	FRI	11	8	3	22	22	9	15	46	68	306

9. FINANCIAL ASSISTANCE Received (from Palm Beach County)

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL
# of Accounts	4	34	28	47	46	31	57	128	40	9	13	12	7	2	4	462
Total \$ received	\$2,027	\$11,752	\$10,055	\$25,016	\$22,046	\$17,585	\$27,310	\$50,824	\$20,570	\$3,831	\$5,202	\$4,198	\$3,400	\$2,514	\$1,662	\$207,992