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January 20, 2022

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3398

RE: RE 189—PacifiCorp’s COVID-19 Credit and Collections Report—Quarterly Report for October 1, 2021 through December 31, 2021, and Monthly Report for December 2021

On November 5, 2020, the Public Utility Commission of Oregon (Commission) issued Order No. 20-401 approving the November 3, 2020 Stipulated Agreement on the Effects of the COVID-19 Pandemic on Energy Utility Customers (Stipulated Agreement) filed by parties in docket UM 2114. In compliance with the reporting requirements outlined in Attachment A of the Stipulated Agreement, Energy Utilities Reporting Requirements, PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company) hereby submits its quarterly COVID-19 credit and collections data report for the period of October 1, 2021 through December 31, 2021 and its monthly COVID-19 credit and collections data report for the month of December 2021.

PacifiCorp is unable to provide payment plan information as requested in section (C), (D), (E), (F), (H), and (I) of the reporting requirements by zip code. Zip code information is obtained using metered service agreement information. Payment plans, however, are done at the customer account level and may contain more than one metered service, and more than one zip code. By reporting payment plans by zip code there would be duplication in the data. As such, the Company is reporting payment plan information at the account level with no zip codes.

This report also contains information not addressed in the Stipulated Agreement. At the request of Commission Staff, the Company has included information related to Schedule 11, Residential Bill Assistance Program, as well as an update to OPUC Information Request 18.

Deferred Payment Plans

In accordance with Order No. 21-057, PacifiCorp reported on the status update of the Company’s Deferred Payment Plans (DPPs) pilot in April and October 2021. As noted in PacifiCorp’s October report, PacifiCorp intends to update the DPP/TPP information included in this report on a monthly basis until April 2022.

PacifiCorp began offering customers the ability to defer monthly installment payments early in 2020 with low participation rate. In April 2021, PacifiCorp’s Arrearage Management Plan (AMP) was launched, and customers were offered multiple payment plan options: a time payment plan (TPP), a DPP, and an equal time payment plan. Customers and employees on behalf of the customers complete an online form to apply to the AMP program, and each

payment plan is explained as an option. The requests for DPPs significantly increased after the online AMP form went live in April 2021.

Customers could waive a down payment and up to three months of debt payments. Customers continue to pay current charges during the deferral period.

PacifiCorp offers customers the option to defer monthly installments on past due balances. The current billing system allows for the Company to provide this option without changes to the customer billing system. The logic for a TPP was used with the monthly installment amount set at zero dollars for the deferred months. An evaluation of billing system automation is not included in the benefit analysis of a DPP. The focus is whether a DPP is a viable option for customers to manage debt.

Summary

As of December 2021, PacifiCorp had 1,564 customers enrolled in a DPP. The average duration for the plan selected by customers was 20 months, and only 4 percent of payment plan customers opted for a DPP while 96 percent of customers opted for a traditional TPP.

| Plan Type | Residential | Non-Residential |
|--------------------|---------------|-----------------|
| DPP | 1,545 | 19 |
| TPP | 35,720 | 2,342 |
| TOTAL PLANS | 37,265 | 2,361 |

Reviewing the data to evaluate if the DPP is beneficial for customers, TPPs were included for comparative purposes. The data presented several challenges:

- Low participation rates and high default rate of early participants,
- DPPs are designed to have a higher arrears for longer period, and payment plans do not “default” until the account is closed or disconnected for non- payment.

To adequately evaluate the benefit of a DPP and to compare with a traditional payment plan, a review of April 2021 through September 2021 are included in the below data. Recent DPPs may still be in the deferral period, and the early defaulted plans have accumulated higher balances. Default is defined as two missed payments. A like-for-like comparison requires us to pare down the data to three months and will need to continue to report progress.

| Plan Type | Average Number of Payments | Average Beginning Balance | Average Current Balance | Average Reduction in Balance | Percentage of Reduction | Default Rate |
|-----------|----------------------------|---------------------------|-------------------------|------------------------------|-------------------------|--------------|
| DPP | 20 | \$2,053 | \$1,668 | \$384 | 18.7% | 66.1% |
| TPP | 12 | \$1,108 | \$791 | \$317 | 28.6% | 60.2% |

- The average beginning account balances for DPP customers are larger.
- The average reduction in the account balances for DPP customers are 10 percent less than TPP customers.
- The default rate for TPPs shifted from being 18 percent higher than DPPs in October 2021 to having a 6 percent lower default rate through December 2021.

Next Steps

DPPs continue to be offered to residential and small commercial customers and the data collection is ongoing. As the DPP's mature more information will be available to evaluate the long-term and short-term benefits of the plan. PacifiCorp intends to update the DPP/TPP information included in this report on a monthly basis until April 2022, at which time the Company will provide a more detailed evaluation of the DPP pilot.

If you have any questions regarding this report, please contact Jason Hoffman at (503) 331-4474.

Sincerely,



Shelley McCoy
Director, Regulation

Enclosures

PacifiCorp

**Monthly COVID-19 Credit and Collections Report
December 2021**

| October - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56762 | 1358 | 5097 | 52 | 542441 | 605710 |
| 97016 | 7 | | | | 13 | 20 |
| 97029 | 29 | | 3 | | 113 | 145 |
| 97031 | 1006 | 12 | 42 | 3 | 6472 | 7535 |
| 97033 | 7 | | | | 17 | 24 |
| 97039 | 59 | 1 | 4 | | 199 | 263 |
| 97040 | 59 | 1 | 25 | | 510 | 595 |
| 97041 | 2 | | | | 19 | 21 |
| 97050 | 38 | | 6 | 2 | 94 | 140 |
| 97058 | 3 | | | | 28 | 31 |
| 97065 | 54 | | 5 | 1 | 232 | 292 |
| 97102 | 25 | | 1 | | 442 | 468 |
| 97103 | 1047 | 34 | 3 | | 7883 | 8967 |
| 97110 | 244 | 3 | | | 1890 | 2137 |
| 97121 | 56 | 1 | | | 714 | 771 |
| 97138 | 862 | 11 | | | 6818 | 7691 |
| 97145 | 4 | | | | 48 | 52 |
| 97146 | 423 | 15 | 5 | | 3658 | 4101 |
| 97201 | 131 | | | | 2436 | 2567 |
| 97203 | 1 | 1 | | | | 2 |
| 97204 | 44 | | | | 1 | 45 |
| 97205 | 356 | | | | 2420 | 2776 |
| 97207 | 1 | | | | | 1 |
| 97209 | 67 | | | | 102 | 169 |
| 97211 | 1094 | 19 | 1 | | 15095 | 16209 |
| 97212 | 465 | | | | 12054 | 12519 |
| 97213 | 664 | 6 | | | 11065 | 11735 |
| 97214 | 2 | | | | | 2 |
| 97215 | 59 | | | | 624 | 683 |
| 97216 | 204 | 2 | | | 2346 | 2552 |
| 97217 | 488 | 9 | | | 6052 | 6549 |
| 97218 | 665 | 17 | | | 6300 | 6982 |
| 97219 | 1 | | | | | 1 |
| 97220 | 1392 | 31 | | | 13104 | 14527 |
| 97222 | 1 | | | | | 1 |
| 97223 | 1 | | | | | 1 |
| 97227 | 490 | 16 | | | 2912 | 3418 |
| 97230 | 49 | | | | 443 | 492 |
| 97232 | 540 | 3 | | | 4513 | 5056 |
| 97233 | 4 | | | | 2 | 6 |
| 97238 | 3 | | | | | 3 |
| 97250 | 15 | | | | 1 | 16 |
| 97252 | 2 | | | | | 2 |
| 97253 | 1 | | | | | 1 |
| 97254 | 3 | | | | | 3 |
| 97301 | 1 | 1 | | | 5 | 7 |
| 97302 | 2 | 3 | | | 10 | 15 |
| 97304 | 22 | | | | 136 | 158 |
| 97306 | 11 | 4 | | | 81 | 96 |
| 97308 | 2 | | | | | 2 |
| 97317 | 29 | 2 | | | 379 | 410 |
| 97321 | 1252 | 48 | 105 | 1 | 12440 | 13846 |
| 97322 | 903 | 37 | 29 | | 14552 | 15521 |
| 97325 | 181 | 9 | 63 | | 2576 | 2829 |
| 97327 | 120 | 3 | 16 | | 1076 | 1215 |
| 97329 | 7 | | | | 73 | 80 |
| 97330 | 1049 | 15 | 24 | | 15648 | 16736 |
| 97331 | 4 | | | | | 4 |
| 97333 | 751 | 30 | 62 | 1 | 10908 | 11752 |
| 97335 | 10 | | | | 73 | 83 |
| 97336 | 8 | | | | 45 | 53 |
| 97338 | 670 | 7 | 16 | | 9193 | 9886 |
| 97344 | 38 | 1 | | | 437 | 476 |
| 97345 | 18 | 1 | | | 169 | 188 |
| 97346 | 98 | | | | 297 | 395 |
| 97347 | 7 | | | | 5 | 12 |
| 97348 | 104 | 2 | 19 | | 534 | 659 |
| 97351 | 425 | 6 | 52 | | 4374 | 4857 |
| 97352 | 203 | 8 | 75 | | 2159 | 2445 |
| 97355 | 906 | 17 | 85 | | 9780 | 10788 |
| 97358 | 117 | 19 | 2 | | 805 | 943 |
| 97360 | 94 | 1 | | | 913 | 1008 |
| 97361 | 33 | 6 | | | 106 | 145 |
| 97364 | 8 | | | | 327 | 335 |
| 97365 | | | | | 1 | 1 |

| November - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56813 | 1358 | 5091 | 52 | 542986 | 606300 |
| 97016 | 7 | | | | 13 | 20 |
| 97029 | 28 | | 3 | | 113 | 144 |
| 97031 | 1004 | 12 | 42 | 3 | 6477 | 7538 |
| 97033 | 7 | | | | 17 | 24 |
| 97039 | 58 | | 4 | | 200 | 262 |
| 97040 | 59 | 1 | 25 | | 513 | 598 |
| 97041 | 2 | | | | 19 | 21 |
| 97050 | 38 | | 6 | 2 | 91 | 137 |
| 97058 | 3 | | | | 28 | 31 |
| 97065 | 52 | | 5 | 1 | 232 | 290 |
| 97102 | 25 | | 1 | | 443 | 469 |
| 97103 | 1053 | 34 | 3 | | 7889 | 8979 |
| 97110 | 246 | 3 | | | 1898 | 2147 |
| 97121 | 57 | 1 | | | 718 | 776 |
| 97138 | 858 | 11 | | | 6825 | 7694 |
| 97145 | 4 | | | | 48 | 52 |
| 97146 | 422 | 15 | 5 | | 3666 | 4108 |
| 97201 | 132 | | | | 2442 | 2574 |
| 97203 | 1 | 1 | | | | 2 |
| 97204 | 44 | | | | 1 | 45 |
| 97205 | 356 | | | | 2223 | 2579 |
| 97207 | 1 | | | | | 1 |
| 97209 | 67 | | | | 98 | 165 |
| 97211 | 1092 | 19 | 1 | | 15147 | 16259 |
| 97212 | 465 | | | | 12052 | 12517 |
| 97213 | 664 | 6 | | | 11121 | 11791 |
| 97214 | 2 | | | | | 2 |
| 97215 | 59 | | | | 626 | 685 |
| 97216 | 204 | 2 | | | 2338 | 2544 |
| 97217 | 485 | 9 | | | 6066 | 6560 |
| 97218 | 659 | 17 | | | 6290 | 6966 |
| 97219 | 1 | | | | | 1 |
| 97220 | 1386 | 31 | | | 13123 | 14540 |
| 97222 | 1 | | | | | 1 |
| 97223 | 1 | | | | | 1 |
| 97227 | 492 | 16 | | | 2925 | 3433 |
| 97230 | 49 | | | | 443 | 492 |
| 97232 | 542 | 3 | | | 4550 | 5095 |
| 97233 | 4 | | | | 2 | 6 |
| 97238 | 3 | | | | | 3 |
| 97250 | 15 | | | | 1 | 16 |
| 97252 | 2 | | | | | 2 |
| 97253 | 1 | | | | | 1 |
| 97254 | 3 | | | | | 3 |
| 97301 | 1 | 1 | | | 5 | 7 |
| 97302 | 2 | 3 | | | 10 | 15 |
| 97304 | 22 | | | | 136 | 158 |
| 97306 | 11 | 4 | | | 82 | 97 |
| 97308 | 2 | | | | | 2 |
| 97317 | 29 | 2 | | | 381 | 412 |
| 97321 | 1255 | 48 | 105 | 1 | 12440 | 13849 |
| 97322 | 904 | 37 | 30 | | 14528 | 15499 |
| 97325 | 181 | 9 | 63 | | 2617 | 2870 |
| 97327 | 118 | 3 | 16 | | 1082 | 1219 |
| 97329 | 7 | | | | 73 | 80 |
| 97330 | 1050 | 15 | 24 | | 15695 | 16784 |
| 97331 | 4 | | | | | 4 |
| 97333 | 750 | 29 | 62 | 1 | 10944 | 11786 |
| 97335 | 10 | | | | 72 | 82 |
| 97336 | 8 | | | | 45 | 53 |
| 97338 | 669 | 6 | 15 | | 9210 | 9900 |
| 97344 | 37 | 1 | | | 438 | 476 |
| 97345 | 19 | 1 | | | 169 | 189 |
| 97346 | 102 | | | | 299 | 401 |
| 97347 | 7 | | | | 5 | 12 |
| 97348 | 104 | 1 | 19 | | 535 | 659 |
| 97351 | 429 | 6 | 53 | | 4371 | 4859 |
| 97352 | 202 | 8 | 75 | | 2157 | 2442 |
| 97355 | 909 | 17 | 85 | | 9794 | 10805 |
| 97358 | 116 | 19 | 2 | | 806 | 943 |
| 97360 | 94 | 1 | | | 915 | 1010 |
| 97361 | 33 | 6 | | | 106 | 145 |
| 97364 | 8 | | | | 327 | 335 |
| 97365 | | | | | 1 | 1 |

| December - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56924 | 1358 | 5075 | 52 | 543511 | 606920 |
| 97016 | 7 | | | | 13 | 20 |
| 97029 | 29 | | 3 | | 113 | 145 |
| 97031 | 1009 | 12 | 41 | 3 | 6475 | 7540 |
| 97033 | 7 | | | | 17 | 24 |
| 97039 | 59 | 1 | 4 | | 200 | 264 |
| 97040 | 59 | 1 | 23 | | 513 | 596 |
| 97041 | 2 | | | | 19 | 21 |
| 97050 | 39 | | 6 | 2 | 91 | 138 |
| 97058 | 3 | | | | 29 | 32 |
| 97065 | 53 | | 5 | 1 | 232 | 291 |
| 97102 | 25 | | 1 | | 444 | 470 |
| 97103 | 1057 | 34 | 3 | | 7895 | 8989 |
| 97110 | 246 | 3 | | | 1899 | 2148 |
| 97121 | 57 | 1 | | | 717 | 775 |
| 97138 | 864 | 10 | | | 6822 | 7696 |
| 97145 | 4 | | | | 48 | 52 |
| 97146 | 419 | 15 | 5 | | 3675 | 4114 |
| 97201 | 132 | | | | 2442 | 2574 |
| 97203 | 1 | 1 | | | | 2 |
| 97204 | 44 | | | | 1 | 45 |
| 97205 | 354 | | | | 2226 | 2580 |
| 97207 | 1 | | | | | 1 |
| 97209 | 69 | | | | 99 | 168 |
| 97211 | 1102 | 19 | 1 | | 15168 | 16290 |
| 97212 | 464 | | | | 12058 | 12522 |
| 97213 | 664 | 6 | | | 11147 | 11817 |
| 97214 | 2 | | | | | 2 |
| 97215 | 60 | | | | 623 | 683 |
| 97216 | 206 | 2 | | | 2325 | 2533 |
| 97217 | 486 | 9 | | | 6058 | 6553 |
| 97218 | 659 | 17 | | | 6310 | 6986 |
| 97219 | 1 | | | | | 1 |
| 97220 | 1393 | 31 | | | 13116 | 14540 |
| 97222 | 1 | | | | | 1 |
| 97223 | 1 | | | | | 1 |
| 97227 | 495 | 16 | | | 2940 | 3451 |
| 97230 | 49 | | | | 442 | 491 |
| 97232 | 543 | 3 | | | 4555 | 5101 |
| 97233 | 4 | | | | 2 | 6 |
| 97238 | 3 | | | | | 3 |
| 97250 | 14 | | | | 1 | 15 |
| 97252 | 2 | | | | | 2 |
| 97253 | 1 | | | | | 1 |
| 97254 | 3 | | | | | 3 |
| 97301 | 1 | 1 | | | 5 | 7 |
| 97302 | 2 | 3 | | | 10 | 15 |
| 97304 | 22 | | | | 136 | 158 |
| 97306 | 11 | 4 | | | 82 | 97 |
| 97308 | 2 | | | | | 2 |
| 97317 | 30 | 2 | | | 383 | 415 |
| 97321 | 1255 | 48 | 105 | 1 | 12448 | 13857 |
| 97322 | 907 | 37 | 30 | | 14542 | 15516 |
| 97325 | 182 | 9 | 63 | | 2614 | 2868 |
| 97327 | 118 | 3 | 16 | | 1092 | 1229 |
| 97329 | 7 | | | | 73 | 80 |
| 97330 | 1053 | 15 | 24 | | 15677 | 16769 |
| 97331 | 4 | | | | | 4 |
| 97333 | 750 | 29 | 62 | 1 | 10949 | 11791 |
| 97335 | 12 | | | | 73 | 85 |
| 97336 | 8 | | | | 45 | 53 |
| 97338 | 676 | 6 | 15 | | 9222 | 9919 |
| 97344 | 37 | 1 | | | 434 | 472 |
| 97345 | 19 | 1 | | | 169 | 189 |
| 97346 | 103 | | | | 306 | 409 |
| 97347 | 7 | | | | 5 | 12 |
| 97348 | 103 | 1 | 19 | | 534 | 657 |
| 97351 | 432 | 6 | 53 | | 4377 | 4868 |
| 97352 | 201 | 8 | 75 | | 2156 | 2440 |
| 97355 | 900 | 17 | 84 | | 9793 | 10794 |
| 97358 | 116 | 19 | 2 | | 808 | 945 |
| 97360 | 93 | 1 | | | 918 | 1012 |
| 97361 | 33 | 6 | | | 106 | 145 |
| 97364 | 8 | | | | 329 | 337 |
| 97365 | | | | | 1 | 1 |

| October - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56762 | 1358 | 5097 | 52 | 542441 | 605710 |
| 97367 | 782 | 8 | | 1 | 7474 | 8265 |
| 97368 | 138 | | | | 1752 | 1890 |
| 97369 | | | | | 1 | 1 |
| 97370 | 211 | 10 | 5 | 1 | 2520 | 2747 |
| 97371 | 95 | 2 | 13 | | 206 | 316 |
| 97373 | 1 | | | | | 1 |
| 97374 | 161 | 4 | 75 | | 1414 | 1654 |
| 97377 | 80 | 2 | 9 | | 315 | 406 |
| 97383 | 388 | 13 | 28 | | 3910 | 4339 |
| 97384 | 15 | 1 | | | 51 | 67 |
| 97385 | 96 | | 6 | 1 | 1260 | 1363 |
| 97386 | 456 | 13 | 24 | | 5776 | 6269 |
| 97388 | 70 | | | 1 | 1150 | 1221 |
| 97389 | 151 | 3 | 11 | | 666 | 831 |
| 97392 | 47 | | 40 | | 550 | 637 |
| 97401 | 1 | | | | | 1 |
| 97405 | 41 | 6 | | | 29 | 76 |
| 97407 | | | | | 1 | 1 |
| 97408 | 79 | 1 | 2 | | 471 | 553 |
| 97410 | 65 | 1 | 15 | | 367 | 448 |
| 97411 | 42 | 1 | 27 | | 523 | 593 |
| 97414 | 17 | 2 | 10 | | 80 | 109 |
| 97417 | 158 | | 20 | 2 | 1020 | 1200 |
| 97420 | 1270 | 58 | 12 | | 12178 | 13518 |
| 97423 | 310 | 6 | 19 | | 2710 | 3045 |
| 97424 | 422 | 12 | 1 | | 3660 | 4095 |
| 97426 | 161 | 6 | | | 1386 | 1553 |
| 97429 | 36 | | 18 | | 335 | 389 |
| 97432 | 20 | 1 | 5 | | 171 | 197 |
| 97442 | 145 | 4 | 23 | | 948 | 1120 |
| 97443 | 112 | 1 | 20 | | 942 | 1075 |
| 97446 | 141 | 9 | 24 | | 1598 | 1772 |
| 97447 | 66 | | | | 308 | 374 |
| 97448 | 257 | 14 | 9 | | 1971 | 2251 |
| 97456 | 98 | 1 | 30 | | 791 | 920 |
| 97457 | 386 | 17 | 86 | 1 | 4402 | 4892 |
| 97458 | 200 | 12 | 22 | | 1527 | 1761 |
| 97459 | 547 | 9 | 1 | | 4783 | 5340 |
| 97462 | 77 | 1 | 8 | | 615 | 701 |
| 97466 | 45 | 4 | 7 | | 416 | 472 |
| 97469 | 128 | 9 | 17 | | 1115 | 1269 |
| 97470 | 1538 | 41 | 66 | 1 | 9309 | 10955 |
| 97471 | 859 | 14 | 78 | | 10753 | 11704 |
| 97475 | | | | | 1 | 1 |
| 97476 | | | | | 4 | 4 |
| 97479 | 391 | 8 | 1 | 1 | 3638 | 4039 |
| 97484 | 35 | 1 | 5 | | 120 | 161 |
| 97486 | 12 | 1 | 11 | | 27 | 51 |
| 97494 | 11 | 2 | | | 25 | 38 |
| 97495 | 33 | | 1 | | 776 | 810 |
| 97496 | 210 | 2 | 18 | | 2926 | 3156 |
| 97497 | 95 | 1 | 8 | | 577 | 681 |
| 97501 | 2127 | 48 | 127 | 2 | 18522 | 20826 |
| 97502 | 1212 | 34 | 105 | 1 | 11926 | 13278 |
| 97503 | 433 | 62 | 41 | | 4330 | 4866 |
| 97504 | 1960 | 19 | 30 | 1 | 20904 | 22914 |
| 97520 | 338 | 4 | 56 | 2 | 1819 | 2219 |
| 97522 | 38 | 1 | 2 | | 254 | 295 |
| 97523 | 422 | 11 | 43 | | 2843 | 3319 |
| 97524 | 504 | 15 | 97 | 3 | 6469 | 7088 |
| 97525 | 197 | 3 | 32 | | 2290 | 2522 |
| 97526 | 1880 | 50 | 44 | 1 | 16004 | 17979 |
| 97527 | 1115 | 20 | 148 | | 15541 | 16824 |
| 97530 | 431 | 4 | 99 | 1 | 3686 | 4221 |
| 97531 | 40 | 2 | 7 | | 283 | 332 |
| 97532 | 165 | 4 | 7 | | 1121 | 1297 |
| 97534 | 33 | 2 | 1 | | 309 | 345 |
| 97535 | 237 | 3 | 1 | | 1828 | 2069 |
| 97536 | 73 | 1 | 1 | | 540 | 615 |
| 97537 | 279 | 5 | 51 | | 3378 | 3713 |
| 97538 | 114 | 2 | 19 | | 916 | 1051 |
| 97539 | 165 | 1 | 3 | | 1672 | 1841 |
| 97540 | 256 | 1 | 35 | | 3157 | 3449 |
| 97541 | 60 | | 16 | | 687 | 763 |

| November - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56813 | 1358 | 5091 | 52 | 542986 | 606300 |
| 97367 | 782 | 8 | | 1 | 7474 | 8265 |
| 97368 | 139 | | | | 1759 | 1898 |
| 97369 | | | | | 1 | 1 |
| 97370 | 211 | 10 | 5 | 1 | 2522 | 2749 |
| 97371 | 95 | 2 | 13 | | 205 | 315 |
| 97373 | 1 | | | | | 1 |
| 97374 | 161 | 4 | 75 | | 1409 | 1649 |
| 97377 | 80 | 2 | 9 | | 316 | 407 |
| 97383 | 386 | 13 | 28 | | 3903 | 4330 |
| 97384 | 15 | 1 | | | 51 | 67 |
| 97385 | 102 | | 6 | 1 | 1263 | 1372 |
| 97386 | 463 | 13 | 24 | | 5789 | 6289 |
| 97388 | 70 | | | 1 | 1147 | 1218 |
| 97389 | 149 | 3 | 11 | | 664 | 827 |
| 97392 | 49 | | 40 | | 549 | 638 |
| 97401 | 1 | | | | | 1 |
| 97405 | 41 | 6 | | | 29 | 76 |
| 97407 | | | | | 1 | 1 |
| 97408 | 77 | 1 | 2 | | 472 | 552 |
| 97410 | 65 | 1 | 15 | | 366 | 447 |
| 97411 | 42 | 1 | 27 | | 522 | 592 |
| 97414 | 17 | 2 | 10 | | 80 | 109 |
| 97417 | 157 | | 20 | 2 | 1021 | 1200 |
| 97420 | 1270 | 57 | 12 | | 12185 | 13524 |
| 97423 | 312 | 6 | 19 | | 2709 | 3046 |
| 97424 | 425 | 12 | 1 | | 3671 | 4109 |
| 97426 | 161 | 6 | | | 1389 | 1556 |
| 97429 | 36 | | 18 | | 336 | 390 |
| 97432 | 20 | 1 | 5 | | 171 | 197 |
| 97442 | 146 | 4 | 23 | | 947 | 1120 |
| 97443 | 112 | 1 | 20 | | 944 | 1077 |
| 97446 | 143 | 9 | 24 | | 1592 | 1768 |
| 97447 | 66 | | | | 315 | 381 |
| 97448 | 256 | 14 | 9 | | 1970 | 2249 |
| 97456 | 98 | 1 | 30 | | 794 | 923 |
| 97457 | 388 | 17 | 86 | 1 | 4405 | 4897 |
| 97458 | 199 | 12 | 21 | | 1526 | 1758 |
| 97459 | 547 | 9 | 1 | | 4787 | 5344 |
| 97462 | 78 | 1 | 8 | | 612 | 699 |
| 97466 | 46 | 4 | 7 | | 415 | 472 |
| 97469 | 128 | 9 | 17 | | 1114 | 1268 |
| 97470 | 1540 | 41 | 66 | 1 | 9296 | 10944 |
| 97471 | 858 | 14 | 78 | | 10747 | 11697 |
| 97475 | | | | | 1 | 1 |
| 97476 | | | | | 4 | 4 |
| 97479 | 388 | 8 | 1 | 1 | 3651 | 4048 |
| 97484 | 35 | 1 | 5 | | 119 | 160 |
| 97486 | 12 | 1 | 11 | | 27 | 51 |
| 97494 | 11 | 2 | | | 25 | 38 |
| 97495 | 34 | | 1 | | 776 | 811 |
| 97496 | 210 | 2 | 18 | | 2929 | 3159 |
| 97497 | 95 | 1 | 8 | | 573 | 677 |
| 97501 | 2132 | 47 | 127 | 2 | 18559 | 20867 |
| 97502 | 1215 | 34 | 104 | 1 | 11930 | 13284 |
| 97503 | 435 | 64 | 40 | | 4325 | 4864 |
| 97504 | 1960 | 19 | 30 | 1 | 20918 | 22928 |
| 97520 | 337 | 4 | 55 | 2 | 1825 | 2223 |
| 97522 | 39 | 1 | 2 | | 251 | 293 |
| 97523 | 420 | 11 | 43 | | 2841 | 3315 |
| 97524 | 509 | 16 | 97 | 3 | 6472 | 7097 |
| 97525 | 199 | 3 | 32 | | 2288 | 2522 |
| 97526 | 1875 | 51 | 45 | 1 | 16005 | 17977 |
| 97527 | 1118 | 20 | 148 | | 15549 | 16835 |
| 97530 | 435 | 4 | 99 | 1 | 3685 | 4224 |
| 97531 | 40 | 2 | 7 | | 281 | 330 |
| 97532 | 163 | 4 | 7 | | 1128 | 1302 |
| 97534 | 33 | 2 | 1 | | 308 | 344 |
| 97535 | 237 | 3 | 1 | | 1860 | 2101 |
| 97536 | 72 | 1 | 1 | | 540 | 614 |
| 97537 | 280 | 5 | 51 | | 3381 | 3717 |
| 97538 | 114 | 2 | 19 | | 913 | 1048 |
| 97539 | 166 | 1 | 3 | | 1676 | 1846 |
| 97540 | 258 | 1 | 35 | | 3181 | 3475 |
| 97541 | 59 | | 17 | | 688 | 764 |

| December - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56924 | 1358 | 5075 | 52 | 543511 | 606920 |
| 97367 | 786 | 8 | | 1 | 7478 | 8273 |
| 97368 | 137 | | | | 1761 | 1898 |
| 97369 | | | | | 1 | 1 |
| 97370 | 213 | 10 | 5 | 1 | 2531 | 2760 |
| 97371 | 95 | 2 | 13 | | 205 | 315 |
| 97373 | 1 | | | | | 1 |
| 97374 | 160 | 4 | 73 | | 1411 | 1648 |
| 97377 | 80 | 2 | 9 | | 316 | 407 |
| 97383 | 385 | 13 | 29 | | 3905 | 4332 |
| 97384 | 16 | 1 | | | 50 | 67 |
| 97385 | 99 | | 6 | 1 | 1271 | 1377 |
| 97386 | 468 | 13 | 23 | | 5779 | 6283 |
| 97388 | 69 | | | 1 | 1149 | 1219 |
| 97389 | 149 | 3 | 11 | | 666 | 829 |
| 97392 | 48 | | 40 | | 550 | 638 |
| 97401 | 1 | | | | | 1 |
| 97405 | 41 | 6 | | | 29 | 76 |
| 97407 | | | | | 1 | 1 |
| 97408 | 79 | 1 | 2 | | 465 | 547 |
| 97410 | 65 | 1 | 15 | | 366 | 447 |
| 97411 | 42 | 1 | 27 | | 520 | 590 |
| 97414 | 17 | 2 | 10 | | 80 | 109 |
| 97417 | 159 | | 20 | 2 | 1020 | 1201 |
| 97420 | 1274 | 58 | 12 | | 12193 | 13537 |
| 97423 | 310 | 6 | 19 | | 2709 | 3044 |
| 97424 | 426 | 12 | 1 | | 3671 | 4110 |
| 97426 | 162 | 6 | | | 1389 | 1557 |
| 97429 | 36 | | 18 | | 335 | 389 |
| 97432 | 21 | 1 | 4 | | 171 | 197 |
| 97442 | 147 | 4 | 22 | | 947 | 1120 |
| 97443 | 112 | 1 | 20 | | 940 | 1073 |
| 97446 | 144 | 9 | 24 | | 1594 | 1771 |
| 97447 | 66 | | | | 315 | 381 |
| 97448 | 259 | 14 | 9 | | 1969 | 2251 |
| 97456 | 99 | 1 | 29 | | 790 | 919 |
| 97457 | 388 | 17 | 86 | 1 | 4415 | 4907 |
| 97458 | 200 | 12 | 21 | | 1528 | 1761 |
| 97459 | 547 | 9 | 1 | | 4777 | 5334 |
| 97462 | 78 | 1 | 8 | | 613 | 700 |
| 97466 | 46 | 4 | 7 | | 413 | 470 |
| 97469 | 127 | 9 | 17 | | 1113 | 1266 |
| 97470 | 1544 | 40 | 66 | 1 | 9310 | 10961 |
| 97471 | 865 | 14 | 78 | | 10767 | 11724 |
| 97475 | | | | | 1 | 1 |
| 97476 | | | | | 4 | 4 |
| 97479 | 387 | 8 | 1 | 1 | 3646 | 4042 |
| 97484 | 35 | 1 | 5 | | 118 | 159 |
| 97486 | 12 | 1 | 11 | | 27 | 51 |
| 97494 | 11 | 2 | | | 25 | 38 |
| 97495 | 34 | | 1 | | 774 | 809 |
| 97496 | 213 | 2 | 17 | | 2932 | 3164 |
| 97497 | 93 | 1 | 8 | | 572 | 674 |
| 97501 | 2136 | 47 | 127 | 2 | 18556 | 20868 |
| 97502 | 1216 | 34 | 105 | 1 | 11944 | 13300 |
| 97503 | 432 | 63 | 40 | | 4326 | 4861 |
| 97504 | 1965 | 19 | 31 | 1 | 20967 | 22983 |
| 97520 | 341 | 4 | 55 | 2 | 1827 | 2229 |
| 97522 | 39 | 1 | 2 | | 249 | 291 |
| 97523 | 421 | 11 | 44 | | 2843 | 3319 |
| 97524 | 513 | 16 | 97 | 3 | 6496 | 7125 |
| 97525 | 198 | 3 | 32 | | 2287 | 2520 |
| 97526 | 1873 | 51 | 45 | 1 | 15991 | |

| October - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56762 | 1358 | 5097 | 52 | 542441 | 605710 |
| 97543 | 38 | | 4 | | 335 | 377 |
| 97544 | 127 | | 42 | | 949 | 1118 |
| 97601 | 1272 | 29 | 165 | 3 | 11024 | 12493 |
| 97603 | 1523 | 35 | 378 | 2 | 13643 | 15581 |
| 97604 | 5 | | | | 17 | 22 |
| 97621 | 44 | 1 | 33 | | 151 | 229 |
| 97622 | 63 | 2 | 23 | | 265 | 353 |
| 97623 | 182 | 2 | 145 | | 1033 | 1362 |
| 97624 | 231 | 3 | 66 | | 1827 | 2127 |
| 97625 | 28 | | 19 | | 82 | 129 |
| 97626 | 39 | 1 | 8 | | 97 | 145 |
| 97627 | 71 | 1 | 18 | | 524 | 614 |
| 97630 | 324 | 16 | 9 | 1 | 1758 | 2108 |
| 97632 | 165 | 3 | 131 | | 552 | 851 |
| 97633 | 164 | 1 | 101 | | 594 | 860 |
| 97634 | 18 | | 10 | | 105 | 133 |
| 97635 | 9 | | 2 | | 57 | 68 |
| 97636 | | | | | 1 | 1 |
| 97637 | 1 | | | | | 1 |
| 97639 | 37 | | 31 | | 287 | 355 |
| 97701 | 1874 | 50 | 68 | 1 | 14511 | 16504 |
| 97702 | 1839 | 32 | 8 | 2 | 18997 | 20878 |
| 97703 | 1463 | 6 | 114 | | 13118 | 14701 |
| 97707 | 1 | | | | | 1 |
| 97731 | 35 | | | | 106 | 141 |
| 97734 | 136 | 14 | 95 | | 1263 | 1508 |
| 97741 | 590 | 24 | 92 | 2 | 4420 | 5128 |
| 97753 | 58 | | 47 | | 381 | 486 |
| 97754 | 957 | 29 | 279 | 1 | 7435 | 8701 |
| 97756 | 1511 | 56 | 74 | | 13452 | 15093 |
| 97760 | 195 | 1 | 51 | | 3225 | 3472 |
| 97761 | 123 | 7 | 2 | 1 | 770 | 903 |
| 97801 | 1182 | 17 | 79 | 8 | 8488 | 9774 |
| 97810 | 47 | 1 | 8 | | 220 | 276 |
| 97812 | 120 | 1 | 5 | 2 | 364 | 492 |
| 97813 | 92 | 1 | 2 | | 593 | 688 |
| 97818 | 44 | 2 | 39 | | 33 | 118 |
| 97826 | 49 | 1 | 5 | | 295 | 350 |
| 97828 | 326 | 8 | 56 | | 1555 | 1945 |
| 97835 | 44 | | 1 | | 140 | 185 |
| 97838 | 68 | 4 | 31 | | 232 | 335 |
| 97842 | 31 | | 15 | | 132 | 178 |
| 97846 | 310 | 7 | 64 | | 1400 | 1781 |
| 97857 | 39 | 1 | 16 | | 272 | 328 |
| 97862 | 219 | 2 | 263 | | 1080 | 1564 |
| 97868 | 105 | 1 | 52 | | 859 | 1017 |
| 97875 | 79 | 3 | 18 | | 884 | 984 |
| 97882 | 187 | 11 | 4 | | 2131 | 2333 |
| 97885 | 133 | 3 | 18 | | 692 | 846 |
| 97886 | 45 | 4 | 6 | 1 | 343 | 399 |

| November - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56813 | 1358 | 5091 | 52 | 542986 | 606300 |
| 97543 | 38 | | 4 | | 337 | 379 |
| 97544 | 127 | | 41 | | 949 | 1117 |
| 97601 | 1271 | 29 | 165 | 3 | 11018 | 12486 |
| 97603 | 1524 | 35 | 375 | 2 | 13639 | 15575 |
| 97604 | 5 | | | | 17 | 22 |
| 97621 | 44 | 1 | 33 | | 151 | 229 |
| 97622 | 62 | 2 | 23 | | 268 | 355 |
| 97623 | 182 | 2 | 145 | | 1036 | 1365 |
| 97624 | 234 | 3 | 66 | | 1824 | 2127 |
| 97625 | 28 | | 18 | | 81 | 127 |
| 97626 | 40 | 1 | 8 | | 97 | 146 |
| 97627 | 71 | 1 | 18 | | 521 | 611 |
| 97630 | 322 | 16 | 9 | 1 | 1759 | 2107 |
| 97632 | 165 | 3 | 131 | | 552 | 851 |
| 97633 | 164 | 1 | 101 | | 595 | 861 |
| 97634 | 18 | | 10 | | 106 | 134 |
| 97635 | 8 | | 2 | | 57 | 67 |
| 97636 | | | | | 1 | 1 |
| 97637 | 1 | | | | | 1 |
| 97639 | 36 | | 31 | | 286 | 353 |
| 97701 | 1885 | 49 | 67 | 1 | 14542 | 16544 |
| 97702 | 1834 | 32 | 8 | 2 | 19058 | 20934 |
| 97703 | 1470 | 6 | 114 | | 13129 | 14719 |
| 97707 | 1 | | | | | 1 |
| 97731 | 35 | | | | 106 | 141 |
| 97734 | 136 | 15 | 95 | | 1268 | 1514 |
| 97741 | 595 | 24 | 93 | 2 | 4450 | 5164 |
| 97753 | 58 | | 47 | | 381 | 486 |
| 97754 | 958 | 30 | 279 | 1 | 7453 | 8721 |
| 97756 | 1509 | 56 | 74 | | 13502 | 15141 |
| 97760 | 198 | 1 | 50 | | 3234 | 3483 |
| 97761 | 124 | 7 | 2 | 1 | 765 | 899 |
| 97801 | 1180 | 17 | 79 | 8 | 8500 | 9784 |
| 97810 | 47 | 1 | 8 | | 219 | 275 |
| 97812 | 121 | 1 | 5 | 2 | 369 | 498 |
| 97813 | 91 | 1 | 2 | | 592 | 686 |
| 97818 | 44 | 2 | 39 | | 33 | 118 |
| 97826 | 48 | 1 | 5 | | 294 | 348 |
| 97828 | 327 | 8 | 56 | | 1551 | 1942 |
| 97835 | 44 | | 1 | | 141 | 186 |
| 97838 | 69 | 4 | 31 | | 233 | 337 |
| 97842 | 31 | | 15 | | 134 | 180 |
| 97846 | 305 | 7 | 64 | | 1406 | 1782 |
| 97857 | 38 | 1 | 16 | | 273 | 328 |
| 97862 | 221 | 2 | 265 | | 1082 | 1570 |
| 97868 | 106 | 1 | 52 | | 861 | 1020 |
| 97875 | 81 | 3 | 18 | | 884 | 986 |
| 97882 | 190 | 11 | 4 | | 2140 | 2345 |
| 97885 | 132 | 4 | 18 | | 691 | 845 |
| 97886 | 45 | 4 | 6 | 1 | 343 | 399 |

| December - 2021 | COM | IND | IRG | PSH | RES | GRAND TOTAL |
|-----------------|--------------|-------------|-------------|-----------|---------------|---------------|
| TOTALS | 56924 | 1358 | 5075 | 52 | 543511 | 606920 |
| 97543 | 38 | | 4 | | 338 | 380 |
| 97544 | 127 | | 41 | | 948 | 1116 |
| 97601 | 1270 | 29 | 163 | 3 | 11066 | 12531 |
| 97603 | 1523 | 35 | 374 | 2 | 13625 | 15559 |
| 97604 | 5 | | | | 17 | 22 |
| 97621 | 44 | 1 | 33 | | 152 | 230 |
| 97622 | 62 | 2 | 23 | | 267 | 354 |
| 97623 | 181 | 2 | 144 | | 1030 | 1357 |
| 97624 | 233 | 3 | 66 | | 1837 | 2139 |
| 97625 | 27 | | 18 | | 81 | 126 |
| 97626 | 40 | 1 | 8 | | 96 | 145 |
| 97627 | 72 | 1 | 18 | | 524 | 615 |
| 97630 | 320 | 16 | 9 | 1 | 1771 | 2117 |
| 97632 | 164 | 3 | 131 | | 553 | 851 |
| 97633 | 163 | 1 | 101 | | 594 | 859 |
| 97634 | 18 | | 10 | | 106 | 134 |
| 97635 | 8 | | 2 | | 57 | 67 |
| 97636 | | | | | 1 | 1 |
| 97637 | 1 | | | | | 1 |
| 97639 | 37 | | 31 | | 289 | 357 |
| 97701 | 1881 | 49 | 67 | 1 | 14545 | 16543 |
| 97702 | 1837 | 32 | 8 | 2 | 19095 | 20974 |
| 97703 | 1480 | 6 | 114 | | 13168 | 14768 |
| 97707 | 1 | | | | | 1 |
| 97731 | 36 | | | | 106 | 142 |
| 97734 | 135 | 15 | 94 | | 1268 | 1512 |
| 97741 | 601 | 24 | 93 | 2 | 4457 | 5177 |
| 97753 | 58 | | 47 | | 383 | 488 |
| 97754 | 958 | 31 | 280 | 1 | 7456 | 8726 |
| 97756 | 1512 | 56 | 74 | | 13573 | 15215 |
| 97760 | 195 | 1 | 51 | | 3242 | 3489 |
| 97761 | 125 | 7 | 2 | 1 | 762 | 897 |
| 97801 | 1175 | 17 | 79 | 8 | 8505 | 9784 |
| 97810 | 47 | 1 | 8 | | 217 | 273 |
| 97812 | 121 | 1 | 5 | 2 | 366 | 495 |
| 97813 | 90 | 1 | 2 | | 584 | 677 |
| 97818 | 44 | 2 | 39 | | 33 | 118 |
| 97826 | 48 | 1 | 5 | | 296 | 350 |
| 97828 | 331 | 8 | 56 | | 1560 | 1955 |
| 97835 | 44 | | 1 | | 141 | 186 |
| 97838 | 69 | 4 | 31 | | 233 | 337 |
| 97842 | 31 | | 15 | | 134 | 180 |
| 97846 | 307 | 7 | 64 | | 1406 | 1784 |
| 97857 | 38 | 1 | 15 | | 273 | 327 |
| 97862 | 221 | 2 | 263 | | 1083 | 1569 |
| 97868 | 106 | 1 | 52 | | 861 | 1020 |
| 97875 | 82 | 3 | 18 | | 895 | 998 |
| 97882 | 191 | 11 | 4 | | 2147 | 2353 |
| 97885 | 136 | 4 | 18 | | 694 | 852 |
| 97886 | 45 | 4 | 5 | 1 | 343 | 398 |

| October 2021 | | GRAND TOTAL |
|--------------|--|-------------|
| TOTALS | | 0 |
| | | 0 |

| November 2021 | | GRAND TOTAL |
|---------------|--|-------------|
| TOTALS | | 0 |
| | | 0 |

| December 2021 | | GRAND TOTAL |
|---------------|--|-------------|
| TOTALS | | 0 |
| | | 0 |

| October 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 726 |
| IND | 18 |
| IRG | 36 |
| RES | 17770 |
| Total | 18550 |

| November 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 702 |
| IND | 13 |
| IRG | 41 |
| RES | 18508 |
| Total | 19264 |

| December 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 678 |
| IND | 14 |
| IRG | 44 |
| RES | 19954 |
| Total | 20690 |

| October 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 140 |
| IND | 2 |
| IRG | 16 |
| RES | 3970 |
| Total | 4128 |

| November 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 129 |
| IND | 2 |
| IRG | 10 |
| RES | 2700 |
| Total | 2841 |

| December 2021 | |
|------------------|----------------------|
| Revenue Class Cd | Count of Customer Id |
| COM | 129 |
| IND | 3 |
| IRG | 7 |
| RES | 3845 |
| Total | 3984 |

Data E Completed Payment Plans

| | 2021 October Completed | 2021 November Completed | 2021 December Completed |
|---------------|------------------------------|-------------------------------|-------------------------------|
| TOTAL: | 748 | 702 | 836 |
| COM | 52 | 54 | 62 |
| IND | 1 | 4 | 3 |
| IRG | 2 | 2 | 2 |
| RES | 693 | 642 | 769 |

Data F Renegotiated Plans

| | 2021 October Renegotiated | 2021 November Renegotiated | 2021 December Renegotiated |
|---------------|---------------------------------|----------------------------------|----------------------------------|
| TOTAL: | 99 | 52 | 53 |
| COM | 1 | 5 | 3 |
| IND | 0 | 0 | 0 |
| IRG | 0 | 0 | 0 |
| RES | 98 | 47 | 50 |

| | October | November | December |
|----------------|----------------|----------------|----------------|
| Customer Class | # of Customers | # of Customers | # of Customers |
| Commercial | 0 | 0 | 0 |
| Industrial | 0 | 0 | 0 |
| Irrigation | 0 | 0 | 0 |
| Lighting | 0 | 0 | 0 |
| Residential | 2936 | 2373 | 2996 |
| Total | 2936 | 2373 | 2996 |

Data H Med Payment on Day One

| | October | November | December |
|----------------|----------------|----------------|----------------|
| Customer Class | # of Customers | # of Customers | # of Customers |
| Commercial | 0 | 0 | 0 |
| Industrial | 0 | 0 | 0 |
| Irrigation | 0 | 0 | 0 |
| Lighting | 0 | 0 | 0 |
| Residential | 108 | 119 | 132 |
| Total | 108 | 119 | 132 |

* Customers active on first day of month with an active payment plan and MED/LIF collection profile active on that same day

| Oct-21 | | Nov-21 | | Dec-21 | |
|-------------|-------------|-------------|-------------|-------------|-------------|
| Residential | | Residential | | Residential | |
| Zip Code | Customer Id | Zip Code | Customer Id | Zip Code | Customer Id |
| 97031 | 1 | 97031 | 1 | 97103 | 2 |
| 97103 | 1 | 97103 | 2 | 97121 | 1 |
| 97138 | 1 | 97138 | 1 | 97211 | 3 |
| 97211 | 3 | 97146 | 1 | 97212 | 3 |
| 97212 | 1 | 97211 | 1 | 97213 | 1 |
| 97213 | 1 | 97212 | 3 | 97216 | 1 |
| 97216 | 1 | 97213 | 2 | 97218 | 1 |
| 97218 | 2 | 97218 | 1 | 97220 | 8 |
| 97220 | 7 | 97220 | 7 | 97321 | 2 |
| 97227 | 1 | 97232 | 1 | 97325 | 1 |
| 97232 | 1 | 97321 | 1 | 97327 | 2 |
| 97321 | 1 | 97322 | 2 | 97330 | 2 |
| 97322 | 2 | 97325 | 4 | 97338 | 3 |
| 97325 | 4 | 97327 | 2 | 97351 | 1 |
| 97330 | 2 | 97330 | 1 | 97355 | 5 |
| 97338 | 4 | 97333 | 1 | 97360 | 1 |
| 97345 | 1 | 97338 | 4 | 97367 | 2 |
| 97351 | 1 | 97345 | 1 | 97383 | 2 |
| 97355 | 5 | 97351 | 1 | 97386 | 8 |
| 97360 | 1 | 97355 | 6 | 97420 | 2 |
| 97367 | 3 | 97360 | 1 | 97442 | 1 |
| 97368 | 1 | 97367 | 2 | 97447 | 1 |
| 97383 | 2 | 97368 | 1 | 97457 | 3 |
| 97385 | 1 | 97383 | 2 | 97469 | 1 |
| 97386 | 6 | 97386 | 7 | 97470 | 5 |
| 97420 | 1 | 97420 | 1 | 97471 | 1 |
| 97423 | 1 | 97426 | 1 | 97496 | 1 |
| 97426 | 1 | 97442 | 1 | 97501 | 4 |
| 97442 | 1 | 97447 | 1 | 97502 | 3 |
| 97446 | 1 | 97457 | 2 | 97503 | 3 |
| 97447 | 1 | 97469 | 1 | 97504 | 4 |
| 97456 | 1 | 97470 | 5 | 97523 | 1 |
| 97457 | 3 | 97471 | 1 | 97524 | 2 |
| 97459 | 1 | 97496 | 1 | 97525 | 1 |
| 97469 | 1 | 97501 | 4 | 97526 | 8 |
| 97470 | 8 | 97502 | 4 | 97527 | 6 |
| 97471 | 2 | 97503 | 4 | 97530 | 3 |
| 97501 | 5 | 97504 | 4 | 97532 | 2 |
| 97502 | 4 | 97523 | 1 | 97534 | 1 |
| 97503 | 1 | 97524 | 2 | 97537 | 4 |
| 97504 | 4 | 97525 | 1 | 97544 | 1 |
| 97522 | 1 | 97526 | 7 | 97601 | 7 |
| 97523 | 2 | 97527 | 5 | 97603 | 2 |
| 97524 | 2 | 97530 | 2 | 97626 | 1 |
| 97525 | 1 | 97532 | 1 | 97639 | 1 |
| 97526 | 6 | 97534 | 1 | 97701 | 2 |
| 97527 | 4 | 97537 | 4 | 97741 | 1 |
| 97530 | 1 | 97544 | 1 | 97754 | 1 |
| 97532 | 1 | 97601 | 5 | 97756 | 1 |
| 97534 | 1 | 97603 | 3 | 97761 | 1 |
| 97537 | 3 | 97624 | 1 | 97801 | 1 |
| 97539 | 1 | 97630 | 1 | 97812 | 1 |
| 97544 | 1 | 97639 | 1 | 97862 | 1 |
| 97601 | 4 | 97701 | 2 | 97875 | 1 |
| 97603 | 2 | 97702 | 1 | | |
| 97624 | 3 | 97741 | 1 | | |
| 97626 | 1 | 97754 | 1 | | |
| 97630 | 1 | 97756 | 1 | | |
| 97639 | 1 | 97761 | 1 | | |
| 97701 | 2 | 97801 | 1 | | |
| 97702 | 1 | 97875 | 1 | | |
| 97754 | 1 | | | | |
| 97756 | 1 | | | | |
| 97801 | 1 | | | | |
| 97812 | 1 | | | | |
| 97875 | 1 | | | | |

| New Medical Plans | | | |
|-------------------|----------------|----------------|----------------|
| | October | November | December |
| Customer Class | # of Customers | # of Customers | # of Customers |
| Commercial | 0 | 0 | 0 |
| Industrial | 0 | 0 | 0 |
| Irrigation | 0 | 0 | 0 |
| Residential | 14 | 12 | 14 |
| Total | 14 | 12 | 14 |

| COUNTS AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET. | | | | | | | | | | | | | | | | | | | |
|---|---------|--------------|---------|--------------|---------|---------------|---------|---------------|---------|------------|------------|----------|------------|-------------|--------------|-------|--------------|-------|--|
| DECEMBER | RES | | | | | | | | | | SMALL COM | | | | | | | | |
| Days 31 60 | | Days 61 90 | | Days 91+ | | Grand Total | | Days 31 60 | | Days 61 90 | | Days 91+ | | Grand Total | | | | | |
| Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | | | | |
| TOTAL | 30,939 | \$ 2,548,840 | 16,511 | \$ 2,451,792 | 32,597 | \$ 25,908,462 | 80,047 | \$ 30,909,094 | \$386 | 4,266 | \$ 320,594 | 830 | \$ 161,617 | 1,316 | \$ 1,482,599 | 4,612 | \$ 1,964,811 | \$426 | |
| ZIP | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | |
| 97016 | | | 1 | \$ 175 | | | | | | | | | | | | | | | |
| 97029 | 6 | \$ 653 | 2 | \$ 358 | 12 | \$ 24,250 | | | | 4 | \$ 206 | | | | | | | | |
| 97031 | 289 | \$ 22,082 | 120 | \$ 16,281 | 264 | \$ 151,320 | | | | 25 | \$ 2,849 | 10 | \$ 1,751 | 18 | \$ 14,648 | | | | |
| 97033 | 3 | \$ 395 | 1 | \$ 75 | 1 | \$ 450 | | | | | | | | | | | | | |
| 97039 | 16 | \$ 1,388 | 4 | \$ 972 | 4 | \$ 4,194 | | | | 2 | \$ 426 | 2 | \$ 385 | 2 | \$ 1,153 | | | | |
| 97040 | 30 | \$ 1,765 | 11 | \$ 1,672 | 14 | \$ 12,123 | | | | 1 | \$ 18 | | | 1 | \$ 294 | | | | |
| 97041 | | | | | 1 | \$ 510 | | | | | | | | | | | | | |
| 97050 | | | 2 | \$ 187 | 5 | \$ 2,757 | | | | | | 2 | \$ 110 | | | | | | |
| 97065 | 8 | \$ 588 | 5 | \$ 1,058 | 14 | \$ 24,559 | | | | 2 | \$ 648 | 2 | \$ 141 | | | | | | |
| 97102 | 12 | \$ 1,394 | 7 | \$ 1,196 | 9 | \$ 4,008 | | | | | | | | | | | | | |
| 97103 | 278 | \$ 23,422 | 217 | \$ 24,531 | 364 | \$ 282,091 | | | | 45 | \$ 6,026 | 22 | \$ 2,901 | 22 | \$ 14,470 | | | | |
| 97110 | 83 | \$ 4,321 | 21 | \$ 1,764 | 45 | \$ 23,602 | | | | 30 | \$ 5,142 | 2 | \$ 438 | | | | | | |
| 97121 | 44 | \$ 2,534 | 17 | \$ 1,993 | 43 | \$ 25,267 | | | | 3 | \$ 664 | 2 | \$ 635 | | | | | | |
| 97138 | 412 | \$ 26,122 | 170 | \$ 24,717 | 325 | \$ 204,134 | | | | 34 | \$ 3,296 | 13 | \$ 2,677 | 20 | \$ 34,599 | | | | |
| 97145 | 3 | \$ 215 | | | | | | | | 1 | \$ 50 | | | | | | | | |
| 97146 | 273 | \$ 19,414 | 70 | \$ 10,155 | 174 | \$ 94,492 | | | | 21 | \$ 2,374 | 5 | \$ 1,075 | 10 | \$ 5,412 | | | | |
| 97201 | 60 | \$ 2,565 | 49 | \$ 3,048 | 142 | \$ 44,852 | | | | 2 | \$ 192 | | | | | | | | |
| 97204 | | | | | | | | | | | | 1 | \$ 1,424 | 1 | \$ 1,456 | | | | |
| 97205 | 11 | \$ 350 | 125 | \$ 5,154 | 174 | \$ 46,251 | | | | | | 12 | \$ 1,756 | 1 | \$ 1,302 | | | | |
| 97209 | 138 | \$ 2,309 | 13 | \$ 553 | 17 | \$ 3,873 | | | | | | 2 | \$ 195 | | | | | | |
| 97211 | 714 | \$ 46,208 | 394 | \$ 46,514 | 886 | \$ 558,546 | | | | 63 | \$ 19,000 | 14 | \$ 2,351 | 39 | \$ 43,634 | | | | |
| 97212 | 641 | \$ 36,835 | 264 | \$ 34,819 | 553 | \$ 244,409 | | | | 18 | \$ 1,290 | 8 | \$ 1,642 | 13 | \$ 12,010 | | | | |
| 97213 | 797 | \$ 46,024 | 248 | \$ 31,627 | 546 | \$ 276,770 | | | | 47 | \$ 7,085 | 9 | \$ 2,146 | 24 | \$ 27,713 | | | | |
| 97215 | 39 | \$ 2,151 | 10 | \$ 1,214 | 31 | \$ 11,516 | | | | 5 | \$ 502 | 1 | \$ 78 | | | | | | |
| 97216 | 236 | \$ 16,614 | 108 | \$ 17,411 | 248 | \$ 141,409 | | | | 23 | \$ 3,714 | 3 | \$ 297 | 9 | \$ 6,297 | | | | |
| 97217 | 172 | \$ 10,635 | 182 | \$ 16,343 | 487 | \$ 245,148 | | | | 17 | \$ 1,540 | 9 | \$ 648 | 17 | \$ 24,490 | | | | |
| 97218 | 103 | \$ 6,024 | 279 | \$ 22,499 | 453 | \$ 281,625 | | | | 16 | \$ 2,376 | 7 | \$ 1,202 | 16 | \$ 13,550 | | | | |
| 97220 | 1,075 | \$ 76,705 | 483 | \$ 75,125 | 1,121 | \$ 783,403 | | | | 86 | \$ 14,037 | 34 | \$ 9,042 | 42 | \$ 68,651 | | | | |
| 97227 | 174 | \$ 7,979 | 74 | \$ 5,642 | 272 | \$ 99,162 | | | | 30 | \$ 3,514 | 6 | \$ 1,333 | 11 | \$ 25,097 | | | | |
| 97230 | 39 | \$ 2,649 | 21 | \$ 2,257 | 57 | \$ 34,866 | | | | 3 | \$ 220 | | | | | | | | |
| 97232 | 214 | \$ 8,427 | 144 | \$ 10,647 | 489 | \$ 134,533 | | | | 17 | \$ 4,199 | 7 | \$ 1,665 | 7 | \$ 9,780 | | | | |
| 97302 | | | | | 1 | \$ 719 | | | | | | | | | | | | | |
| 97304 | 3 | \$ 345 | 4 | \$ 819 | 2 | \$ 638 | | | | | | | | 1 | \$ 126 | | | | |
| 97306 | 8 | \$ 1,201 | 4 | \$ 990 | 2 | \$ 1,698 | | | | | | 1 | \$ 67 | | | | | | |
| 97308 | | | | | | | | | | 1 | \$ 264 | | | | | | | | |
| 97317 | 25 | \$ 3,150 | 13 | \$ 5,872 | 12 | \$ 15,730 | | | | 5 | \$ 201 | 1 | \$ 99 | 1 | \$ 585 | | | | |
| 97321 | 505 | \$ 35,531 | 345 | \$ 42,381 | 506 | \$ 308,608 | | | | 43 | \$ 4,100 | 19 | \$ 1,431 | 26 | \$ 34,911 | | | | |
| 97322 | 1,146 | \$ 74,613 | 580 | \$ 76,026 | 961 | \$ 616,291 | | | | 49 | \$ 9,476 | 26 | \$ 4,948 | 15 | \$ 13,854 | | | | |
| 97325 | 284 | \$ 30,947 | 76 | \$ 15,915 | 169 | \$ 154,820 | | | | 14 | \$ 1,024 | 3 | \$ 385 | 4 | \$ 1,474 | | | | |
| 97327 | 29 | \$ 2,463 | 50 | \$ 5,871 | 31 | \$ 27,801 | | | | 2 | \$ 365 | 4 | \$ 345 | 4 | \$ 3,812 | | | | |
| 97329 | 7 | \$ 574 | 1 | \$ 31 | 3 | \$ 6,250 | | | | | | 1 | \$ 191 | 1 | \$ 200 | | | | |
| 97330 | 741 | \$ 50,504 | 316 | \$ 30,347 | 547 | \$ 252,038 | | | | 35 | \$ 6,045 | 8 | \$ 1,529 | 10 | \$ 25,317 | | | | |
| 97333 | 638 | \$ 44,006 | 214 | \$ 30,667 | 466 | \$ 237,437 | | | | 59 | \$ 8,666 | 6 | \$ 1,211 | 8 | \$ 13,427 | | | | |
| 97335 | 10 | \$ 1,042 | 1 | \$ 662 | 6 | \$ 3,726 | | | | 1 | \$ 2 | 1 | \$ 59 | | | | | | |
| 97336 | 2 | \$ 322 | 2 | \$ 693 | 1 | \$ 74 | | | | 1 | \$ 444 | | | 1 | \$ 160 | | | | |
| 97338 | 494 | \$ 33,839 | 224 | \$ 33,777 | 424 | \$ 335,160 | | | | 26 | \$ 3,323 | 5 | \$ 431 | 8 | \$ 1,917 | | | | |
| 97344 | 2 | \$ 352 | 26 | \$ 2,986 | 29 | \$ 30,718 | | | | | | | | 1 | \$ 49 | | | | |
| 97345 | 15 | \$ 1,778 | 9 | \$ 2,055 | 14 | \$ 10,142 | | | | 1 | \$ 14 | | | | | | | | |
| 97346 | 27 | \$ 1,814 | 6 | \$ 1,295 | 12 | \$ 12,963 | | | | 13 | \$ 995 | 2 | \$ 140 | 4 | \$ 1,651 | | | | |
| 97348 | 25 | \$ 2,780 | 13 | \$ 2,179 | 37 | \$ 42,084 | | | | 3 | \$ 310 | 2 | \$ 366 | 1 | \$ 2,080 | | | | |
| 97351 | 411 | \$ 35,112 | 142 | \$ 24,820 | 318 | \$ 247,369 | | | | 42 | \$ 6,874 | 8 | \$ 2,479 | 9 | \$ 5,618 | | | | |
| 97352 | 206 | \$ 20,992 | 78 | \$ 17,051 | 154 | \$ 137,379 | | | | 16 | \$ 1,637 | 4 | \$ 708 | 7 | \$ 12,375 | | | | |
| 97355 | 726 | \$ 61,121 | 306 | \$ 56,642 | 631 | \$ 529,059 | | | | 49 | \$ 4,957 | 9 | \$ 765 | 24 | \$ 12,356 | | | | |
| 97358 | 57 | \$ 5,238 | 14 | \$ 2,348 | 47 | \$ 41,638 | | | | 7 | \$ 312 | | | 2 | \$ 3,161 | | | | |
| 97360 | 76 | \$ 5,905 | 23 | \$ 3,565 | 64 | \$ 74,256 | | | | 5 | \$ 493 | 1 | \$ 163 | 1 | \$ 91 | | | | |
| 97361 | 8 | \$ 2,062 | 4 | \$ 752 | 5 | \$ 1,439 | | | | 2 | \$ 29 | | | 1 | \$ 223 | | | | |
| 97364 | 11 | \$ 524 | 6 | \$ 658 | 11 | \$ 8,279 | | | | 1 | \$ 20 | | | | | | | | |
| 97367 | 430 | \$ 27,285 | 166 | \$ 23,599 | 309 | \$ 164,273 | | | | 54 | \$ 7,719 | 14 | \$ 1,933 | 18 | \$ 28,863 | | | | |
| 97368 | 57 | \$ 4,631 | 73 | \$ 7,680 | 92 | \$ 70,927 | | | | 5 | \$ 290 | 3 | \$ 422 | 5 | \$ 6,959 | | | | |
| 97370 | 163 | \$ 11,084 | 65 | \$ 9,176 | 89 | \$ 55,913 | | | | 10 | \$ 995 | 5 | \$ 316 | 1 | \$ 1,711 | | | | |
| 97371 | 9 | \$ 340 | 5 | \$ 987 | 10 | \$ 14,909 | | | | 5 | \$ 407 | | | 2 | \$ 613 | | | | |
| 97374 | 28 | \$ 2,775 | 49 | \$ 4,740 | 68 | \$ 67,738 | | | | 6 | \$ 535 | 4 | \$ 1,172 | 1 | \$ 91 | | | | |
| 97377 | 23 | \$ 2,779 | 9 | \$ 1,253 | 9 | \$ 11,415 | | | | 1 | \$ 52 | | | 2 | \$ 4,920 | | | | |
| 97383 | 288 | \$ 23,691 | 124 | \$ 20,190 | 259 | \$ 199,200 | | | | 13 | \$ 1,587 | 1 | \$ 106 | 8 | \$ 8,924 | | | | |
| 97384 | 7 | \$ 199 | 3 | \$ 187 | 3 | \$ 2,251 | | | | | | | | 1 | \$ 964 | | | | |
| 97385 | 67 | \$ 4,564 | 36 | \$ 4,894 | 42 | \$ 23,106 | | | | 4 | \$ 200 | | | 2 | \$ 1,339 | | | | |
| 97386 | 403 | \$ 35,404 | 198 | \$ 35,159 | 410 | \$ 404,034 | | | | 25 | \$ 1,662 | 9 | \$ 1,462 | 10 | \$ 8,835 | | | | |
| 97388 | 76 | \$ 4,540 | 21 | \$ 3,737 | 22 | \$ 13,279 | | | | 1 | \$ 23 | | | | | | | | |
| 97389 | 37 | \$ 2,367 | 18 | \$ 3,168 | 33 | \$ 35,932 | | | | 2 | \$ 60 | 1 | \$ 17 | 1 | \$ 75 | | | | |
| 97392 | 56 | \$ 6,913 | 13 | \$ 3,538 | 29 | \$ 42,606 | | | | 3 | \$ 131 | 2 | \$ 181 | | | | | | |
| 97405 | 5 | \$ 1,115 | 2 | \$ 562 | 1 | \$ 387 | | | | 9 | \$ 1,880 | 3 | \$ 1,842 | 1 | \$ 6,130 | | | | |
| 97408 | 18 | \$ 1,508 | 13 | \$ 1,188 | 28 | \$ 14,251 | | | | 1 | \$ 51 | | | | | | | | |
| 97410 | 43 | \$ 4,301 | 20 | \$ 6,011 | 35 | \$ 47,124 | | | | 5 | \$ 126 | 1 | \$ 182 | 5 | \$ 19,024 | | | | |
| 97411 | 30 | \$ 2,890 | 9 | \$ 1,769 | 23 | \$ 25,473 | | | | 3 | \$ 403 | | | | | | | | |
| 97414 | 7 | \$ 489 | | | 8 | \$ 2,950 | | | | 3 | \$ 150 | | | 1 | \$ 247 | | | | |
| 97417 | 48 | \$ 3,376 | 29 | \$ 4,451 | 74 | \$ 76,069 | | | | 6 | \$ 293 | 1 | \$ 91 | 3 | \$ 1,992 | | | | |
| 97420 | 717 | \$ 65,264 | 366 | \$ 61,089 | 759 | \$ 654,091 | | | | 41 | \$ 5,636 | 18 | \$ 5,757 | 28 | \$ 21,006 | | | | |
| 97423 | 225 | \$ 17,525 | 80 | \$ 14,102 | 183 | \$ 154,681 | | | | 11 | \$ 643 | 1 | \$ 261 | 9 | \$ 10,652 | | | | |
| 97424 | 192 | \$ 14,314 | 127 | \$ 15,813 | 206 | \$ 121,140 | | | | 11 | \$ 792 | 4 | \$ 380 | 5 | \$ 4,969 | | | | |
| 97426 | 124 | \$ 10,791 | 58 | \$ 10,797 | 98 | \$ 66,996 | | | | 14 | \$ 2,127 | 1 | \$ 81 | 3 | \$ 716 | | | | |
| 97429 | 24 | \$ 1,939 | 11 | \$ 2,331 | 21 | \$ 21,097 | | | | 2 | \$ 40 | 1 | \$ 180 | | | | | | |
| 97432 | | | 12 | \$ 1,461 | 14 | \$ 11,031 | | | | 1 | \$ 109 | 1 | \$ 50 | | | | | | |
| 97442 | 122 | \$ 14,631 | 37 | \$ 9,945 | 103 | \$ 104,559 | | | | 8 | \$ 586 | 3 | \$ 2,837 | 9 | \$ 14,323 | | | | |
| 97443 | 61 | \$ 5,610 | 27 | \$ | | | | | | | | | | | | | | | |

| DECEMBER | RES | | | | | | | | | SMALL COM | | | | | | | | | | | | | | |
|----------|------------|--------------|--|------------|--------------|--|----------|---------------|--|-------------|---------------|-------|------------|------------|--|------------|------------|--|----------|--------------|--|-------------|--------------|-------|
| | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | |
| | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | Avg | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | Avg |
| TOTAL | 30,939 | \$ 2,548,840 | | 16,511 | \$ 2,451,792 | | 32,597 | \$ 25,908,462 | | 80,047 | \$ 30,909,094 | \$386 | 2,466 | \$ 320,594 | | 830 | \$ 161,617 | | 1,316 | \$ 1,482,599 | | 4,612 | \$ 1,964,811 | \$426 |
| ZIP | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | |
| 97479 | 294 | \$ 22,061 | | 142 | \$ 24,604 | | 307 | \$ 269,317 | | 37 | \$ 2,695 | | 8 | \$ 1,208 | | 19 | \$ 17,234 | | 6 | \$ 3,897 | | | | |
| 97484 | 5 | \$ 628 | | 3 | \$ 65 | | 18 | \$ 16,125 | | | | | | | | | | | | | | | | |
| 97486 | 2 | \$ 737 | | 1 | \$ 186 | | | | | | | | | | | | | | | | | | | |
| 97494 | 2 | \$ 133 | | 1 | \$ 21 | | | | | | | | | | | | | | | | | | | |
| 97495 | 46 | \$ 2,953 | | 25 | \$ 3,494 | | 39 | \$ 27,875 | | | | | | | | | | | | | | 1 | \$ 123 | |
| 97496 | 13 | \$ 1,391 | | 170 | \$ 14,893 | | 250 | \$ 187,830 | | 1 | \$ 37 | | 7 | \$ 220 | | 4 | \$ 2,100 | | | | | | | |
| 97497 | 82 | \$ 12,245 | | 32 | \$ 11,998 | | 61 | \$ 73,226 | | 10 | \$ 1,646 | | 3 | \$ 1,672 | | 12 | \$ 19,982 | | | | | | | |
| 97501 | 891 | \$ 59,631 | | 590 | \$ 79,161 | | 1,330 | \$ 1,082,026 | | 61 | \$ 6,027 | | 39 | \$ 10,471 | | 52 | \$ 84,892 | | | | | | | |
| 97502 | 361 | \$ 35,772 | | 549 | \$ 69,552 | | 681 | \$ 737,654 | | 29 | \$ 4,221 | | 24 | \$ 4,699 | | 32 | \$ 34,624 | | | | | | | |
| 97503 | 387 | \$ 37,859 | | 180 | \$ 36,875 | | 419 | \$ 405,989 | | 25 | \$ 5,770 | | 2 | \$ 558 | | 14 | \$ 9,414 | | | | | | | |
| 97504 | 1,085 | \$ 102,258 | | 778 | \$ 106,330 | | 1,447 | \$ 1,057,363 | | 46 | \$ 5,692 | | 22 | \$ 1,821 | | 20 | \$ 16,558 | | | | | | | |
| 97520 | 104 | \$ 15,013 | | 42 | \$ 11,056 | | 88 | \$ 124,643 | | 20 | \$ 4,240 | | 3 | \$ 747 | | 6 | \$ 3,913 | | | | | | | |
| 97522 | 18 | \$ 1,545 | | 10 | \$ 2,996 | | 25 | \$ 35,153 | | 2 | \$ 281 | | | | | 1 | \$ 250 | | | | | | | |
| 97523 | 275 | \$ 41,195 | | 120 | \$ 40,885 | | 268 | \$ 531,058 | | 40 | \$ 5,602 | | 10 | \$ 2,426 | | 19 | \$ 27,673 | | | | | | | |
| 97524 | 485 | \$ 48,842 | | 206 | \$ 47,204 | | 476 | \$ 466,714 | | 47 | \$ 5,943 | | 8 | \$ 2,915 | | 18 | \$ 23,209 | | | | | | | |
| 97525 | 196 | \$ 23,859 | | 83 | \$ 17,890 | | 179 | \$ 250,623 | | 12 | \$ 1,283 | | 1 | \$ 55 | | 8 | \$ 13,262 | | | | | | | |
| 97526 | 514 | \$ 69,554 | | 668 | \$ 83,477 | | 1,161 | \$ 1,040,479 | | 60 | \$ 4,001 | | 33 | \$ 7,114 | | 56 | \$ 71,181 | | | | | | | |
| 97527 | 794 | \$ 71,887 | | 427 | \$ 83,802 | | 877 | \$ 1,107,850 | | 40 | \$ 3,831 | | 21 | \$ 4,302 | | 38 | \$ 53,687 | | | | | | | |
| 97530 | 199 | \$ 27,231 | | 69 | \$ 18,900 | | 168 | \$ 265,515 | | 17 | \$ 1,071 | | 8 | \$ 1,888 | | 15 | \$ 24,693 | | | | | | | |
| 97531 | 28 | \$ 3,369 | | 10 | \$ 2,402 | | 44 | \$ 77,898 | | 3 | \$ 128 | | 2 | \$ 1,437 | | 2 | \$ 748 | | | | | | | |
| 97532 | 102 | \$ 11,053 | | 29 | \$ 9,505 | | 93 | \$ 129,101 | | 21 | \$ 4,258 | | 8 | \$ 2,017 | | 6 | \$ 4,136 | | | | | | | |
| 97534 | 35 | \$ 3,903 | | 13 | \$ 4,869 | | 36 | \$ 55,220 | | 3 | \$ 528 | | 1 | \$ 51 | | 1 | \$ 162 | | | | | | | |
| 97535 | 106 | \$ 7,170 | | 52 | \$ 8,365 | | 103 | \$ 80,265 | | 10 | \$ 1,196 | | 6 | \$ 1,654 | | 3 | \$ 793 | | | | | | | |
| 97536 | 52 | \$ 6,308 | | 20 | \$ 5,764 | | 59 | \$ 67,104 | | 3 | \$ 134 | | 1 | \$ 47 | | | | | | | | | | |
| 97537 | 221 | \$ 26,784 | | 62 | \$ 21,827 | | 210 | \$ 240,534 | | 16 | \$ 2,411 | | 3 | \$ 2,534 | | 13 | \$ 21,276 | | | | | | | |
| 97538 | 110 | \$ 17,551 | | 43 | \$ 13,403 | | 108 | \$ 196,980 | | 9 | \$ 2,565 | | 6 | \$ 1,015 | | 8 | \$ 13,357 | | | | | | | |
| 97539 | 122 | \$ 15,306 | | 57 | \$ 14,142 | | 128 | \$ 127,922 | | 11 | \$ 1,434 | | 5 | \$ 917 | | 7 | \$ 6,392 | | | | | | | |
| 97540 | 151 | \$ 11,975 | | 59 | \$ 9,285 | | 134 | \$ 147,046 | | 8 | \$ 617 | | 3 | \$ 351 | | 4 | \$ 1,721 | | | | | | | |
| 97541 | 75 | \$ 10,075 | | 27 | \$ 6,007 | | 67 | \$ 139,676 | | 5 | \$ 696 | | 1 | \$ 62 | | 2 | \$ 1,438 | | | | | | | |
| 97543 | 19 | \$ 2,267 | | 6 | \$ 857 | | 24 | \$ 59,076 | | 2 | \$ 359 | | | | | 1 | \$ 1,255 | | | | | | | |
| 97544 | 98 | \$ 15,451 | | 41 | \$ 17,350 | | 84 | \$ 162,901 | | 10 | \$ 507 | | 8 | \$ 936 | | 7 | \$ 11,198 | | | | | | | |
| 97601 | 341 | \$ 30,189 | | 534 | \$ 48,737 | | 812 | \$ 551,458 | | 44 | \$ 5,127 | | 31 | \$ 4,626 | | 41 | \$ 54,108 | | | | | | | |
| 97603 | 843 | \$ 57,635 | | 345 | \$ 53,394 | | 779 | \$ 622,898 | | 54 | \$ 6,757 | | 22 | \$ 5,190 | | 61 | \$ 122,502 | | | | | | | |
| 97604 | | | | 1 | \$ 116 | | 2 | \$ 331 | | | | | | | | | | | | | | | | |
| 97621 | 15 | \$ 1,576 | | 6 | \$ 1,008 | | 14 | \$ 21,602 | | 1 | \$ 161 | | 1 | \$ 196 | | 2 | \$ 2,871 | | | | | | | |
| 97622 | 9 | \$ 773 | | 6 | \$ 1,287 | | 33 | \$ 32,745 | | 1 | \$ 155 | | 3 | \$ 223 | | 1 | \$ 2,913 | | | | | | | |
| 97623 | 93 | \$ 10,223 | | 28 | \$ 6,930 | | 67 | \$ 92,587 | | 11 | \$ 1,460 | | 3 | \$ 305 | | 7 | \$ 2,135 | | | | | | | |
| 97624 | 165 | \$ 16,142 | | 64 | \$ 13,506 | | 136 | \$ 100,611 | | 16 | \$ 2,247 | | 3 | \$ 135 | | 4 | \$ 853 | | | | | | | |
| 97625 | 9 | \$ 640 | | 3 | \$ 542 | | 3 | \$ 2,268 | | | | | | | | 1 | \$ 583 | | | | | | | |
| 97626 | 7 | \$ 931 | | 3 | \$ 456 | | 2 | \$ 12,059 | | | | | 1 | \$ 42 | | | | | | | | | | |
| 97627 | 68 | \$ 8,782 | | 23 | \$ 5,309 | | 42 | \$ 43,475 | | 8 | \$ 974 | | 1 | \$ 99 | | 2 | \$ 687 | | | | | | | |
| 97630 | 66 | \$ 5,480 | | 61 | \$ 7,394 | | 152 | \$ 144,924 | | 6 | \$ 540 | | 5 | \$ 2,976 | | 10 | \$ 11,326 | | | | | | | |
| 97632 | 36 | \$ 2,798 | | 19 | \$ 3,845 | | 32 | \$ 21,492 | | 12 | \$ 416 | | | | | 4 | \$ 814 | | | | | | | |
| 97633 | 43 | \$ 4,119 | | 12 | \$ 2,591 | | 42 | \$ 36,094 | | 6 | \$ 455 | | 3 | \$ 171 | | 4 | \$ 7,123 | | | | | | | |
| 97634 | 9 | \$ 468 | | 4 | \$ 731 | | 4 | \$ 4,865 | | 2 | \$ 97 | | | | | | | | | | | | | |
| 97635 | | | | 3 | \$ 377 | | 1 | \$ 594 | | | | | | | | | | | | | | | | |
| 97639 | 31 | \$ 3,407 | | 15 | \$ 3,329 | | 37 | \$ 46,668 | | 3 | \$ 154 | | 1 | \$ 56 | | | | | | | | | | |
| 97701 | 882 | \$ 65,779 | | 382 | \$ 52,154 | | 654 | \$ 448,830 | | 57 | \$ 5,138 | | 18 | \$ 2,367 | | 23 | \$ 22,366 | | | | | | | |
| 97702 | 814 | \$ 60,643 | | 331 | \$ 53,830 | | 630 | \$ 480,848 | | 55 | \$ 8,279 | | 19 | \$ 3,378 | | 18 | \$ 9,264 | | | | | | | |
| 97703 | 375 | \$ 35,626 | | 292 | \$ 35,168 | | 370 | \$ 203,315 | | 38 | \$ 4,753 | | 16 | \$ 1,680 | | 15 | \$ 10,915 | | | | | | | |
| 97731 | 4 | \$ 188 | | 1 | \$ 17 | | 2 | \$ 513 | | | | | | | | | | | | | | | | |
| 97734 | 80 | \$ 9,177 | | 29 | \$ 4,381 | | 62 | \$ 52,860 | | 7 | \$ 1,123 | | | | | | | | | | | | | |
| 97741 | 262 | \$ 20,756 | | 169 | \$ 23,111 | | 341 | \$ 279,495 | | 22 | \$ 1,887 | | 11 | \$ 1,851 | | 18 | \$ 9,090 | | | | | | | |
| 97753 | 19 | \$ 3,909 | | 8 | \$ 1,581 | | 13 | \$ 17,895 | | 4 | \$ 263 | | 2 | \$ 101 | | 2 | \$ 5,691 | | | | | | | |
| 97754 | 523 | \$ 46,695 | | 181 | \$ 31,998 | | 390 | \$ 340,099 | | 43 | \$ 4,040 | | 8 | \$ 1,250 | | 26 | \$ 9,153 | | | | | | | |
| 97756 | 681 | \$ 49,049 | | 354 | \$ 47,091 | | 640 | \$ 417,977 | | 43 | \$ 7,732 | | 13 | \$ 1,189 | | 44 | \$ 33,167 | | | | | | | |
| 97760 | 256 | \$ 29,867 | | 77 | \$ 17,004 | | 124 | \$ 134,243 | | 6 | \$ 502 | | | | | 1 | \$ 386 | | | | | | | |
| 97761 | 136 | \$ 17,494 | | 55 | \$ 12,889 | | 182 | \$ 205,944 | | 6 | \$ 1,372 | | 2 | \$ 1,158 | | 4 | \$ 7,535 | | | | | | | |
| 97801 | 549 | \$ 34,431 | | 309 | \$ 41,055 | | 638 | \$ 409,074 | | 32 | \$ 3,314 | | 6 | \$ 728 | | 29 | \$ 24,061 | | | | | | | |
| 97810 | 11 | \$ 620 | | 6 | \$ 1,155 | | 9 | \$ 8,306 | | 1 | \$ 318 | | | | | | | | | | | | | |
| 97812 | 36 | \$ 3,204 | | 12 | \$ 2,522 | | 36 | \$ 26,849 | | 15 | \$ 1,393 | | 1 | \$ 61 | | 1 | \$ 87 | | | | | | | |
| 97813 | 33 | \$ 1,898 | | 12 | \$ 1,921 | | 30 | \$ 25,990 | | 3 | \$ 83 | | | | | 3 | \$ 4,026 | | | | | | | |
| 97818 | 2 | \$ 296 | | 1 | \$ 291 | | 4 | \$ 7,404 | | 6 | \$ 361 | | 1 | \$ 88 | | | | | | | | | | |
| 97826 | 1 | \$ 68 | | 21 | \$ 1,840 | | 22 | \$ 18,577 | | | | | | | | 1 | \$ 153 | | | | | | | |
| 97828 | 85 | \$ 11,496 | | 36 | \$ 8,318 | | 63 | \$ 52,157 | | 20 | \$ 2,900 | | 3 | \$ 101 | | 5 | \$ 2,192 | | | | | | | |
| 97835 | 14 | \$ 2,212 | | 3 | \$ 1,019 | | 10 | \$ 6,338 | | 6 | \$ 981 | | 1 | \$ 936 | | 1 | \$ 2,937 | | | | | | | |
| 97838 | 20 | \$ 2,605 | | 10 | \$ 1,801 | | 4 | \$ 3,029 | | 3 | \$ 337 | | | | | | | | | | | | | |
| 97842 | 1 | \$ 17 | | 2 | \$ 240 | | | | | | | | | | | | | | | | | | | |
| 97846 | 102 | \$ 8,810 | | 35 | \$ 6,128 | | 45 | \$ 31,089 | | 23 | \$ 2,382 | | 8 | \$ 713 | | 3 | \$ 1,236 | | | | | | | |
| 97857 | 11 | \$ 1,187 | | 6 | \$ 1,409 | | 3 | \$ 1,345 | | 1 | \$ 127 | | 1 | \$ 115 | | | | | | | | | | |
| 97862 | 107 | \$ 17,647 | | 27 | \$ 5,661 | | 61 | \$ 86,88 | | | | | | | | | | | | | | | | |

| NOVEMBER | RES | | | | | | | | | | SMALL COM | | | | | | | | | |
|----------|------------|---------|--------------|---------|--------------|---------|---------------|---------|---------------|------------|-----------|------------|---------|------------|---------|--------------|---------|--------------|--------|--|
| | Days 31 60 | | Days 61 90 | | Days 91+ | | Grand Total | | | Days 31 60 | | Days 61 90 | | Days 91+ | | Grand Total | | | | |
| | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | | |
| | TOTAL | 32,170 | \$ 2,173,032 | 15,252 | \$ 2,380,781 | 34,867 | \$ 27,657,621 | 82,289 | \$ 32,211,434 | \$ 391 | 2,520 | \$ 293,703 | 735 | \$ 161,687 | 1,310 | \$ 1,496,849 | 4,565 | \$ 1,952,239 | \$ 428 | |
| | ZIP | Count | Arrears | Count | Arrears | Count | Arrears | | | | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | |
| 97016 | | 1 | \$ 94 | | | | | | | | | | | | | | | | | |
| 97029 | | 7 | \$ 475 | 3 | \$ 538 | 13 | \$ 24,578 | | | | | | | | | | | | | |
| 97031 | | 277 | \$ 16,662 | 129 | \$ 17,749 | 287 | \$ 158,867 | | | | 33 | \$ 4,243 | 6 | \$ 4,125 | 16 | \$ 13,590 | | | | |
| 97033 | | 2 | \$ 165 | | | 1 | \$ 497 | | | | | | | | | | | | | |
| 97039 | | 9 | \$ 815 | 4 | \$ 555 | 5 | \$ 6,319 | | | | 2 | \$ 179 | | | 2 | \$ 1,062 | | | | |
| 97040 | | 30 | \$ 1,718 | 9 | \$ 885 | 17 | \$ 12,561 | | | | 1 | \$ 18 | 1 | \$ 90 | | \$ 240 | | | | |
| 97041 | | 1 | \$ 41 | | | 1 | \$ 572 | | | | | | | | | | | | | |
| 97050 | | 3 | \$ 299 | | | 6 | \$ 3,135 | | | | 1 | \$ 14 | | | | | | | | |
| 97058 | | 2 | \$ 194 | | | | | | | | | | | | | | | | | |
| 97065 | | 11 | \$ 684 | 9 | \$ 1,105 | 13 | \$ 23,157 | | | | 1 | \$ 17 | | | 1 | \$ 117 | | | | |
| 97102 | | 11 | \$ 938 | 10 | \$ 1,198 | 7 | \$ 3,805 | | | | | | | | | | | | | |
| 97103 | | 430 | \$ 27,475 | 138 | \$ 17,665 | 414 | \$ 309,829 | | | | 33 | \$ 2,983 | 9 | \$ 575 | 28 | \$ 14,651 | | | | |
| 97110 | | 66 | \$ 2,575 | 24 | \$ 2,349 | 47 | \$ 24,551 | | | | 15 | \$ 865 | 4 | \$ 305 | 1 | \$ 332 | | | | |
| 97121 | | 32 | \$ 1,487 | 21 | \$ 2,830 | 43 | \$ 24,494 | | | | 3 | \$ 497 | | | 1 | \$ 283 | | | | |
| 97138 | | 398 | \$ 21,839 | 146 | \$ 19,316 | 330 | \$ 205,777 | | | | 69 | \$ 7,997 | 9 | \$ 1,426 | 20 | \$ 33,591 | | | | |
| 97145 | | 2 | \$ 92 | | | 1 | \$ 160 | | | | | | | | | | | | | |
| 97146 | | 206 | \$ 12,173 | 102 | \$ 12,654 | 194 | \$ 107,570 | | | | 11 | \$ 2,491 | 3 | \$ 587 | 10 | \$ 5,691 | | | | |
| 97201 | | 83 | \$ 3,193 | 43 | \$ 3,482 | 146 | \$ 51,697 | | | | 2 | \$ 210 | | | | | | | | |
| 97204 | | | | | | | | | | | 1 | \$ 51 | | | 1 | \$ 1,387 | | | | |
| 97205 | | 90 | \$ 2,343 | 46 | \$ 2,759 | 192 | \$ 51,593 | | | | 6 | \$ 571 | 2 | \$ 1,128 | 1 | \$ 1,197 | | | | |
| 97209 | | 9 | \$ 244 | 4 | \$ 211 | 18 | \$ 4,861 | | | | | | | | | | | | | |
| 97211 | | 863 | \$ 44,491 | 416 | \$ 48,299 | 937 | \$ 596,876 | | | | 47 | \$ 5,386 | 23 | \$ 6,583 | 37 | \$ 51,433 | | | | |
| 97212 | | 628 | \$ 35,448 | 266 | \$ 30,368 | 617 | \$ 271,528 | | | | 11 | \$ 1,130 | 8 | \$ 2,215 | 12 | \$ 10,889 | | | | |
| 97213 | | 598 | \$ 31,122 | 268 | \$ 29,737 | 596 | \$ 313,552 | | | | 32 | \$ 4,317 | 9 | \$ 3,923 | 26 | \$ 27,563 | | | | |
| 97215 | | 32 | \$ 1,531 | 14 | \$ 1,674 | 32 | \$ 11,887 | | | | 2 | \$ 251 | 1 | \$ 86 | 1 | \$ 433 | | | | |
| 97216 | | 234 | \$ 15,190 | 93 | \$ 12,206 | 278 | \$ 150,183 | | | | 16 | \$ 2,562 | 4 | \$ 859 | 8 | \$ 5,392 | | | | |
| 97217 | | 394 | \$ 19,105 | 127 | \$ 14,112 | 472 | \$ 255,832 | | | | 19 | \$ 1,677 | 7 | \$ 773 | 19 | \$ 32,076 | | | | |
| 97218 | | 303 | \$ 16,815 | 157 | \$ 20,499 | 467 | \$ 307,051 | | | | 12 | \$ 2,534 | 7 | \$ 1,888 | 16 | \$ 12,288 | | | | |
| 97220 | | 1,018 | \$ 60,589 | 485 | \$ 66,171 | 1,224 | \$ 839,782 | | | | 83 | \$ 9,317 | 24 | \$ 5,457 | 44 | \$ 64,814 | | | | |
| 97227 | | 145 | \$ 6,266 | 101 | \$ 8,911 | 283 | \$ 107,332 | | | | 11 | \$ 952 | 8 | \$ 2,192 | 12 | \$ 23,197 | | | | |
| 97230 | | 39 | \$ 1,752 | 13 | \$ 1,215 | 70 | \$ 37,485 | | | | 1 | \$ 95 | 1 | \$ 189 | | | | | | |
| 97232 | | 219 | \$ 8,567 | 134 | \$ 10,665 | 489 | \$ 147,133 | | | | 10 | \$ 1,123 | 5 | \$ 475 | 8 | \$ 9,713 | | | | |
| 97233 | | | | | | 1 | \$ 381 | | | | | | | | | | | | | |
| 97302 | | 1 | \$ 135 | 1 | \$ 450 | | | | | | 1 | \$ 19 | | | | | | | | |
| 97304 | | 7 | \$ 345 | 5 | \$ 1,099 | 2 | \$ 1,113 | | | | | | 1 | \$ 110 | 1 | \$ 108 | | | | |
| 97306 | | 9 | \$ 739 | 2 | \$ 515 | 1 | \$ 986 | | | | | | 1 | \$ 47 | | | | | | |
| 97317 | | 25 | \$ 4,480 | 5 | \$ 1,246 | 14 | \$ 15,848 | | | | 5 | \$ 379 | | | 1 | \$ 612 | | | | |
| 97321 | | 694 | \$ 40,938 | 290 | \$ 50,704 | 554 | \$ 337,417 | | | | 43 | \$ 2,330 | 9 | \$ 1,111 | 22 | \$ 32,689 | | | | |
| 97322 | | 1,059 | \$ 63,154 | 608 | \$ 84,967 | 967 | \$ 628,109 | | | | 52 | \$ 8,444 | 14 | \$ 5,027 | 14 | \$ 17,967 | | | | |
| 97325 | | 192 | \$ 18,136 | 108 | \$ 18,840 | 189 | \$ 166,471 | | | | 13 | \$ 1,077 | 7 | \$ 1,526 | 4 | \$ 1,036 | | | | |
| 97327 | | 55 | \$ 4,130 | 19 | \$ 3,809 | 40 | \$ 40,325 | | | | 4 | \$ 512 | 4 | \$ 322 | 2 | \$ 3,577 | | | | |
| 97329 | | 3 | \$ 34 | | | 4 | \$ 6,203 | | | | | | 1 | \$ 191 | | | | | | |
| 97330 | | 555 | \$ 28,304 | 225 | \$ 24,776 | 561 | \$ 270,712 | | | | 42 | \$ 6,978 | 6 | \$ 3,626 | 10 | \$ 24,405 | | | | |
| 97333 | | 572 | \$ 30,875 | 249 | \$ 30,172 | 732 | \$ 291,862 | | | | 46 | \$ 6,301 | 8 | \$ 1,832 | 12 | \$ 13,495 | | | | |
| 97335 | | 5 | \$ 623 | 2 | \$ 353 | 7 | \$ 4,359 | | | | 2 | \$ 60 | | | | | | | | |
| 97336 | | 3 | \$ 312 | | | 3 | \$ 1,021 | | | | | | 1 | \$ 87 | | | | | | |
| 97338 | | 490 | \$ 29,499 | 261 | \$ 38,208 | 454 | \$ 346,622 | | | | 19 | \$ 2,078 | 3 | \$ 316 | 6 | \$ 1,647 | | | | |
| 97344 | | 23 | \$ 1,847 | 11 | \$ 2,529 | 21 | \$ 26,537 | | | | 1 | \$ 58 | 1 | \$ 30 | | | | | | |
| 97345 | | 15 | \$ 1,003 | 8 | \$ 3,238 | 15 | \$ 9,116 | | | | 2 | \$ 39 | 1 | \$ 35 | | | | | | |
| 97346 | | 18 | \$ 1,704 | 8 | \$ 1,250 | 21 | \$ 14,711 | | | | 9 | \$ 533 | 4 | \$ 391 | 6 | \$ 3,882 | | | | |
| 97348 | | 22 | \$ 1,845 | 1 | \$ 192 | 41 | \$ 41,077 | | | | 1 | \$ 130 | | | 1 | \$ 2,080 | | | | |
| 97351 | | 338 | \$ 20,226 | 152 | \$ 23,965 | 340 | \$ 259,186 | | | | 27 | \$ 2,164 | 12 | \$ 3,782 | 9 | \$ 5,848 | | | | |
| 97352 | | 178 | \$ 14,832 | 84 | \$ 15,216 | 175 | \$ 143,189 | | | | 12 | \$ 885 | 5 | \$ 686 | 7 | \$ 12,103 | | | | |
| 97355 | | 670 | \$ 46,359 | 340 | \$ 54,490 | 693 | \$ 575,167 | | | | 47 | \$ 3,216 | 16 | \$ 2,647 | 21 | \$ 10,958 | | | | |
| 97358 | | 37 | \$ 2,933 | 29 | \$ 6,294 | 52 | \$ 41,724 | | | | 3 | \$ 183 | 1 | \$ 36 | 2 | \$ 2,899 | | | | |
| 97360 | | 66 | \$ 4,003 | 36 | \$ 5,194 | 70 | \$ 79,846 | | | | 6 | \$ 518 | | | 1 | \$ 73 | | | | |
| 97361 | | 4 | \$ 319 | 4 | \$ 455 | 5 | \$ 1,291 | | | | 2 | \$ 42 | 1 | \$ 76 | 1 | \$ 182 | | | | |
| 97364 | | 14 | \$ 527 | 5 | \$ 962 | 13 | \$ 9,435 | | | | 1 | \$ 20 | | | | | | | | |
| 97367 | | 396 | \$ 20,348 | 158 | \$ 18,445 | 340 | \$ 180,875 | | | | 41 | \$ 4,799 | 16 | \$ 2,646 | 14 | \$ 25,455 | | | | |
| 97368 | | 99 | \$ 6,596 | 43 | \$ 5,876 | 98 | \$ 74,588 | | | | 9 | \$ 778 | 3 | \$ 415 | 4 | \$ 4,545 | | | | |
| 97370 | | 156 | \$ 9,299 | 61 | \$ 9,307 | 102 | \$ 65,972 | | | | 15 | \$ 1,382 | 2 | \$ 295 | | | | | | |
| 97371 | | 16 | \$ 979 | 4 | \$ 675 | 13 | \$ 14,821 | | | | 2 | \$ 126 | | | 2 | \$ 544 | | | | |
| 97374 | | 60 | \$ 4,325 | 31 | \$ 6,097 | 74 | \$ 77,006 | | | | 5 | \$ 514 | 1 | \$ 110 | 2 | \$ 1,573 | | | | |
| 97377 | | 24 | \$ 1,712 | 5 | \$ 960 | 13 | \$ 12,013 | | | | 1 | \$ 44 | | | 2 | \$ 4,556 | | | | |
| 97383 | | 264 | \$ 15,183 | 135 | \$ 20,188 | 272 | \$ 208,370 | | | | 8 | \$ 409 | 10 | \$ 1,827 | 7 | \$ 7,873 | | | | |
| 97384 | | 6 | \$ 265 | | | 4 | \$ 2,577 | | | | | | | | 1 | \$ 633 | | | | |
| 97385 | | 68 | \$ 4,302 | 47 | \$ 6,206 | 40 | \$ 24,411 | | | | 1 | \$ 12 | 1 | \$ 44 | 1 | \$ 1,219 | | | | |
| 97386 | | 415 | \$ 31,561 | 232 | \$ 41,865 | 448 | \$ 426,269 | | | | 30 | \$ 1,990 | 8 | \$ 1,936 | 8 | \$ 10,451 | | | | |
| 97388 | | 66 | \$ 4,027 | 17 | \$ 2,035 | 32 | \$ 16,672 | | | | 2 | \$ 251 | | | 1 | \$ 146 | | | | |
| 97399 | | 33 | \$ 2,550 | 30 | \$ 4,120 | 37 | \$ 40,806 | | | | 2 | \$ 56 | 1 | \$ 42 | | | | | | |
| 97392 | | 39 | \$ 3,356 | 19 | \$ 3,868 | 35 | \$ 42,094 | | | | 3 | \$ 140 | 1 | \$ 63 | | | | | | |
| 97405 | | 4 | \$ 228 | 3 | \$ 578 | 1 | \$ 176 | | | | 8 | \$ 1,770 | 4 | \$ 1,875 | 2 | \$ 6,964 | | | | |
| 97408 | | 24 | \$ 1,640 | 2 | \$ 460 | 30 | \$ 14,518 | | | | 1 | \$ 61 | | | 1 | \$ 372 | | | | |
| 97410 | | 40 | \$ 3,905 | 15 | \$ 2,970 | 41 | \$ 51,289 | | | | 2 | \$ 32 | 3 | \$ 147 | 4 | \$ 18,321 | | | | |
| 97411 | | 26 | \$ 2,332 | 12 | \$ 2,704 | 23 | \$ 24,264 | | | | 1 | \$ 189 | | | 1 | \$ 40 | | | | |
| 97414 | | 2 | \$ 20 | 4 | \$ 475 | 5 | \$ 2,590 | | | | 1 | \$ 81 | | | 1 | \$ 165 | | | | |
| 97417 | | 44 | \$ 2,834 | 32 | \$ 4,738 | 84 | \$ 85,298 | | | | 9 | \$ 1,198 | 1 | \$ 108 | 3 | \$ 1,838 | | | | |
| 97420 | | 731 | \$ 50,879 | 289 | \$ 41,452 | 837 | \$ 690,009 | | | | 51 | \$ 6,747 | 14 | \$ 2,367 | 32 | \$ 27,642 | | | | |
| 97423 | | 186 | \$ 11,968 | 83 | \$ 10,540 | 199 | \$ 181,729 | | | | 12 | \$ 1,629 | 1 | \$ 47 | 8 | \$ 9,836 | | | | |
| 97424 | | 234 | \$ 14,022 | 100 | \$ 15,105 | 220 | \$ 131,809 | | | | 5 | \$ 219 | 4 | \$ 505 | 7 | \$ 5,252 | | | | |
| 97426 | | 122 | \$ 8,054 | 62 | \$ 9,425 | 104 | \$ 69,404 | | | | 5 | \$ 181 | 4 | \$ 1,597 | 3 | \$ 501 | | | | |
| 97429 | | 24 | \$ 1,658 | 6 | \$ 883 | 25 | \$ 22,748 | | | | 6 | \$ 818 | | | 1 | \$ 206 | | | | |
| 97432 | | 13 | \$ 855 | 9 | \$ 1,762 | 11 | \$ 10,334 | | | | | | | | | | | | | |
| 97442 | | 110 | \$ 9,990 | 31 | \$ 8,998 | 115 | \$ 105,535 | | | | 9 | \$ 1,761 | 4 | \$ 4,262 | 8 | \$ 12,346 | | | | |
| 97443 | | 67 | \$ 4,593 | 32 | \$ 7,405 | 47 | \$ 49,577 | | | | 3 | \$ 336 | 1 | \$ 36 | 2 | \$ 675 | | | | |
| 97446 | | 9 | | | | | | | | | | | | | | | | | | |

| OCTOBER | RES | | | | | | | | | | | | SMALL COM | | | | | | | | | | | |
|---------|------------|-----------|--------------|------------|--------------|------------|---------------|---------|---------------|-------------|-----------|------------|------------|------------|-----------|--------------|---------|--------------|----------|---------|-----|-------------|---------|-----|
| | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | |
| | Count | Arrears | | Count | Arrears | | Count | Arrears | | Count | Arrears | Avg | Count | Arrears | | Count | Arrears | | Count | Arrears | Avg | Count | Arrears | Avg |
| | TOTAL | 34,753 | \$ 2,459,378 | 16,900 | \$ 2,988,686 | 32,169 | \$ 28,297,108 | 83,822 | \$ 33,745,172 | \$ 403 | 2,312 | \$ 269,684 | 693 | \$ 174,299 | 1,308 | \$ 1,594,773 | 4,313 | \$ 2,038,756 | \$ 473 | | | | | |
| ZIP | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | | | | |
| 97029 | 8 | \$ 780 | | | 16 | \$ 25,964 | | | | 1 | \$ 23 | | | | | | | | | | | | | |
| 97031 | 287 | \$ 17,289 | 159 | \$ 24,512 | 266 | \$ 164,324 | | | | 31 | \$ 4,917 | 8 | \$ 3,142 | 16 | \$ 14,376 | | | | | | | | | |
| 97033 | | | | | 1 | \$ 407 | | | | | | | | | | | | | | | | | | |
| 97039 | 15 | \$ 1,106 | 3 | \$ 839 | 6 | \$ 6,351 | | | | 2 | \$ 490 | 2 | \$ 284 | 2 | \$ 988 | | | | | | | | | |
| 97040 | 31 | \$ 1,503 | 13 | \$ 1,658 | 19 | \$ 17,964 | | | | 1 | \$ 45 | | | 2 | \$ 173 | | | | | | | | | |
| 97041 | | | 1 | \$ 303 | | | | | | | | | | | | | | | | | | | | |
| 97050 | 1 | \$ 32 | 3 | \$ 286 | 5 | \$ 3,971 | | | | | | | | | | | | | | | | | | |
| 97058 | | | 1 | \$ 519 | | | | | | | | | | | | | | | | | | | | |
| 97065 | 15 | \$ 983 | 7 | \$ 760 | 14 | \$ 23,022 | | | | 2 | \$ 723 | | | 1 | \$ 191 | | | | | | | | | |
| 97102 | 18 | \$ 1,188 | 7 | \$ 598 | 6 | \$ 3,222 | | | | 1 | \$ 31 | | | | | | | | | | | | | |
| 97103 | 295 | \$ 15,274 | 149 | \$ 18,621 | 383 | \$ 306,779 | | | | 32 | \$ 2,634 | 11 | \$ 1,446 | 25 | \$ 14,131 | | | | | | | | | |
| 97110 | 75 | \$ 3,081 | 25 | \$ 2,377 | 48 | \$ 25,110 | | | | 16 | \$ 1,958 | 3 | \$ 408 | 4 | \$ 718 | | | | | | | | | |
| 97121 | 36 | \$ 2,045 | 20 | \$ 2,187 | 47 | \$ 24,920 | | | | 2 | \$ 411 | 2 | \$ 1,037 | 1 | \$ 218 | | | | | | | | | |
| 97138 | 418 | \$ 20,981 | 152 | \$ 15,213 | 330 | \$ 207,987 | | | | 30 | \$ 3,001 | 10 | \$ 2,451 | 22 | \$ 32,265 | | | | | | | | | |
| 97145 | 3 | \$ 195 | 1 | \$ 118 | 1 | \$ 79 | | | | | | | | | | | | | | | | | | |
| 97146 | 199 | \$ 10,955 | 73 | \$ 8,720 | 192 | \$ 104,026 | | | | 8 | \$ 942 | 4 | \$ 1,171 | 11 | \$ 5,822 | | | | | | | | | |
| 97201 | 80 | \$ 3,784 | 44 | \$ 4,072 | 136 | \$ 50,098 | | | | 1 | \$ 89 | 2 | \$ 1,832 | 1 | \$ 717 | | | | | | | | | |
| 97204 | | | | | | | | | | | | | | 1 | \$ 1,269 | | | | | | | | | |
| 97205 | 84 | \$ 2,470 | 51 | \$ 3,352 | 186 | \$ 49,531 | | | | 8 | \$ 976 | 1 | \$ 228 | 2 | \$ 1,223 | | | | | | | | | |
| 97209 | 6 | \$ 152 | 3 | \$ 314 | 17 | \$ 5,270 | | | | 1 | \$ 56 | 1 | \$ 554 | 2 | \$ 2,664 | | | | | | | | | |
| 97211 | 926 | \$ 54,212 | 465 | \$ 63,417 | 860 | \$ 598,073 | | | | 75 | \$ 8,198 | 8 | \$ 3,047 | 45 | \$ 56,637 | | | | | | | | | |
| 97212 | 596 | \$ 31,662 | 290 | \$ 36,726 | 566 | \$ 264,116 | | | | 23 | \$ 3,067 | 5 | \$ 2,238 | 14 | \$ 10,200 | | | | | | | | | |
| 97213 | 529 | \$ 27,990 | 247 | \$ 34,738 | 542 | \$ 311,228 | | | | 31 | \$ 3,544 | 9 | \$ 1,162 | 25 | \$ 27,439 | | | | | | | | | |
| 97215 | 35 | \$ 1,781 | 26 | \$ 3,402 | 23 | \$ 11,100 | | | | | | 3 | \$ 731 | 1 | \$ 322 | | | | | | | | | |
| 97216 | 147 | \$ 9,926 | 71 | \$ 9,671 | 207 | \$ 135,488 | | | | 13 | \$ 917 | 5 | \$ 1,385 | 8 | \$ 4,955 | | | | | | | | | |
| 97217 | 333 | \$ 18,577 | 165 | \$ 20,478 | 432 | \$ 269,523 | | | | 22 | \$ 1,407 | 5 | \$ 1,198 | 21 | \$ 31,437 | | | | | | | | | |
| 97218 | 354 | \$ 20,089 | 186 | \$ 27,040 | 430 | \$ 322,952 | | | | 21 | \$ 3,726 | 6 | \$ 2,608 | 19 | \$ 15,133 | | | | | | | | | |
| 97220 | 893 | \$ 52,554 | 465 | \$ 70,518 | 1,138 | \$ 845,072 | | | | 88 | \$ 12,092 | 20 | \$ 8,238 | 44 | \$ 65,388 | | | | | | | | | |
| 97227 | 185 | \$ 8,897 | 119 | \$ 10,415 | 269 | \$ 105,534 | | | | 30 | \$ 3,485 | 2 | \$ 1,413 | 13 | \$ 21,600 | | | | | | | | | |
| 97230 | 20 | \$ 991 | 22 | \$ 2,261 | 56 | \$ 32,449 | | | | 1 | \$ 60 | | | | | | | | | | | | | |
| 97232 | 252 | \$ 9,409 | 110 | \$ 9,924 | 466 | \$ 147,037 | | | | 16 | \$ 2,067 | 6 | \$ 904 | 7 | \$ 10,639 | | | | | | | | | |
| 97233 | | | 1 | \$ 288 | | | | | | | | | | | | | | | | | | | | |
| 97301 | 2 | \$ 291 | | | | | | | | | | | | | | | | | | | | | | |
| 97302 | | | | | 1 | \$ 559 | | | | | | | | | | | | | | | | | | |
| 97304 | 10 | \$ 1,203 | | | 4 | \$ 1,887 | | | | 2 | \$ 106 | | | 1 | \$ 90 | | | | | | | | | |
| 97306 | 11 | \$ 884 | 1 | \$ 192 | 3 | \$ 2,055 | | | | | | 1 | \$ 86 | | | | | | | | | | | |
| 97317 | 17 | \$ 1,986 | 9 | \$ 2,366 | 14 | \$ 16,425 | | | | 4 | \$ 201 | | | 1 | \$ 526 | | | | | | | | | |
| 97321 | 775 | \$ 54,784 | 326 | \$ 61,847 | 467 | \$ 331,079 | | | | 35 | \$ 4,767 | 4 | \$ 1,177 | 22 | \$ 34,035 | | | | | | | | | |
| 97322 | 1,272 | \$ 82,438 | 758 | \$ 132,033 | 900 | \$ 651,675 | | | | 47 | \$ 6,832 | 16 | \$ 4,696 | 20 | \$ 22,187 | | | | | | | | | |
| 97325 | 210 | \$ 16,546 | 103 | \$ 17,882 | 181 | \$ 169,739 | | | | 8 | \$ 433 | 1 | \$ 55 | 6 | \$ 2,382 | | | | | | | | | |
| 97327 | 67 | \$ 5,279 | 26 | \$ 4,472 | 41 | \$ 50,238 | | | | 3 | \$ 750 | | | 4 | \$ 3,634 | | | | | | | | | |
| 97329 | 3 | \$ 135 | 3 | \$ 468 | 6 | \$ 7,093 | | | | | | | | 1 | \$ 191 | | | | | | | | | |
| 97330 | 600 | \$ 31,298 | 279 | \$ 33,239 | 487 | \$ 275,707 | | | | 21 | \$ 5,202 | 2 | \$ 704 | 12 | \$ 24,750 | | | | | | | | | |
| 97333 | 835 | \$ 59,635 | 247 | \$ 31,484 | 428 | \$ 233,187 | | | | 32 | \$ 2,332 | 8 | \$ 1,416 | 12 | \$ 13,972 | | | | | | | | | |
| 97335 | 5 | \$ 408 | 2 | \$ 555 | 5 | \$ 4,296 | | | | | | | | | | | | | | | | | | |
| 97336 | 4 | \$ 379 | 1 | \$ 63 | 3 | \$ 1,410 | | | | 2 | \$ 113 | | | | | | | | | | | | | |
| 97338 | 623 | \$ 42,021 | 313 | \$ 56,647 | 426 | \$ 372,772 | | | | 29 | \$ 2,335 | 7 | \$ 689 | 9 | \$ 7,114 | | | | | | | | | |
| 97344 | 30 | \$ 2,304 | 16 | \$ 3,387 | 25 | \$ 36,653 | | | | 1 | \$ 11 | 1 | \$ 75 | | | | | | | | | | | |
| 97345 | 23 | \$ 3,585 | 6 | \$ 1,504 | 14 | \$ 8,616 | | | | 6 | \$ 112 | | | | | | | | | | | | | |
| 97346 | 24 | \$ 1,834 | 12 | \$ 1,486 | 19 | \$ 16,455 | | | | 11 | \$ 761 | 2 | \$ 262 | 6 | \$ 3,363 | | | | | | | | | |
| 97347 | 4 | \$ 210 | | | | | | | | | | | | | | | | | | | | | | |
| 97348 | 24 | \$ 1,862 | 17 | \$ 3,457 | 26 | \$ 39,773 | | | | 1 | \$ 18 | | | 1 | \$ 1,707 | | | | | | | | | |
| 97351 | 304 | \$ 20,054 | 147 | \$ 34,622 | 296 | \$ 244,377 | | | | 25 | \$ 3,512 | 7 | \$ 3,886 | 8 | \$ 4,793 | | | | | | | | | |
| 97352 | 127 | \$ 12,133 | 38 | \$ 8,170 | 156 | \$ 126,667 | | | | 7 | \$ 619 | | | 7 | \$ 10,754 | | | | | | | | | |
| 97355 | 768 | \$ 55,264 | 385 | \$ 74,144 | 637 | \$ 591,313 | | | | 68 | \$ 6,207 | 14 | \$ 2,070 | 18 | \$ 9,990 | | | | | | | | | |
| 97358 | 62 | \$ 6,029 | 39 | \$ 8,567 | 43 | \$ 39,869 | | | | 7 | \$ 493 | 1 | \$ 108 | 2 | \$ 2,835 | | | | | | | | | |
| 97360 | 82 | \$ 4,932 | 39 | \$ 6,206 | 63 | \$ 83,345 | | | | 8 | \$ 888 | 1 | \$ 50 | 1 | \$ 118 | | | | | | | | | |
| 97361 | 5 | \$ 852 | 7 | \$ 1,297 | 7 | \$ 3,690 | | | | 1 | \$ 18 | | | 1 | \$ 123 | | | | | | | | | |
| 97364 | 13 | \$ 983 | 6 | \$ 553 | 11 | \$ 9,487 | | | | | | | | | | | | | | | | | | |
| 97367 | 461 | \$ 23,223 | 148 | \$ 15,931 | 358 | \$ 192,259 | | | | 40 | \$ 4,503 | 11 | \$ 1,494 | 11 | \$ 22,818 | | | | | | | | | |
| 97368 | 108 | \$ 6,965 | 36 | \$ 5,677 | 95 | \$ 84,484 | | | | 7 | \$ 647 | 5 | \$ 1,481 | 4 | \$ 3,310 | | | | | | | | | |
| 97370 | 143 | \$ 8,973 | 77 | \$ 13,552 | 112 | \$ 71,717 | | | | 8 | \$ 1,460 | 1 | \$ 75 | 1 | \$ 1,118 | | | | | | | | | |
| 97371 | 10 | \$ 656 | 3 | \$ 647 | 16 | \$ 18,032 | | | | 3 | \$ 179 | | | 2 | \$ 486 | | | | | | | | | |
| 97374 | 78 | \$ 6,065 | 32 | \$ 6,146 | 82 | \$ 84,495 | | | | 4 | \$ 195 | | | 3 | \$ 1,474 | | | | | | | | | |
| 97377 | 17 | \$ 1,905 | 8 | \$ 1,733 | 9 | \$ 9,318 | | | | | | | | 3 | \$ 4,874 | | | | | | | | | |
| 97383 | 303 | \$ 22,750 | 160 | \$ 27,890 | 250 | \$ 211,439 | | | | 20 | \$ 2,133 | 3 | \$ 303 | 7 | \$ 7,632 | | | | | | | | | |
| 97384 | 2 | \$ 4 | | | 4 | \$ 2,226 | | | | | | 1 | \$ 377 | | | | | | | | | | | |
| 97385 | 98 | \$ 6,204 | 62 | \$ 10,090 | 27 | \$ 21,782 | | | | 2 | \$ 118 | | | 2 | \$ 1,311 | | | | | | | | | |
| 97386 | 460 | \$ 38,067 | 198 | \$ 38,818 | 452 | \$ 437,226 | | | | 21 | \$ 1,906 | 14 | \$ 2,437 | 11 | \$ 15,395 | | | | | | | | | |
| 97388 | 23 | \$ 1,064 | 8 | \$ 1,269 | 25 | \$ 13,134 | | | | | | | | 1 | \$ 110 | | | | | | | | | |
| 97389 | 61 | \$ 4,257 | 20 | \$ 4,172 | 41 | \$ 42,674 | | | | 1 | \$ 21 | 1 | \$ 53 | | | | | | | | | | | |
| 97392 | 28 | \$ 2,131 | 2 | \$ 192 | 37 | \$ 43,843 | | | | 2 | \$ 140 | | | | | | | | | | | | | |
| 97405 | | | 2 | \$ 580 | 1 | \$ 133 | | | | 1 | \$ 41 | | | 2 | \$ 6,689 | | | | | | | | | |
| 97408 | 27 | \$ 1,528 | 10 | \$ 1,724 | 17 | \$ 11,127 | | | | 2 | \$ 136 | | | | | | | | | | | | | |
| 97410 | 16 | \$ 1,551 | 8 | \$ 2,286 | 35 | \$ 42,437 | | | | 1 | \$ 109 | 2 | \$ 817 | 2 | \$ 15,854 | | | | | | | | | |
| 97411 | 35 | \$ 2,629 | 20 | \$ 2,578 | 20 | \$ 26,575 | | | | 5 | \$ 77 | 1 | \$ 22 | | | | | | | | | | | |
| 97414 | 8 | \$ 333 | 3 | \$ 358 | 3 | \$ 2,249 | | | | 2 | \$ 50 | | | 1 | \$ 289 | | | | | | | | | |
| 97417 | 60 | \$ 3,576 | 41 | \$ 7,641 | 89 | \$ 93,009 | | | | 4 | \$ 924 | 2 | \$ 227 | 3 | \$ 1,941 | | | | | | | | | |
| 97420 | 684 | \$ 38,432 | 286 | \$ 39,759 | 881 | \$ 732,295 | | | | 33 | \$ 2,541 | 8 | \$ 1,798 | 31 | \$ 27,804 | | | | | | | | | |
| 97423 | 221 | \$ 11,682 | 78 | \$ 10,684 | 212 | \$ 162,065 | | | | 10 | \$ 966 | 5 | \$ 480 | 7 | \$ 8,924 | | | | | | | | | |
| 97424 | 253 | \$ 16,312 | 102 | \$ 17,985 | 197 | \$ 132,207 | | | | 16 | \$ 1,871 | 6 | \$ 1,086 | 6 | \$ 4,566 | | | | | | | | | |
| 97426 | 121 | \$ 7,707 | 77 | \$ 12,707 | 83 | \$ 61,196 | | | | 8 | \$ 1,373 | 2 | \$ 100 | 5 | \$ 1,257 | | | | | </ | | | | |

| OCTOBER | RES | | | | | | | | | SMALL COM | | | | | | | | | | | | | | |
|---------|------------|------------|-------|------------|-------|--------------|----------|---------|-----|-------------|-----------|-------|------------|--------|------------|------------|---------|-------|----------|-------|---------|-------------|--|--|
| | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | | Days 31 60 | | | Days 61 90 | | | Days 91+ | | | Grand Total | | |
| TOTAL | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | | |
| ZIP | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Count | Arrears | Avg | | |
| 97471 | 610 | \$ 46,859 | 209 | \$ 42,133 | 563 | \$ 519,554 | | | | 21 | \$ 2,912 | 10 | \$ 2,595 | 6 | \$ 3,435 | | | | | | | | | |
| 97476 | 1 | \$ 59 | | | | | | | | | | | | | | | | | | | | | | |
| 97479 | 302 | \$ 18,636 | 198 | \$ 32,240 | 314 | \$ 274,485 | | | | 28 | \$ 2,169 | 11 | \$ 1,921 | 20 | \$ 25,581 | | | | | | | | | |
| 97484 | 2 | \$ 450 | 3 | \$ 654 | 14 | \$ 12,391 | | | | 1 | \$ 31 | | | 6 | \$ 3,397 | | | | | | | | | |
| 97486 | 1 | \$ 16 | | | 2 | \$ 649 | | | | | | | | | | | | | | | | | | |
| 97494 | | | 1 | \$ 309 | 2 | \$ 403 | | | | | | | 1 | \$ 311 | | | | | | | | | | |
| 97495 | 61 | \$ 3,924 | 24 | \$ 3,798 | 38 | \$ 29,000 | | | | | | | 1 | \$ 61 | | | | | | | | | | |
| 97496 | 194 | \$ 14,245 | 94 | \$ 19,503 | 228 | \$ 209,473 | | | | 5 | \$ 172 | 4 | \$ 306 | 3 | \$ 2,066 | | | | | | | | | |
| 97497 | 36 | \$ 3,482 | 12 | \$ 4,293 | 62 | \$ 91,816 | | | | 3 | \$ 216 | 1 | \$ 66 | 15 | \$ 16,942 | | | | | | | | | |
| 97501 | 1,370 | \$ 105,897 | 693 | \$ 143,440 | 1,318 | \$ 1,321,620 | | | | 79 | \$ 13,220 | 29 | \$ 10,735 | 51 | \$ 79,938 | | | | | | | | | |
| 97502 | 832 | \$ 76,055 | 413 | \$ 97,165 | 669 | \$ 832,751 | | | | 60 | \$ 8,561 | 18 | \$ 5,762 | 27 | \$ 31,726 | | | | | | | | | |
| 97503 | 478 | \$ 42,440 | 274 | \$ 60,042 | 390 | \$ 450,812 | | | | 27 | \$ 5,435 | 11 | \$ 6,953 | 12 | \$ 12,434 | | | | | | | | | |
| 97504 | 1,241 | \$ 105,191 | 528 | \$ 121,271 | 1,020 | \$ 1,083,387 | | | | 44 | \$ 4,977 | 12 | \$ 2,204 | 13 | \$ 12,932 | | | | | | | | | |
| 97520 | 92 | \$ 10,332 | 57 | \$ 13,878 | 114 | \$ 162,898 | | | | 19 | \$ 2,037 | 8 | \$ 2,852 | 6 | \$ 5,731 | | | | | | | | | |
| 97522 | 19 | \$ 1,758 | 8 | \$ 1,520 | 33 | \$ 36,683 | | | | 1 | \$ 221 | | | 1 | \$ 197 | | | | | | | | | |
| 97523 | 242 | \$ 25,706 | 125 | \$ 30,350 | 316 | \$ 554,516 | | | | 25 | \$ 3,545 | 12 | \$ 3,570 | 19 | \$ 27,402 | | | | | | | | | |
| 97524 | 583 | \$ 53,914 | 331 | \$ 73,239 | 423 | \$ 480,278 | | | | 34 | \$ 4,742 | 14 | \$ 5,061 | 16 | \$ 20,490 | | | | | | | | | |
| 97525 | 189 | \$ 15,893 | 70 | \$ 21,495 | 186 | \$ 247,628 | | | | 9 | \$ 436 | 2 | \$ 353 | 6 | \$ 17,119 | | | | | | | | | |
| 97526 | 1,117 | \$ 95,957 | 469 | \$ 100,207 | 916 | \$ 1,071,182 | | | | 76 | \$ 8,228 | 24 | \$ 4,812 | 48 | \$ 58,621 | | | | | | | | | |
| 97527 | 1,039 | \$ 91,142 | 494 | \$ 115,277 | 943 | \$ 1,265,841 | | | | 52 | \$ 5,375 | 15 | \$ 4,484 | 36 | \$ 49,662 | | | | | | | | | |
| 97530 | 208 | \$ 23,034 | 99 | \$ 24,078 | 199 | \$ 282,548 | | | | 23 | \$ 2,427 | 8 | \$ 2,030 | 15 | \$ 22,344 | | | | | | | | | |
| 97531 | 20 | \$ 2,901 | 10 | \$ 3,378 | 53 | \$ 84,726 | | | | 4 | \$ 430 | 1 | \$ 1,042 | 1 | \$ 512 | | | | | | | | | |
| 97532 | 89 | \$ 7,871 | 43 | \$ 9,502 | 101 | \$ 136,281 | | | | 13 | \$ 1,333 | 3 | \$ 1,651 | 5 | \$ 2,660 | | | | | | | | | |
| 97534 | 30 | \$ 3,682 | 6 | \$ 1,519 | 46 | \$ 74,677 | | | | 1 | \$ 62 | | | | | | | | | | | | | |
| 97535 | 131 | \$ 9,544 | 68 | \$ 12,639 | 100 | \$ 96,735 | | | | 5 | \$ 364 | 3 | \$ 862 | 5 | \$ 2,304 | | | | | | | | | |
| 97536 | 63 | \$ 4,569 | 28 | \$ 6,134 | 58 | \$ 64,562 | | | | 3 | \$ 207 | | | 2 | \$ 1,783 | | | | | | | | | |
| 97537 | 236 | \$ 24,414 | 127 | \$ 31,455 | 206 | \$ 250,650 | | | | 20 | \$ 2,722 | 6 | \$ 1,931 | 14 | \$ 33,328 | | | | | | | | | |
| 97538 | 68 | \$ 7,784 | 43 | \$ 10,294 | 119 | \$ 199,400 | | | | 5 | \$ 858 | 3 | \$ 541 | 11 | \$ 12,499 | | | | | | | | | |
| 97539 | 126 | \$ 10,356 | 79 | \$ 13,829 | 124 | \$ 129,919 | | | | 18 | \$ 2,268 | 5 | \$ 424 | 7 | \$ 5,651 | | | | | | | | | |
| 97540 | 160 | \$ 11,452 | 101 | \$ 17,482 | 160 | \$ 165,645 | | | | 12 | \$ 1,043 | 6 | \$ 598 | 2 | \$ 2,711 | | | | | | | | | |
| 97541 | 81 | \$ 7,580 | 45 | \$ 11,100 | 63 | \$ 135,606 | | | | 6 | \$ 551 | 1 | \$ 295 | 4 | \$ 672 | | | | | | | | | |
| 97543 | 20 | \$ 2,182 | 9 | \$ 1,145 | 31 | \$ 60,703 | | | | 3 | \$ 693 | | | 1 | \$ 1,388 | | | | | | | | | |
| 97544 | 91 | \$ 10,488 | 43 | \$ 11,327 | 104 | \$ 178,267 | | | | 11 | \$ 1,253 | 1 | \$ 144 | 10 | \$ 15,003 | | | | | | | | | |
| 97561 | 693 | \$ 44,495 | 313 | \$ 48,814 | 758 | \$ 613,579 | | | | 37 | \$ 3,474 | 11 | \$ 2,248 | 34 | \$ 50,953 | | | | | | | | | |
| 97603 | 1,005 | \$ 64,877 | 492 | \$ 82,633 | 882 | \$ 748,280 | | | | 49 | \$ 3,296 | 25 | \$ 3,389 | 64 | \$ 170,563 | | | | | | | | | |
| 97604 | 3 | \$ 252 | | | | | | | | 1 | \$ 0 | | | | | | | | | | | | | |
| 97621 | 7 | \$ 648 | 3 | \$ 558 | 16 | \$ 19,705 | | | | 1 | \$ 13 | | | 2 | \$ 2,605 | | | | | | | | | |
| 97622 | 18 | \$ 608 | 8 | \$ 1,127 | 36 | \$ 36,075 | | | | 1 | \$ 99 | | | 1 | \$ 2,397 | | | | | | | | | |
| 97623 | 82 | \$ 5,813 | 25 | \$ 6,148 | 76 | \$ 105,969 | | | | 13 | \$ 475 | 1 | \$ 273 | 8 | \$ 2,478 | | | | | | | | | |
| 97624 | 172 | \$ 11,448 | 65 | \$ 8,715 | 158 | \$ 114,627 | | | | 10 | \$ 876 | 2 | \$ 279 | 6 | \$ 1,370 | | | | | | | | | |
| 97625 | 4 | \$ 186 | 5 | \$ 738 | 3 | \$ 2,236 | | | | | | 1 | \$ 193 | | | | | | | | | | | |
| 97626 | 9 | \$ 434 | 1 | \$ 117 | 3 | \$ 11,670 | | | | 9 | \$ 228 | | | | | | | | | | | | | |
| 97627 | 27 | \$ 1,810 | | | 45 | \$ 39,676 | | | | 1 | \$ 50 | | | 1 | \$ 530 | | | | | | | | | |
| 97630 | 89 | \$ 5,492 | 60 | \$ 9,563 | 172 | \$ 162,928 | | | | 5 | \$ 345 | 5 | \$ 2,355 | 17 | \$ 39,495 | | | | | | | | | |
| 97632 | 46 | \$ 2,542 | 23 | \$ 2,831 | 33 | \$ 23,181 | | | | 7 | \$ 496 | 1 | \$ 36 | 4 | \$ 750 | | | | | | | | | |
| 97633 | 45 | \$ 3,452 | 18 | \$ 1,951 | 39 | \$ 38,241 | | | | 2 | \$ 336 | 2 | \$ 304 | 5 | \$ 9,654 | | | | | | | | | |
| 97634 | 10 | \$ 621 | 1 | \$ 265 | 7 | \$ 5,710 | | | | 1 | \$ 58 | | | 1 | \$ 393 | | | | | | | | | |
| 97635 | 1 | \$ 148 | 1 | \$ 103 | 2 | \$ 953 | | | | | | | | | | | | | | | | | | |
| 97639 | 21 | \$ 8,947 | 16 | \$ 4,456 | 39 | \$ 35,482 | | | | | | | | 1 | \$ 99 | | | | | | | | | |
| 97701 | 893 | \$ 53,448 | 478 | \$ 69,926 | 699 | \$ 485,410 | | | | 80 | \$ 10,792 | 30 | \$ 5,925 | 24 | \$ 22,690 | | | | | | | | | |
| 97702 | 895 | \$ 58,317 | 455 | \$ 73,874 | 711 | \$ 576,369 | | | | 67 | \$ 7,966 | 25 | \$ 3,763 | 23 | \$ 20,346 | | | | | | | | | |
| 97703 | 442 | \$ 30,411 | 169 | \$ 27,946 | 357 | \$ 239,690 | | | | 51 | \$ 5,703 | 6 | \$ 1,127 | 7 | \$ 9,295 | | | | | | | | | |
| 97731 | 4 | \$ 114 | 3 | \$ 136 | 3 | \$ 363 | | | | | | | | | | | | | | | | | | |
| 97734 | 99 | \$ 7,518 | 52 | \$ 9,599 | 73 | \$ 65,302 | | | | 6 | \$ 398 | | | 6 | \$ 4,449 | | | | | | | | | |
| 97741 | 328 | \$ 21,466 | 204 | \$ 36,473 | 342 | \$ 329,785 | | | | 23 | \$ 2,718 | 12 | \$ 4,504 | 13 | \$ 6,606 | | | | | | | | | |
| 97753 | 14 | \$ 1,502 | 7 | \$ 1,932 | 15 | \$ 16,187 | | | | 4 | \$ 289 | | | 1 | \$ 5,090 | | | | | | | | | |
| 97754 | 531 | \$ 39,824 | 262 | \$ 46,649 | 397 | \$ 359,762 | | | | 36 | \$ 4,144 | 21 | \$ 4,056 | 14 | \$ 5,567 | | | | | | | | | |
| 97756 | 888 | \$ 56,916 | 421 | \$ 73,867 | 648 | \$ 488,033 | | | | 51 | \$ 4,413 | 15 | \$ 2,649 | 41 | \$ 36,949 | | | | | | | | | |
| 97760 | 216 | \$ 19,240 | 85 | \$ 17,086 | 154 | \$ 155,986 | | | | 7 | \$ 238 | 4 | \$ 564 | 1 | \$ 512 | | | | | | | | | |
| 97761 | 81 | \$ 7,353 | 64 | \$ 14,856 | 196 | \$ 224,005 | | | | 3 | \$ 350 | 1 | \$ 371 | 3 | \$ 6,375 | | | | | | | | | |
| 97801 | 660 | \$ 41,508 | 466 | \$ 80,142 | 602 | \$ 482,718 | | | | 49 | \$ 4,929 | 15 | \$ 5,206 | 32 | \$ 30,146 | | | | | | | | | |
| 97810 | 9 | \$ 571 | 8 | \$ 1,622 | 11 | \$ 13,274 | | | | | | | | | | | | | | | | | | |
| 97812 | 22 | \$ 2,271 | 10 | \$ 2,458 | 30 | \$ 28,494 | | | | 1 | \$ 84 | | | | | | | | | | | | | |
| 97813 | 37 | \$ 2,699 | 30 | \$ 5,042 | 30 | \$ 28,544 | | | | 4 | \$ 1,872 | | | 4 | \$ 3,808 | | | | | | | | | |
| 97818 | 3 | \$ 292 | | | 4 | \$ 6,600 | | | | 19 | \$ 1,848 | | | | | | | | | | | | | |
| 97826 | 19 | \$ 2,075 | 18 | \$ 3,807 | 16 | \$ 18,890 | | | | 1 | \$ 239 | | | 1 | \$ 153 | | | | | | | | | |
| 97828 | 72 | \$ 8,115 | 43 | \$ 7,788 | 60 | \$ 47,830 | | | | 8 | \$ 647 | 2 | \$ 66 | 9 | \$ 3,582 | | | | | | | | | |
| 9783 | | | | | | | | | | | | | | | | | | | | | | | | |

| Disconnection Communications | | | |
|------------------------------|----------------|----------------|----------------|
| | October | November | December |
| Customer Class | # of Customers | # of Customers | # of Customers |
| PDN | 8,194 | 12,198 | 22,896 |
| FNL | 6,516 | 6,684 | 12,114 |
| FFN | 4,830 | 4,020 | 6,487 |
| Total | 19,540 | 22,902 | 41,497 |

| | October | November | December |
|----------------|----------------|----------------|----------------|
| Customer Class | # of Customers | # of Customers | # of Customers |
| Commercial | 42 | 42 | 33 |
| Industrial | 0 | 0 | 0 |
| Irrigation | 0 | 0 | 0 |
| Lighting | 0 | 0 | 0 |
| Residential | 583 | 386 | 532 |
| Total | 625 | 428 | 565 |

| | October | November | December |
|----------------|----------------|----------------|----------------|
| Customer Class | # of Customers | # of Customers | # of Customers |
| Commercial | 19 | 20 | 15 |
| Industrial | 0 | 0 | 0 |
| Irrigation | 0 | 0 | 0 |
| Lighting | 0 | 0 | 0 |
| Residential | 350 | 241 | 355 |
| Total | 369 | 261 | 370 |

OR DPP PLANS UPDATE - JANUARY 18, 2022

| PLAN | RES COUNTS | COM COUNTS |
|--------------------|---------------|--------------|
| DPP | 1,545 | 19 |
| TPP | 35,720 | 2,342 |
| TOTAL PLANS | 37,265 | 2,361 |

| PLAN | AVG INSTALLMENTS | AVG BEGINNING BALANCE | AVG CURRENT BALANCE | AVG REDUCTION | AVG REDUCTION % | AVG DEFAULT RATE |
|------------------------------|------------------|-----------------------|---------------------|---------------|-----------------|------------------|
| DPP | 20 | 2053 | 1668 | 384 | 18.7% | 66.1% |
| TPP | 12 | 1108 | 791 | 317 | 28.6% | 60.2% |
| Based on highlighted months. | | | | | | |

| CLASS/MONTH | COUNTS | AVG INSTALLMENTS | AVG BEGINNING BALANCE | AVG CURRENT BALANCE | PYMNTS DURING PLAN | AVG PYMNTS DURING PLAN |
|-------------|--------------|------------------|-----------------------|---------------------|--------------------|------------------------|
| DPP | 1545 | 20 | \$ 1,612 | \$ 1,430.17 | 1,321 | 1.52 |
| 202011 | 1 | 24 | \$ 444 | \$ 359.40 | 4 | 4.00 |
| 202012 | 2 | 20 | \$ 1,133 | \$ 1,033.81 | 12 | 6.00 |
| 202101 | 2 | 16 | \$ 516 | \$ 1,823.25 | 4 | 2.00 |
| 202102 | 1 | 16 | \$ 236 | \$ 296.53 | 1 | 1.00 |
| 202103 | 3 | 19 | \$ 779 | \$ 353.55 | 6 | 2.00 |
| 202104 | 267 | 21 | \$ 1,976 | \$ 1,562.20 | 466 | 1.75 |
| 202105 | 303 | 20 | \$ 1,921 | \$ 1,652.77 | 419 | 1.38 |
| 202106 | 128 | 20 | \$ 2,014 | \$ 1,558.68 | 136 | 1.06 |
| 202107 | 58 | 21 | \$ 2,030 | \$ 1,785.24 | 34 | 0.59 |
| 202108 | 160 | 20 | \$ 1,888 | \$ 1,698.07 | 110 | 0.69 |
| 202109 | 159 | 20 | \$ 2,487 | \$ 1,753.89 | 65 | 0.41 |
| 202110 | 237 | 21 | \$ 2,200 | \$ 1,856.84 | 29 | 0.12 |
| 202111 | 89 | 20 | \$ 2,714 | \$ 2,388.47 | 12 | 0.13 |
| 202112 | 135 | 20 | \$ 2,233 | \$ 1,899.72 | 23 | 0.17 |
| TPP | 35720 | 11 | \$ 800 | \$ 544.66 | 95309 | 3.03 |
| 202004 | 1059 | 8 | \$ 325 | \$ 196.38 | 4434 | 4.19 |
| 202005 | 890 | 7 | \$ 314 | \$ 222.05 | 2818 | 3.17 |
| 202006 | 1288 | 7 | \$ 377 | \$ 217.10 | 4071 | 3.16 |
| 202007 | 1474 | 8 | \$ 383 | \$ 190.79 | 4612 | 3.13 |
| 202008 | 1371 | 8 | \$ 339 | \$ 207.04 | 4789 | 3.49 |
| 202009 | 1302 | 8 | \$ 316 | \$ 186.31 | 4944 | 3.80 |
| 202010 | 1338 | 9 | \$ 379 | \$ 230.85 | 5174 | 3.87 |
| 202011 | 1097 | 10 | \$ 689 | \$ 298.34 | 4597 | 4.19 |
| 202012 | 1500 | 11 | \$ 507 | \$ 303.67 | 7403 | 4.94 |
| 202101 | 1437 | 11 | \$ 542 | \$ 324.79 | 6975 | 4.85 |
| 202102 | 1373 | 11 | \$ 797 | \$ 464.83 | 6269 | 4.57 |
| 202103 | 1585 | 11 | \$ 1,028 | \$ 569.29 | 6207 | 3.92 |
| 202104 | 2068 | 14 | \$ 1,259 | \$ 827.24 | 6727 | 3.25 |
| 202105 | 1927 | 13 | \$ 1,402 | \$ 857.59 | 5373 | 2.79 |
| 202106 | 1613 | 12 | \$ 1,097 | \$ 808.58 | 3984 | 2.47 |
| 202107 | 1548 | 11 | \$ 935 | \$ 686.08 | 3435 | 2.22 |
| 202108 | 2087 | 12 | \$ 907 | \$ 728.54 | 3979 | 1.91 |
| 202109 | 1876 | 12 | \$ 1,048 | \$ 837.75 | 2843 | 1.52 |
| 202110 | 3221 | 14 | \$ 1,682 | \$ 1,300.71 | 3580 | 1.11 |
| 202111 | 2420 | 13 | \$ 1,420 | \$ 1,112.74 | 1813 | 0.75 |
| 202112 | 3246 | 12 | \$ 1,059 | \$ 867.19 | 1282 | 0.39 |

Bill Assistance Program Payment Match Participants

| PLAN | RES COUNTS |
|--------------------|--------------|
| DPP | 768 |
| TPP | 3,407 |
| TOTAL PLANS | 4,175 |

| PLAN | AVG INSTALLMENTS | AVG BEGINNING BALANCE | AVG CURRENT BALANCE | AVG REDUCTION | AVG REDUCTION % | AVG DEFAULT RATE |
|------------------------------|------------------|-----------------------|---------------------|---------------|-----------------|------------------|
| DPP | 21 | 2693 | 2399 | 294 | 10.9% | 64.1% |
| TPP | 19 | 2346 | 1661 | 685 | 29.2% | 75.2% |
| Based on highlighted months. | | | | | | |

| CLASS/MONTH | COUNTS | AVG INSTALLMENTS | AVG BEGINNING BALANCE | AVG CURRENT BALANCE | PYMNTS DURING PLAN | AVG PYMNTS DURING PLAN |
|-------------|-------------|------------------|-----------------------|---------------------|--------------------|------------------------|
| DPP | 768 | 22 | \$ 2,866 | \$ 2,601.14 | 711 | 0.75 |
| 202104 | 167 | 22 | \$ 2,346 | \$ 1,970.78 | 281 | 1.68 |
| 202105 | 138 | 20 | \$ 2,530 | \$ 2,289.10 | 229 | 1.66 |
| 202106 | 67 | 21 | \$ 2,602 | \$ 2,047.91 | 71 | 1.06 |
| 202107 | 21 | 22 | \$ 2,899 | \$ 2,701.39 | 17 | 0.81 |
| 202108 | 53 | 21 | \$ 3,311 | \$ 3,230.51 | 31 | 0.58 |
| 202109 | 100 | 21 | \$ 2,467 | \$ 2,151.85 | 53 | 0.53 |
| 202110 | 125 | 23 | \$ 2,715 | \$ 2,484.13 | 9 | 0.07 |
| 202111 | 41 | 22 | \$ 3,483 | \$ 3,348.53 | 4 | 0.10 |
| 202112 | 56 | 22 | \$ 3,437 | \$ 3,186.03 | 16 | 0.29 |
| TPP | 3407 | 19 | \$ 2,480 | \$ 1,832.63 | 6808 | 1.95 |
| 202104 | 612 | 19 | \$ 2,123 | \$ 1,454.82 | 2085 | 3.41 |
| 202105 | 435 | 18 | \$ 2,133 | \$ 1,528.38 | 1197 | 2.75 |
| 202106 | 271 | 18 | \$ 2,358 | \$ 1,674.24 | 719 | 2.65 |
| 202107 | 198 | 18 | \$ 2,508 | \$ 1,519.02 | 527 | 2.66 |
| 202108 | 224 | 19 | \$ 2,492 | \$ 1,910.14 | 437 | 1.95 |
| 202109 | 301 | 19 | \$ 2,460 | \$ 1,877.43 | 440 | 1.46 |
| 202110 | 767 | 20 | \$ 2,814 | \$ 2,134.50 | 948 | 1.24 |
| 202111 | 373 | 20 | \$ 2,928 | \$ 2,382.05 | 320 | 0.86 |
| 202112 | 226 | 19 | \$ 2,502 | \$ 2,013.11 | 135 | 0.60 |

| PacifiCorp | December | January | February | March | April | May | June | July | August | September | October | November | December |
|---|-----------------|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 210,727 | 211,481 | 212,141 | 212,626 | 213,280 | 213,760 | 213,435 | 213,554 | 213,516 | 213,861 | 214,269 | 214,767 | 215,212 |
| Small Commercial Disconnects | 15 | 21 | 34 | 66 | 43 | 103 | 131 | 100 | 96 | 71 | 53 | 57 | 35 |
| Disconnects as Percentage of Small Commercial Customers | 0.01% | 0.01% | 0.02% | 0.03% | 0.02% | 0.05% | 0.06% | 0.05% | 0.04% | 0.03% | 0.02% | 0.03% | 0.02% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| Oregon | December | January | February | March | April | May | June | July | August | September | October | November | December |
|---|-----------------|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 67,512 | 67,829 | 68,010 | 68,193 | 68,414 | 68,557 | 68,550 | 68,638 | 68,528 | 68,663 | 68,760 | 68,813 | 68,794 |
| Small Commercial Disconnects | 0 | 0 | 0 | 0 | 0 | 82 | 96 | 76 | 65 | 57 | 42 | 42 | 33 |
| Disconnects as Percentage of Small Commercial Customers | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.12% | 0.14% | 0.11% | 0.09% | 0.08% | 0.06% | 0.06% | 0.05% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| Oregon - 2021 | January | February | March | April | May | June | July | August | September | October | November | December |
|---|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 67,829 | 68,010 | 68,193 | 68,414 | 68,557 | 68,550 | 68,638 | 68,528 | 68,663 | 68,760 | 68,813 | 68,794 |
| Small Commercial Disconnects | 0 | 0 | 0 | 0 | 82 | 96 | 76 | 65 | 57 | 42 | 42 | 33 |
| Disconnects as Percentage of Small Commercial Customers | 0.00% | 0.00% | 0.00% | 0.00% | 0.12% | 0.14% | 0.11% | 0.09% | 0.08% | 0.06% | 0.06% | 0.05% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| Oregon - 2020 | January | February | March | April | May | June | July | August | September | October | November | December |
|---|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 66,623 | 66,844 | 66,732 | 66,646 | 66,954 | 66,926 | 67,053 | 67,144 | 66,931 | 67,234 | 67,346 | 67,512 |
| Small Commercial Disconnects | 128 | 133 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disconnects as Percentage of Small Commercial Customers | 0.19% | 0.20% | 0.06% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| Oregon -2019 | January | February | March | April | May | June | July | August | September | October | November | December |
|---|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 65,892 | 66,073 | 66,156 | 66,138 | 66,167 | 66,415 | 66,332 | 66,410 | 66,394 | 66,661 | 66,822 | 66,652 |
| Small Commercial Disconnects | 88 | 38 | 77 | 88 | 112 | 84 | 107 | 103 | 81 | 127 | 62 | 78 |
| Disconnects as Percentage of Small Commercial Customers | 0.13% | 0.06% | 0.12% | 0.13% | 0.17% | 0.13% | 0.16% | 0.16% | 0.12% | 0.19% | 0.09% | 0.12% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| Oregon -2018 | January | February | March | April | May | June | July | August | September | October | November | December |
|---|----------------|-----------------|--------------|--------------|------------|-------------|-------------|---------------|------------------|----------------|-----------------|-----------------|
| Small Commercial Customers | 65,302 | 65,381 | 65,467 | 65,525 | 65,444 | 65,637 | 65,664 | 65,614 | 65,817 | 65,484 | 65,910 | 65,883 |
| Small Commercial Disconnects | 35 | 30 | 14 | 18 | 24 | 4 | 12 | 15 | 32 | 56 | 34 | 31 |
| Disconnects as Percentage of Small Commercial Customers | 0.05% | 0.05% | 0.02% | 0.03% | 0.04% | 0.01% | 0.02% | 0.02% | 0.05% | 0.09% | 0.05% | 0.05% |

** changed definition of "Small Commercial" to Non Residential use customers using no more than 30kW per month.

| <i>As of 1/18/22</i> | Paid | Committed | % Committed Assistance | Customer Arrears | # Customers | % Customer | Average Customer Payment |
|------------------------|---------------------|---------------------|------------------------|---------------------|---------------|-------------|--------------------------|
| Extended Payment Grant | \$2,269,256 | \$3,905,524 | 31% | \$11,291,140 | 4,554 | 18% | \$498 |
| Instant Grant | \$8,519,934 | \$8,507,449 | 69% | \$14,783,991 | 20,915 | 82% | \$407 |
| Total | \$10,789,190 | \$12,412,973 | 100% | \$26,075,131 | 25,469 | 100% | \$424 |

| | |
|-----------------------|------------------|
| Total Program Funds | \$12,681,000 |
| Total Committed Funds | \$12,412,973 |
| Available Funds | \$268,027 |