



Update on Utility Payment Plans

April 27th, 2021

Payment Plans

as of 4/20/2021

COMBINED TOTALS <i>(Residential + Commercial)</i>					PAST DUE	
<i>TOTAL # of PAYMENT PLANS</i>	<i>ORIGINAL PAYMENT PLAN AMOUNT</i>	<i>TOTAL AMOUNT PAID TO-DATE</i>	<i>% of \$ AMOUNT PAID TO-DATE</i>	<i>TOTAL UNPAID AMOUNT REMAINING</i>	<i># of ACCOUNTS PAST DUE</i>	<i>% of ACCOUNTS PAST DUE</i>
1194	\$990,605	\$592,346	59.8%	\$398,259	333	28%

- **RESIDENTIAL Payment Plans** *(12 month plan)*
 - 1115 total residential payment plans
 - \$320,562 total amount remaining to be paid
- **COMMERCIAL Payment Plans** *(24 month plan)*
 - 79 total commercial payment plans
 - \$77,697 total amount remaining to be paid

**Utility Financial Assistance Payments
received from PB County
as of 4/19/21**

- **\$199,479 in assistance received on behalf of Lake Worth Beach customers since April 1, 2020**
 - **454 Lake Worth Beach Utility customers received assistance**
 - **Maximum individual assistance received; \$2,019**
 - **Minimum assistance received; \$27**
 - **Average assistance received; \$225**
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- ❖ *Lake Worth Beach initiated a Customer Outreach program to help customers in need with referrals and application assistance in multiple languages*
 - ❖ *Applications are reviewed and subject to the approval of Palm Beach County Community Action*
 - ❖ *Strict application process requires documentation on every household member*
 - ❖ *Utility account must be in the applicant's name in order to be approved*
 - ❖ *2020 program funding source; CARES act*

Customer Outreach Calls Made by Lake Worth Energy Conservation Team

(From 04/01 to 10/01/2020)

<i>CALLS MADE</i>	<i>VM REACHED</i>	<i>SPOKE WITH</i>	<i>SETUP on PAYMENT PLAN</i>	<i>WILL MAKE PARTIAL PAYMENT</i>	<i>ALREADY SIGNED UP for PAYMENT PLAN</i>	<i>DOOR HANGARS</i>
8667	3413	3514	612	832	60	2131

- ❖ *Our Energy Conservation team was re-purposed to make outreach calls during pandemic to customers at risk of disconnection*
- ❖ *Inform customers that financial assistance was available through CARES Act*
- ❖ *Flyers were emailed to customers interested in obtaining financial assistance*
- ❖ *Flyers were also mailed out with every utility bill with financial assistance info*
- ❖ *Customers were also made aware of payment plan and helped to enroll them*

AGING Report

(as of 04/19/2021)

	APR 2021			APR 2020	APR 2019
AGING REPORT	30	60	30+60	30+60	30+60
Total Commercial EL <i>(excl. taxes-fees-misc.)</i>	\$44,595 4.5%	\$530 0.1%	\$45,125 4.6%	\$85,183 9.9%	\$25,619 2.1%
Total Residential EL <i>(excl. taxes-fees-misc.)</i>	\$99,853 6.0%	\$10,933 0.7%	\$110,786 6.7%	\$292,956 12.6%	\$106,243 6.0%
Total EL Res & Comm <i>(excl. taxes-fees-misc.)</i>	\$144,448 5.4%	\$11,463 0.4%	\$155,911 5.8%	\$378,138 11.9%	\$131,862 4.5%
Total Water&Sewer <i>(excl. taxes-fees-misc.)</i>	\$108,284 6.9%	\$20,692 1.3%	\$128,976 8.2%	\$219,168 11.1%	\$42,250 2.9%
Grand Total EL/WA/SW <i>(excl. taxes-fees-misc.)</i>	\$313,833 6.1%	\$39,224 0.8%	\$353,057 6.9%	\$778,641 11.9%	\$216,770 4.1%

❖ Aging report tracks all utility accounts 30/60 days past due

Collections

- *Accounts are Final Billed 7 days after disconnect*
- *Any unpaid balance is sent to collection agency after 60 days*
- *On average 12% of amount sent to collections are recovered*

CALENDAR YEAR	\$ Amount Sent to Collection Agency
2020	\$367,524
2019	\$235,437
2018	\$319,758
2017	\$220,966
2016	\$236,598

Questions?

