



Customer Trends Update

Board of Directors All Committees Meeting
September 15, 2020

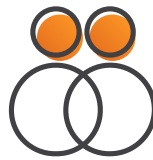


Monitoring and adjusting OPPD's solutions as our customers' needs are changing.



Continuance of Customer First Solutions

- Maintain flexible bill payment options to help customers financially (via contact center request)
- Waive collection & reconnect fees on first field visit
- Empower customer service representatives to waive up to 3 Late Payment Charges for a customer in a 12 month period
- Suspend assessing additional deposits due to field collection visits
- Increase public education and awareness on Energy Assistance and Energy Efficiency education



Energy Assistance

- Implemented CARES Act Utility Assistance through Dollar Energy Fund securing \$3 million of energy assistance available to residential customers economically impacted by COVID-19



Remote Learning

- Collaborated with school districts opting for remote learning options to ensure learning is not disrupted to disconnection of electric service



Promotional/Marketing Campaign

- Email and bill insert sharing CARES Act Utility Assistance Funds availability
- Energy Efficiency campaign to run in October

Summary of Aged Debt

	Residential			Commercial & Industrial		
	August 2020	July 2020	August 2019	August 2020	July 2020	August 2019
% of Accounts Current	91.7%	91.5%	90.0%	93.6%	92.6%	92.5%
% of Accounts in Arrears	8.3%	8.5%	10.0%	6.4%	7.4%	7.5%
Total Aged Debt > 30 days (in millions)	\$5.9	\$6.2	\$5.4	\$2.8	\$2.3	\$1.9
Total Aged Debt 91+ Days (in millions)	\$1.4	\$2.1	\$0.3	\$0.4	\$0.4	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	31.3	31.5	37.7	1.9	2.1	2.1
Total Service Agreement Count > 91+ Days (in thousands)	6.3	8.9	3.5	0.5	0.7	0.3

LIHEAP Only Accounts	August 2020	July 2020	August 2019
% of Accounts Current	72%	75%	72%
% of Accounts in Arrears	28%	25%	28%
Total Aged Debt > 30 days (in millions)	\$0.5	\$1.0	\$0.3
Total Aged Debt 91+ Days (in millions)	\$0.3	\$0.4	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	3.4	3.2	3.5
Total Service Agreement Count > 91+ Days (in thousands)	1.2	1.5	0.5

Energy Assistance August 2020 YTD

Funding Source	Aug 2020 YTD	YOY Increase	Average Benefit	Distinct Accounts	# of Payments
Energy Assistance Program	\$214,577	32%	\$322	778	830
LIHEAP	\$4,355,761	38%	\$345	7,192	12,600
CARES Act	\$86,359	100%	\$438	191	197
Other Agencies Assistance	\$673,422	9%	\$254	1,815	2,654
Total	\$5,330,119	35%	\$328	9,332	16,275

CARES Act Update	9/11/2020
Applications In Progress*	2031
Completed Applications^	628
Average benefit	\$396
Total Dollars Granted	\$182,572

*Customers that started their online application and are in the process of gathering documentation requirements
 ^Customers that submitted their application with all documentation and was processed by Dollar Energy Fund

LIHEAP Distribution

