

Customer Class	Total Past-Due Customer Bills and Past-Due Customer Count											
	30 day				60 day				90 day			
	October 2019		October 2020		October 2019		October 2020		October 2019		October 2020	
	Past Due Amount	Customers	Past Due Amount	Customers	Past Due Amount	Customers	Past Due Amount	Customers	Past Due Amount	Customers	Past Due Amount	Customers
Residential	\$ 1,448,765	44,547	\$ 1,389,399	45,684	\$ 1,050,047	32,205	\$ 1,078,260	33,455	\$ 3,556,601	23,231	\$ 5,196,471	25,517
General Service - Small	\$ 47,403	1,129	\$ 54,767	1,186	\$ 30,105	730	\$ 31,042	736	\$ 97,680	504	\$ 96,424	491
General Service - Large	\$ 24,603	168	\$ 20,462	188	\$ 18,408	90	\$ 8,786	90	\$ 66,226	60	\$ 45,576	59
General Service - Transport Eligible	\$ 518	3	\$ 3,651	7	\$ 543	2	\$ 499	2	\$ 7,342	2	\$ 5,274	2
Small Generator Service	\$ 147	1	\$ 150	3	\$ -	-	\$ 22	2	\$ 171	-	\$ -	-
Irrigation Sales	\$ 7,629	7	\$ 116	3	\$ 279	2	\$ 121	3	\$ 513	2	\$ 100	3
Small Transport k-System	\$ 1,213	3	\$ -	-	\$ 31	1	\$ -	-	\$ 975	1	\$ -	-
Large Transport k - Tier 1	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ 933	1	\$ -	-

Number of customers represents the number of accounts that have past due amounts in the specified traunch. For example, if an account has a past due amount that is 30 days late and a past due amount that is 60 days late, the customer is counted in both the 30 day and 60 day traunch. To arrive at the number of customers with only past due amounts of 30 days, subtract the 60 day customer count from the 30 day customer count. For residential customers in 2019 this would be 44,547 - 32,205 = 12,342.

Customer Class	Customer Statistics Related to Disconnection Activity							
	Customers		Voluntary Disconnects		Involuntary Disconnects		Reconnections	
	October 2019	October 2020	October 2019	October 2020	October 2019	October 2020	October 2019	October 2020
Residential	576,511	584,151	5,127	4,831	727	633	2,520	1,772
General Service - Small	36,451	36,331	146	138	18	8	125	173
General Service - Large	11,429	11,455	23	22	5	2	12	21
General Service - Transport Eligible	489	497	1	1	-	-	-	-
Small Generator Service	699	718	-	1	-	-	-	-
Irrigation Sales	201	186	-	-	-	-	-	-
Sales for Resale	17	17	-	-	-	-	-	-
Small Transport k-System	3,648	3,718	1	2	-	-	-	-
Small Transport t-System	1,286	1,273	1	-	-	-	-	1
CNG k-System	10	10	-	-	-	-	-	-
CNG t-System	2	2	-	-	-	-	-	-
Irrigation Transport	519	515	-	-	-	-	-	-
Large Transport k - Tier 1	192	182	-	-	-	-	-	-
Large Transport k - Tier 2	117	115	-	-	-	-	-	-
Large Transport k - Tier 3	64	59	-	-	-	-	-	-
Large Transport k - Tier 4	89	86	-	-	-	-	-	-
Large Transport t - Tier 1	36	35	-	-	-	-	-	-
Large Transport t - Tier 2	28	25	-	-	-	-	-	-
Large Transport t - Tier 3	23	22	-	-	-	-	-	-
Large Transport t - Tier 4	44	47	-	-	-	-	-	-
Wholesale Transport	28	28	-	-	-	-	-	-
Interruptible Transport	26	29	-	-	-	-	-	-

	COVID-19 Payment Plans				
Customer Class	# of Customers accepting Plan	Average Number of Months for Payment	Average Monthly Payment	# of Customers with 2 payment plans broken	Accounts Disconnected
Residential	37,070	9	\$ 41.67	3,426	641
General Service - Small	300	8	\$ 59.03	27	3
General Service - Large	84	7	\$ 177.78	4	0
Small Transport k-System	3	2	\$ 901.99	1	0
Small Transport t-System	1	2	\$ 1,090.63		0

CERTIFICATE OF SERVICE

I, Judy Jenkins Hitchye, hereby certify that a copy of the above and foregoing *Attachment to Compliance Filing* was forwarded this 30th day of November, 2020, addressed to:

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