



Significant Items Report
Customer Service

February 8, 2022

1. OFFSITE CASH PAYMENTS (offsite Cash payments @ CVS, 7-Eleven & Family Dollar) **WalMart - coming soon (NO ETA yet)

| | | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | TOTALS | AVERAGE |
|------|----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|
| 2022 | # of Payments | 2,297 | | | | | | | | | | | | 2,297 | 2,297 |
| | \$ of Payments | \$394,738 | | | | | | | | | | | | \$394,738 | \$394,738 |
| 2021 | # of Payments | 2,242 | 2,124 | 2,384 | 2,099 | 2,164 | 2,248 | 2,240 | 2,322 | 2,196 | 2,245 | 2,309 | 2,278 | 26,851 | 2,238 |
| | \$ of Payments | \$406,873 | \$342,331 | \$353,186 | \$347,167 | \$367,592 | \$417,534 | \$455,703 | \$478,605 | \$474,925 | \$496,124 | \$470,701 | \$417,142 | \$5,027,883 | \$418,990 |
| 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 | 2,117 |
| | \$ 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 | \$414,358 |

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

| YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | Total: |
|------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|
| 2022 | end of MAR | end of APR | end of MAY | end of JUN | end of JUL | end of AUG | end of SEP | end of OCT | end of NOV | end of DEC | end of JAN | end of FEB | \$0 |
| 2021 | \$43,225 | \$19,827 | \$21,291 | \$12,467 | \$14,950 | \$34,155 | \$22,775 | \$29,927 | \$21,141 | \$33,484 | end of JAN | end of FEB | \$253,242 |
| 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 |

3. RECEIVABLES AGING REPORT - (NET amount Excluding taxes + fees + misc.services)

| | Feb. '22 | | | Dec. '21 | Oct. '21 | Sep. '21 | Aug. '21 | 2020 | 2019 |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--------------------|-------------------|
| AGING REPORT | >30 | >60 | 30+60 | 30+60 | 30+60 | 30+60 | 30+60 | 30+60 | 30+60 |
| Total Commercial EL (excl. taxes-fees-misc.) | \$9,315 0.9% | \$959 0.1% | \$10,274 1.0% | \$35,919 4.3% | \$44,220 3.4% | \$39,995 2.9% | \$37,197 3.4% | \$85,183 9.9% | \$25,619 2.1% |
| Total Residential EL (excl. taxes-fees-misc.) | \$43,827 2.7% | \$10,886 0.7% | \$54,713 3.4% | \$136,517 7.9% | \$178,298 6.6% | \$178,039 5.9% | \$154,527 6.3% | \$292,956 12.6% | \$106,243 6.0% |
| Total EL Res & Comm (excl. taxes-fees-misc.) | \$53,142 2.0% | \$11,845 0.4% | \$64,987 2.4% | \$172,436 6.8% | \$222,518 5.5% | \$218,034 5.0% | \$191,724 5.4% | \$378,138 11.9% | \$131,862 4.5% |
| Total Water&Sewer (excl. taxes-fees-misc.) | \$31,088 1.8% | \$4,731 0.3% | \$35,819 2.1% | \$86,572 5.2% | \$103,496 6.0% | \$96,323 5.3% | \$88,585 5.2% | \$219,168 11.1% | \$42,250 2.9% |
| Grand Total EL/WA/SW (excl. taxes-fees-misc.) | \$545,216 1.7% | \$578,675 0.4% | \$311,889 2.1% | \$380,050 6.5% | \$304,429 5.8% | \$254,062 5.3% | \$350,865 5.6% | \$390,983 11.9% | \$399,391 4.1% |

TRIAL BALANCE SUMMARY (GROSS amounts Including taxes + fees + misc.services)

| Days | DEC-20 | JAN-21 | FEB-21 | MAR-21 | APR-21 | MAY-21 | JUN-21 | JUL-21 | AUG-21 | SEP-21 | OCT-21 | NOV-21 | DEC-21 | JAN-22 | FEB-22 |
|-------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| > 30 | 391,225 | 475,813 | 244,470 | 339,186 | 333,716 | 283,202 | 231,918 | 310,206 | 334,428 | 355,910 | 369,176 | 368,072 | 358,515 | 174,332 | 109,538 |
| > 60 | \$153,991 | \$102,862 | \$67,419 | \$47,602 | \$46,334 | \$21,227 | \$22,144 | \$40,659 | \$29,128 | \$35,073 | \$29,215 | \$39,964 | \$41,119 | \$34,943 | \$23,139 |
| 30+60 | \$545,216 | \$578,675 | \$311,889 | \$386,788 | \$380,050 | \$304,429 | \$254,062 | \$350,865 | \$363,556 | \$390,983 | \$398,391 | \$408,036 | \$399,634 | \$209,275 | \$132,677 |
| > 90 | 3,413,678 | 3,450,829 | 3,418,929 | 3,391,389 | 3,300,926 | 3,253,235 | 3,154,193 | 3,111,695 | 3,095,874 | 3,093,288 | 3,087,555 | 3,069,323 | 3,079,932 | 3,098,961 | 3,100,925 |

4. PAYMENT PLANS - Payments Received

| Date | COMBINED TOTALS | | | | | RESIDENTIAL | | | | COMMERCIAL | | | | PAST DUE | | | | | | |
|------------------|------------------|--------------|------------------|----------------|--------------|-------------|--------------|------------------|-------------|--------------|------------|--------------|------------------|-------------|--------------|------------------------|--------------------------|--------------------------|--------------------------------|-------------------------------|
| | TOTAL # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | PAID \$ AMOUNT | % of \$ PAID | # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | AMOUNT PAID | % of \$ PAID | # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | AMOUNT PAID | % of \$ PAID | # of ACCOUNTS PAST DUE | % of # ACCOUNTS PAST DUE | TOTAL % of \$\$ PAST DUE | RESIDENTIAL % of \$\$ PAST DUE | COMMERCIAL % of \$\$ PAST DUE |
| as of 10/31/2021 | 1193 | \$986,996 | \$137,191 | \$849,252 | 86% | 1116 | \$844,439 | \$94,048 | \$749,838 | 89% | 77 | \$142,557 | \$43,142 | \$99,414 | 70% | 241 | 20% | 19% | 95% | 5% |
| as of 11/30/2021 | 1193 | \$986,443 | \$126,912 | \$859,530 | 87% | 1116 | \$843,886 | \$87,100 | \$756,786 | 90% | 77 | \$142,557 | \$39,812 | \$102,744 | 72% | 232 | 19% | 21% | 86% | 14% |
| as of 12/31/2021 | 1193 | \$986,443 | \$119,862 | \$866,580 | 88% | 1116 | \$843,886 | \$84,492 | \$759,394 | 90% | 77 | \$142,557 | \$35,370 | \$107,186 | 75% | 199 | 17% | 18% | 89% | 11% |
| as of 1/31/2022 | 1193 | \$986,443 | \$115,813 | \$870,629 | 88% | 1116 | \$843,886 | \$83,438 | \$760,448 | 90% | 77 | \$142,557 | \$32,375 | \$110,181 | 77% | 198 | 17% | 19% | 79% | 21% |

| Date | COMBINED TOTALS | | | | | RESIDENTIAL | | | | COMMERCIAL | | | | PAST DUE | | | | | | |
|------------------|------------------|--------------|------------------|----------------|--------------|-------------|--------------|------------------|-------------|--------------|------------|--------------|------------------|-------------|--------------|------------------------|--------------------------|--------------------------|--------------------------------|-------------------------------|
| | TOTAL # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | PAID \$ AMOUNT | % of \$ PAID | # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | AMOUNT PAID | % of \$ PAID | # of Plans | TOTAL AMOUNT | UNPAID \$ Amount | AMOUNT PAID | % of \$ PAID | # of ACCOUNTS PAST DUE | % of # ACCOUNTS PAST DUE | TOTAL % of \$\$ PAST DUE | RESIDENTIAL % of \$\$ PAST DUE | COMMERCIAL % of \$\$ PAST DUE |
| as of 10/31/2021 | 1193 | \$986,996 | \$137,191 | \$849,252 | 86% | 1116 | \$844,439 | \$94,048 | \$749,838 | 89% | 77 | \$142,557 | \$43,142 | \$99,414 | 70% | 241 | 20% | 19% | 95% | 5% |
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| as of 12/31/2021 | 1193 | \$986,443 | \$119,862 | \$866,580 | 88% | 1116 | \$843,886 | \$84,492 | \$759,394 | 90% | 77 | \$142,557 | \$35,370 | \$107,186 | 75% | 199 | 17% | 18% | 89% | 11% |
| as of 1/31/2022 | 773 | \$671,859 | \$30,312 | \$641,547 | 95% | 715 | \$551,279 | \$2,974 | \$548,304 | 99% | 58 | \$120,580 | \$27,338 | \$93,243 | 77% | 14 | 2% | 5% | 3% | 97% |

5. CUSTOMER SERVICE IVR - calls received into 561.533.7300

| CALL VOLUME REPORT | NOV | DEC | JAN | FEB |
|--------------------------|-------|-------|--------|-------|
| Total Calls into the IVR | 1,536 | 9,586 | 10,490 | 1,694 |