



# Customer Trends Update

Committee Meeting  
October 13, 2020

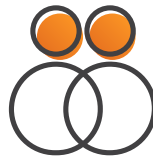


Monitoring and adjusting OPPD's solutions as our customers' needs are changing.



## 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 due 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

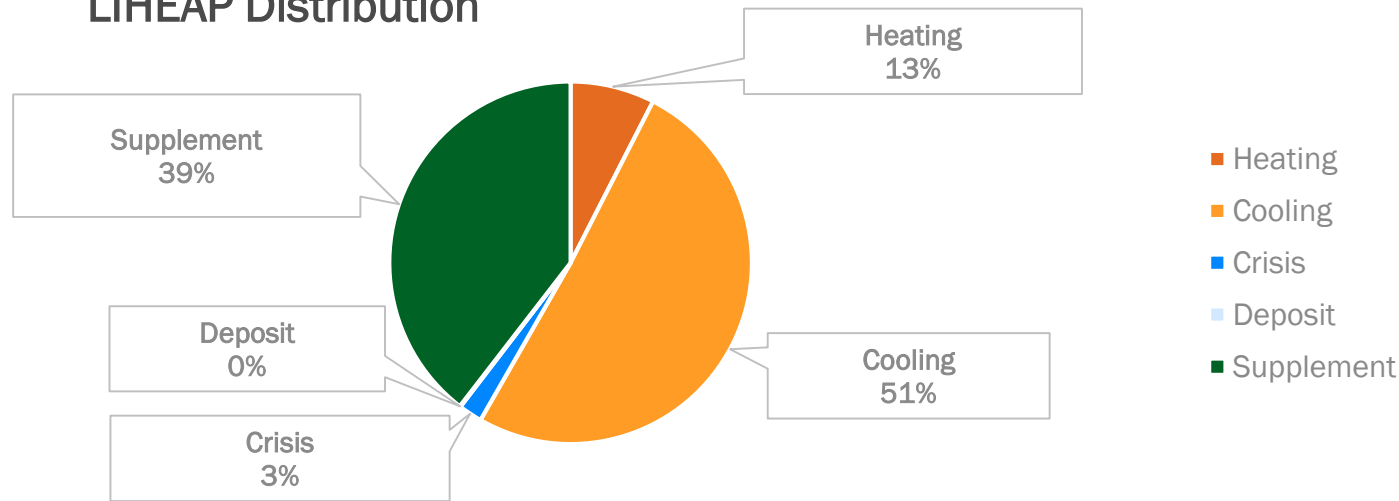
	Residential			Commercial & Industrial		
	Sept 2020	August 2020	Sept 2019	Sept 2020	August 2020	Sept 2019
% of Accounts Current	89.6%	91.7%	90.7%	92.5%	93.6%	93.3%
% of Accounts in Arrears	10.4%	8.3%	9.3%	7.5%	6.4%	6.7%
Total Aged Debt > 30 days (in millions)	\$7.3	\$5.9	\$5.0	\$2.6	\$2.8	\$1.1
Total Aged Debt 91+ Days (in millions)	\$1.1	\$1.4	\$0.3	\$0.3	\$0.4	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	40.0	31.3	33.8	2.2	1.9	1.9
Total Service Agreement Count > 91+ Days (in thousands)	5.8	6.3	3.4	0.5	0.5	0.3

LIHEAP Only Accounts	Sept 2020	August 2020	Sept 2019
% of Accounts Current	83%	72%	85%
% of Accounts in Arrears	17%	28%	15%
Total Aged Debt > 30 days (in millions)	\$0.3	\$0.5	\$0.1
Total Aged Debt 91+ Days (in millions)	\$0.1	\$0.3	\$0.02
Total Service Agreement Count > 30 Days (in thousands)	2.3	3.4	1.8
Total Service Agreement Count > 91+ Days (in thousands)	0.6	1.2	0.2

# Energy Assistance September 2020 Year To Date

Funding Source	September 2020 YTD	YOY YTD Increase	Average Benefit	Distinct Accounts	# of Payments	2019 Year End Total
Energy Assistance Program	\$290,111	38%	\$294	938	988	\$252,715
LIHEAP	\$4,520,987	18%	\$346	7,438	13,058	\$4,804,084
CARES Act	\$335,522	100%	\$367	880	913	\$0
Other Agencies Assistance	\$806,182	18%	\$259	2,115	3,109	\$898,911
<b>Total</b>	<b>\$5,952,803</b>	<b>24%</b>	<b>\$329</b>	<b>10,498</b>	<b>18,068</b>	<b>\$5,955,710</b>

## LIHEAP Distribution



<b>CARES Act Update</b>	<b>10/7/2020</b>
Applications In Progress*	4,040
Completed Applications^	1,943
Average benefit	\$374
<b>Total Dollars Granted</b>	<b>\$504,270</b>

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