



# Reporting Item

## BOARD OF DIRECTORS

January 18, 2022

### ITEM

Customer Trends Update *[Note: Not presented due to time. Update posted on oppd.com.]*

### PURPOSE

To provide a quarterly update on customer trends and energy assistance

### FACTS

1. The Board requested that management provide regular reports on the progress of customer programs and trends.
2. Customer accounts receivable balances have normalized in 2021.
3. Management will provide an update on aged debt and related trends as of December 31, 2021.

### RECOMMENDED:

DocuSigned by:

*Juli A. Comstock*

Juli A. Comstock

Vice President – Customer Service

### APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

*L. Javier Fernandez*

L. Javier Fernandez

President and Chief Executive Officer

JAC:rak



# Customer Trends Quarterly Update

as of December 31, 2021

All Committee Meeting January 18, 2022



Continuing to monitor and adjust OPPD's solutions as our customers' needs are changing.



## Customer First Solutions Expired 12/31/2021

- Automatically waive collection & reconnect fees on first field visit
- 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

## Customer First Solutions Continuing

- Call to business customers regarding upcoming disconnections
- Call to customers with scheduled field visits for proactive communications and awareness
- Flexible payment schedules will remain available for customers



## Energy Assistance

- OPPD received \$131,871 for Heating Supplemental benefits for 349 customers

## Promotional/Marketing Campaign

- Promotions live for upcoming Heat the Streets scheduled for March 5, 2022



## Next Steps

- Continue to review economic recovery indicators to suggest alternatives
- Customer arrears review for a noticeable shift beyond consistent historical metrics
- Review of industry & pandemic trends
- Payment Installment Plan shift from pilot program to standard business practice in Q2 of 2022
- Development underway for Customer Assistance Program pilot. (CAP)

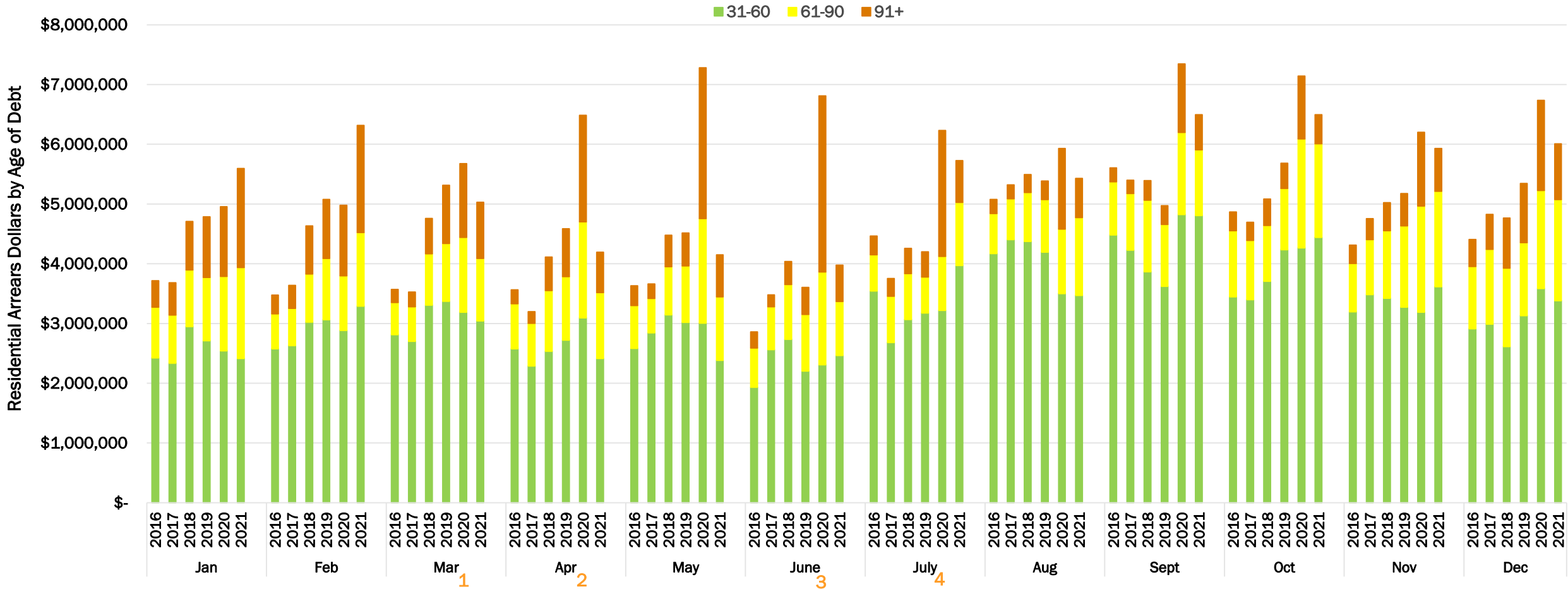


# Summary of Aged Debt

	Residential			Commercial & Industrial		
	December 2021	December 2020	% Change	December 2021	December 2020	% Change
% of Accounts Current	88.9%	89.0%	-0.1% ↓	92.2%	92.3%	-0.1% ↓
% of Accounts in Arrears	11.1%	11.0%	0.9% ↑	7.8%	7.7%	1.7% ↑
Total Aged Debt > 30 days (in millions)	\$6.0	\$6.7	-10.8% ↓	\$3.4	\$1.7	98.5% ↑
Total Aged Debt 91+ Days (in millions)	\$0.9	\$1.5	-38.1% ↓	\$0.2	\$0.2	0.0%
Total Service Agreement Count > 30 Days (in thousands)	42.3	41.9	1.0% ↑	2.2	2.2	0.0%
Total Service Agreement Count > 91+ Days (in thousands)	7.7	9.9	-20% ↓	0.5	0.5	0.0%

LIHEAP Only Accounts	December 2021	December 2020	% Change
% of Accounts Current	63%	65%	-2% ↓
% of Accounts in Arrears	37%	35%	4% ↑
Total Aged Debt > 30 days (in millions)	\$1.2	\$0.9	29% ↑
Total Aged Debt 91+ Days (in millions)	\$0.1	\$0.3	-46% ↓
Total Service Agreement Count > 30 Days (in thousands)	4.3	4.0	8.0% ↑
Total Service Agreement Count > 91+ Days (in thousands)	1.1	1.4	-22.3% ↓

# Residential Arrears Dollars by Age of Debt Active Accounts



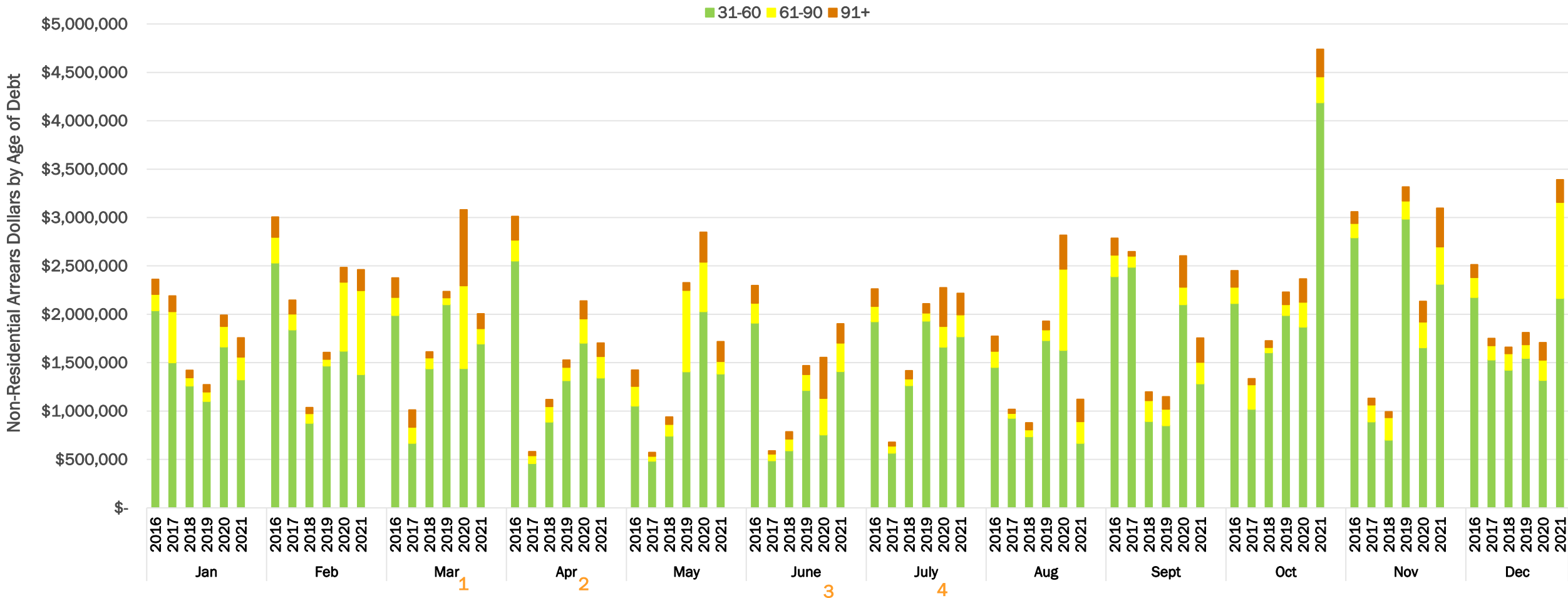
- 1 Announced suspension of disconnects for non-payment due to COVID-19
- 2 Announced suspension of Late Payment Charges
- 3 Announced reinstatement of Late Payment Charges and disconnects for non-payment beginning in July
- 4 Resumed assessment of Late Payment Charges and disconnects for non-payment

# Residential Counts by Age of Debt Active Accounts



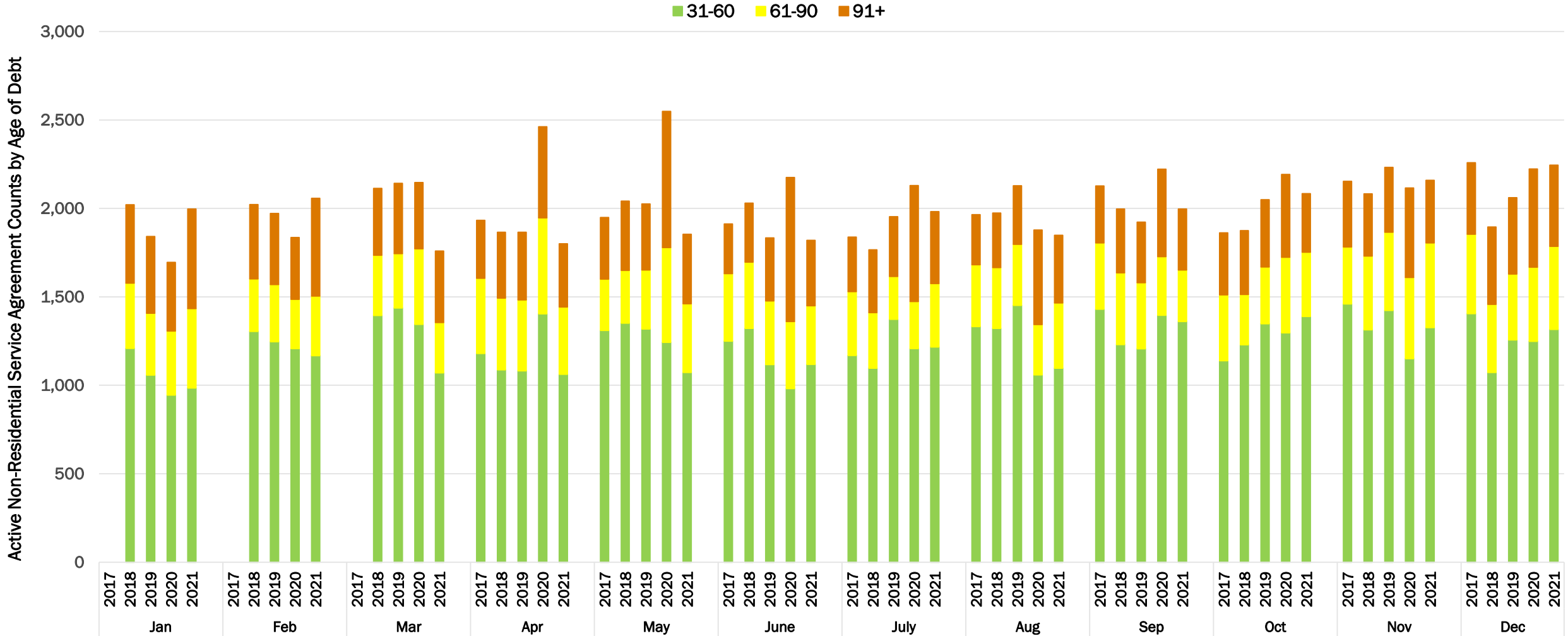
\*Jan. - March 2017 data not available

# Commercial & Industrial Arrears Dollars by Age of Debt Active Accounts



- 1 Announced suspension of disconnects for non-payment due to COVID-19
- 2 Announced suspension of Late Payment Charges
- 3 Announced reinstatement of Late Payment Charges and disconnects for non-payment beginning in July
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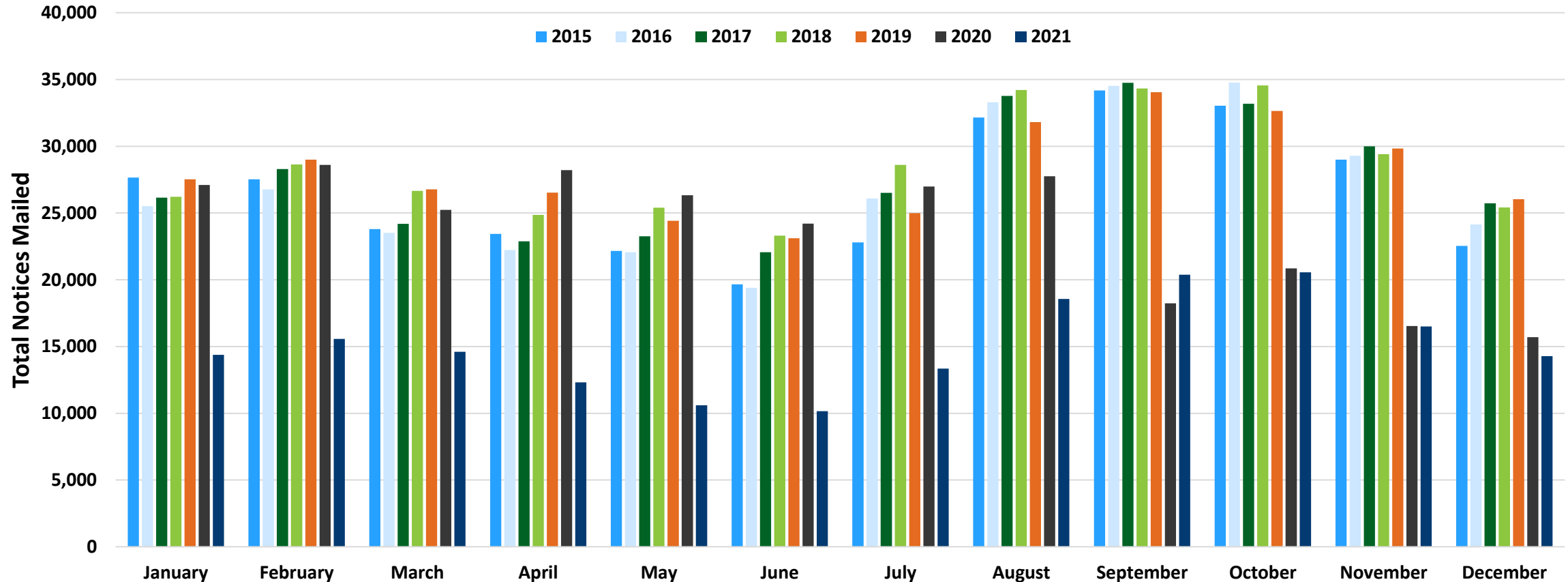
# Commercial & Industrial Counts by Age of Debt Active Accounts



\*Jan. - March 2017 data not available

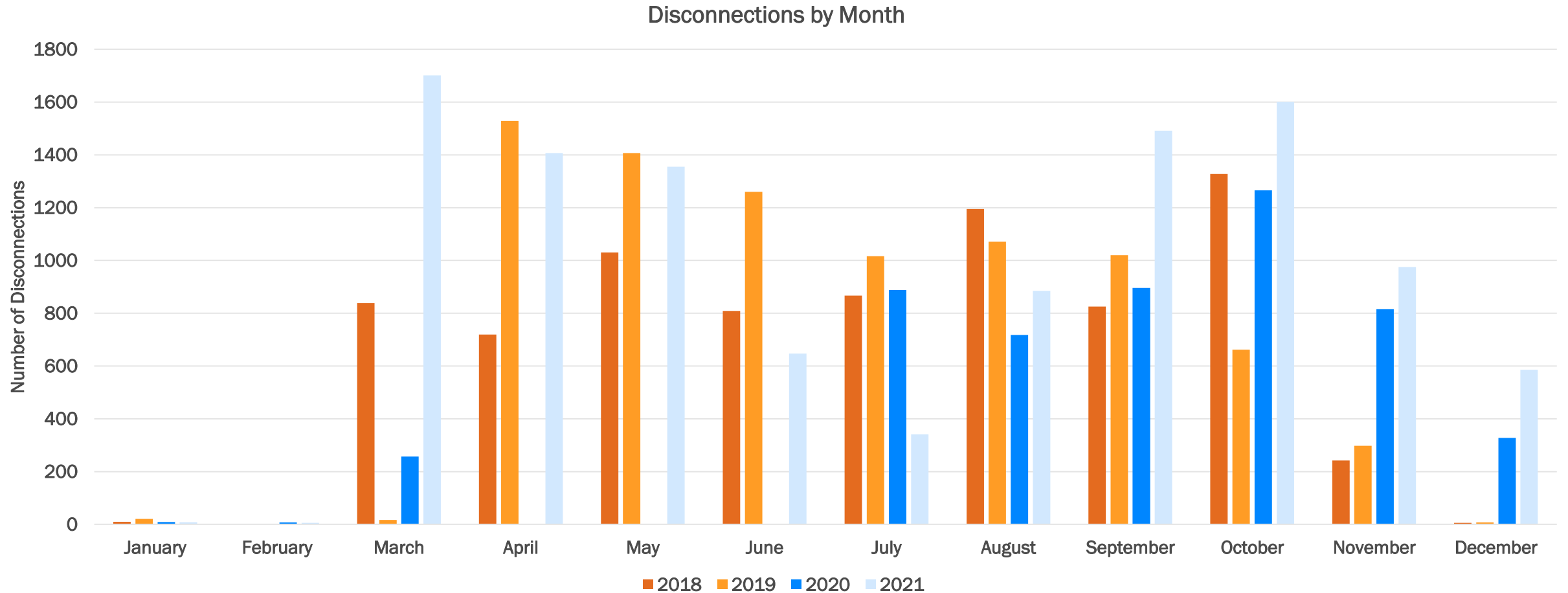


# Disconnect Notices Issued



Note: Historically, a Disconnect Notice was issued to a customer at the time of billing if the past due amount was > \$100 and the customer has not demonstrated a good payment history. During the latter portion of March thru June 2020 a past due reminder letter replaced the Disconnect Notice since disconnects for non-payment were suspended during this time. The values during this period represent accounts that received a letter in lieu of a Disconnect Notice. Effective 8/25/2020, the threshold of the notice was set to > \$200 which will decrease the number of Disconnect Notices generated from that point forward.

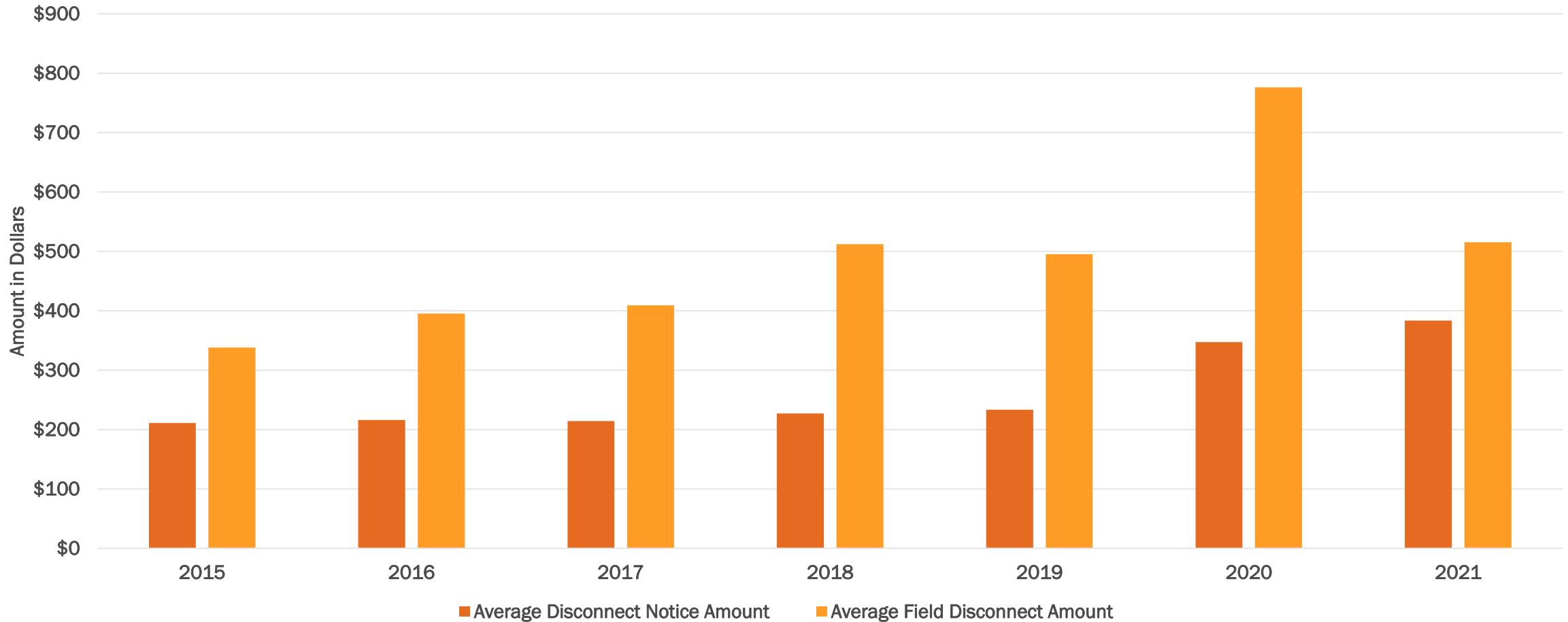
# Disconnections for Non-Payment by Month



In 2020 Disconnections for non-payment were suspended from early March to mid-July due to COVID-19.

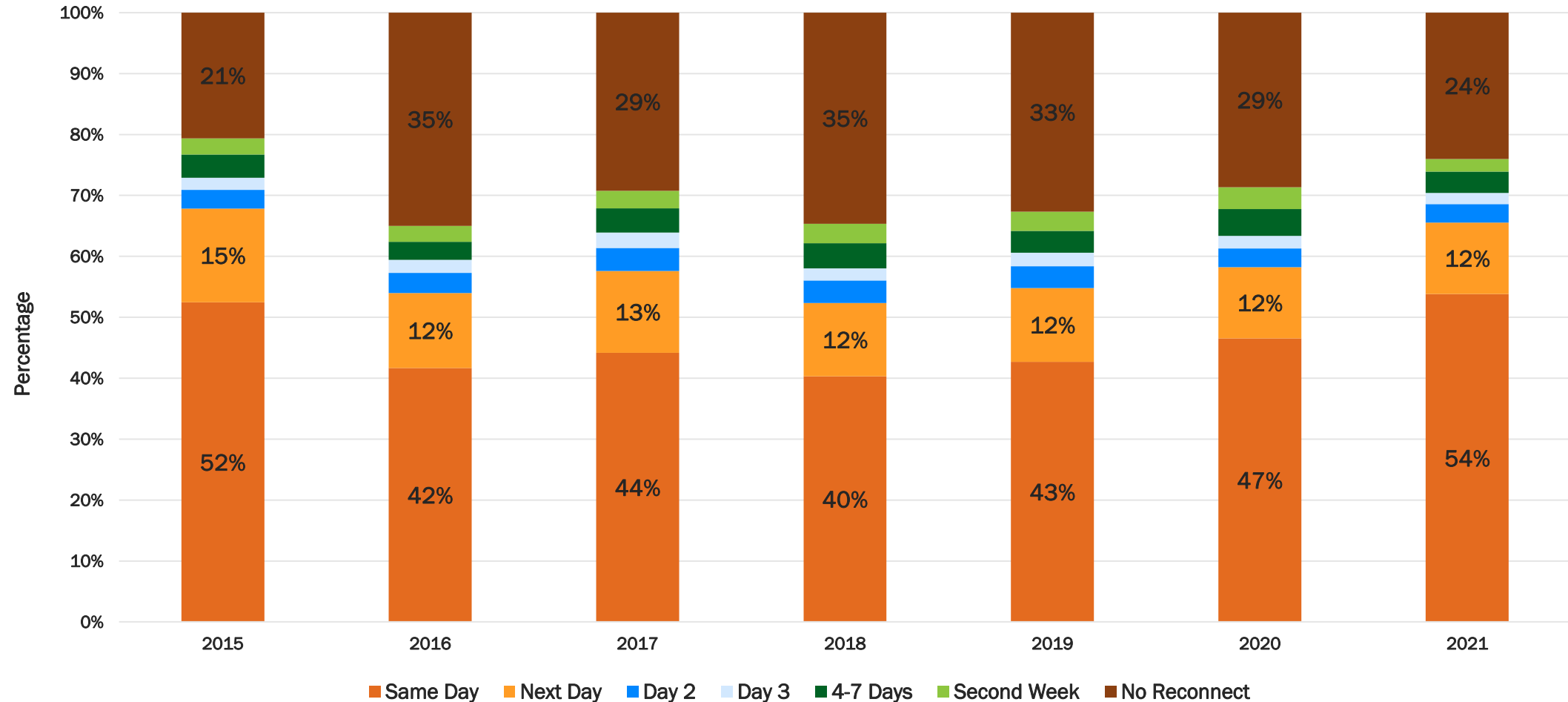
# Average Disconnect Notice Amount vs Average Field Collection Amount

Average Disconnect Notice Amount vs Average Field Collection Amount



Note: OPPD prioritizes field collection and disconnection activities to the highest and riskiest debt which is reflected with the higher dollar value for orders sent to the field for collections/disconnection for non-payment vs the average disconnect notice amount.

# Timing of Reconnections after Disconnect for Non-Pay



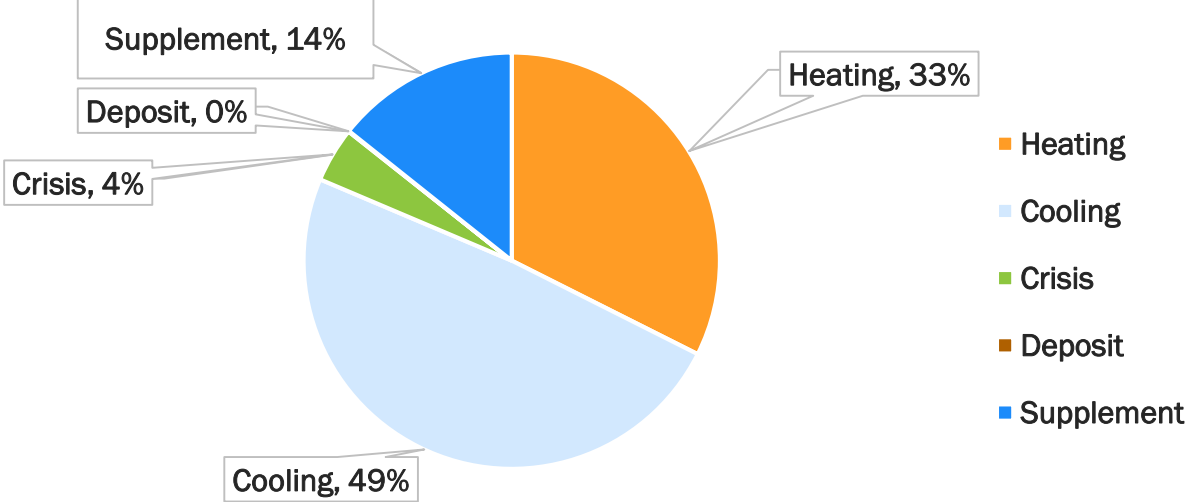
\*2021 Data is YTD

# Energy Assistance December 2021 YTD

Funding Source	December 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$261,850	\$321	817	817	\$377,571
COVID Relief Programs	\$1,501,509	\$363	3,940	4,707	\$1,641,914+
LIHEAP	\$5,048,322	\$349	8,415	14,457	\$5,846,198
Other Agencies Assistance	\$3,285,045	\$323	7,369	9,415	\$1,489,902
<b>Total</b>	<b>\$10,096,726</b>	<b>\$343</b>	<b>16,524</b>	<b>29,396</b>	<b>\$9,355,585</b>

Douglas County COVID-19 Utility Assistance Program	5/31/2021
Completed Applications*#	3,246
Approved Applications^	2,000
Average benefit	\$500
<b>Total Dollars Granted</b>	<b>\$1,000,000</b>

LIHEAP Distribution



+2020 amounts do not include the \$501,187 of CARES Act December Payments received that were processed in January 2021.  
 \*Total applications completed for the program.  
 #Electronic applications processed when program closed on 5/7/2021.  
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program.