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**Avista Corp.**

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Spokane, Washington 99220-0500  
Telephone 509-489-0500  
Toll Free 800-727-9170

December 12, 2023

Public Utilities Commission of Oregon  
Attn: Filing Center  
201 High Street SE, Suite 100  
Salem, OR 97301-3612

RE: UM 2114 - Avista Utilities November 2023 COVID-19 Monthly Reporting requirements  
per order No. 20-057

Filing Center:

Avista Corporation, dba Avista Utilities, hereby submits its November 2023 COVID-19  
Report per order No. 20-057 in Docket UM 2114.

If you have any questions regarding this filing, please contact me at (509) 495-7950  
[amanda.ghering@avistacorp.com](mailto:amanda.ghering@avistacorp.com).

Sincerely,

*/s/ Amanda Ghering*

Amanda Ghering  
Regulatory Policy Analyst

| <b>a. Number of Customers by Customer Class</b> |               |            |               |                |
|---|---------------|------------|---------------|----------------|
| POSTAL  | Commercial    | Industrial | Residential   | Total          |
| 97417   | 98            |            | 315           | 413            |
| 97432   | 9             |            | 55            | 64             |
| 97442   | 33            | 1          | 153           | 187            |
| 97457   | 184           |            | 1,476         | 1,660          |
| 97462   | 34            |            | 278           | 312            |
| 97469   | 40            | 8          | 260           | 308            |
| 97470   | 903           | 4          | 3,540         | 4,447          |
| 97471   | 608           | 5          | 5,122         | 5,735          |
| 97479   | 232           | 3          | 1,711         | 1,946          |
| 97495   | 16            |            | 508           | 524            |
| 97496   | 112           | 2          | 1,150         | 1,264          |
| 97497   |               |            | 2             | 2              |
| 97501   | 1,507         | 11         | 9,223         | 10,741         |
| 97502   | 664           | 3          | 6,475         | 7,142          |
| 97503   | 252           | 16         | 1,719         | 1,987          |
| 97504   | 1,420         | 1          | 13,505        | 14,926         |
| 97520   | 903           | 1          | 7,327         | 8,231          |
| 97524   | 137           |            | 2,861         | 2,998          |
| 97525   | 58            |            | 579           | 637            |
| 97526   | 1,251         | 7          | 6,455         | 7,713          |
| 97527   | 438           | 5          | 5,677         | 6,120          |
| 97528   |               |            | 2             | 2              |
| 97530   | 125           |            | 1,255         | 1,380          |
| 97535   | 155           |            | 1,191         | 1,346          |
| 97537   | 91            |            | 567           | 658            |
| 97539   | 41            |            | 237           | 278            |
| 97540   | 77            |            | 1,470         | 1,547          |
| 97601   | 863           | 8          | 6,558         | 7,429          |
| 97603   | 940           | 6          | 8,942         | 9,888          |
| 97623   | 12            |            | 62            | 74             |
| 97627   | 6             |            | 207           | 213            |
| 97632   | 33            | 1          | 133           | 167            |
| 97634   | 1             |            | 32            | 33             |
| 97824   | 30            | 1          | 336           | 367            |
| 97827   | 68            | 3          | 540           | 611            |
| 97841   | 16            | 1          | 134           | 151            |
| 97850   | 751           | 7          | 5,001         | 5,759          |
| 97867   | 25            |            | 147           | 172            |
| 97876   | 8             | 1          | 50            | 59             |
| 97883   | 61            | 1          | 781           | 843            |
| <b>Total</b>                                    | <b>12,202</b> | <b>96</b>  | <b>96,036</b> | <b>108,334</b> |

| <b>b. Fees assessed by Customer Class</b> |            |             |             |
|---|------------|-------------|-------------|
| Commercial                                | Industrial | Residential | Total       |
|   |            |             | 0           |
|   |            | 5           | 5           |
|   |            | 10          | 10          |
|   |            | 3           | 3           |
| 5   |            | 10          | 15          |
|   |            |             | 0           |
| 53  |            | 228         | 281         |
| 18  |            | 264         | 282         |
| 14  |            | 87          | 101         |
|   |            | 8           | 8           |
| 3   |            | 70          | 73          |
|   |            |             | 0           |
| 65  | 1          | 403         | 469         |
| 31  |            | 391         | 422         |
| 12  | 1          | 153         | 166         |
| 50  |            | 662         | 712         |
| 41  |            | 288         | 329         |
| 7   |            | 164         | 171         |
| 3   |            | 43          | 46          |
| 55  |            | 324         | 379         |
| 17  |            | 277         | 294         |
|   |            |             | 0           |
| 2   |            | 55          | 57          |
| 5   |            | 74          | 79          |
| 5   |            | 25          | 30          |
| 2   |            | 8           | 10          |
| 3   |            | 74          | 77          |
| 43  |            | 358         | 401         |
| 57  | 1          | 554         | 612         |
| 3   |            | 4           | 7           |
|   |            | 14          | 14          |
| 1   |            | 8           | 9           |
|   |            | 1           | 1           |
| 1   |            | 15          | 16          |
| 1   |            | 29          | 30          |
|   |            | 6           | 6           |
| 28  |            | 129         | 157         |
| 1   |            | 13          | 14          |
|   |            | 4           | 4           |
| 2   |            | 40          | 42          |
| <b>528</b>                                | <b>3</b>   | <b>4801</b> | <b>5332</b> |

**c. Time Payment Agreement Active During Month**

| Commercial | Industrial | Residential | Total       |
|------------|------------|-------------|-------------|
| 1          |            | 0           | 1           |
| 0          |            | 1           | 1           |
| 0          |            | 1           | 1           |
| 0          |            | 11          | 11          |
| 0          |            | 2           | 2           |
| 0          |            | 1           | 1           |
| 3          |            | 37          | 40          |
| 2          |            | 33          | 35          |
| 0          |            | 12          | 12          |
| 0          |            | 6           | 6           |
| 1          |            | 16          | 17          |
| 0          |            | 0           | 0           |
| 11         |            | 104         | 115         |
| 6          |            | 76          | 82          |
| 1          |            | 17          | 18          |
| 8          |            | 108         | 116         |
| 5          |            | 41          | 46          |
| 1          |            | 24          | 25          |
| 0          |            | 0           | 0           |
| 3          |            | 71          | 74          |
| 2          |            | 45          | 47          |
| 0          |            | 0           | 0           |
| 2          |            | 11          | 13          |
| 0          |            | 13          | 13          |
| 0          |            | 7           | 7           |
| 0          |            | 1           | 1           |
| 1          |            | 12          | 13          |
| 9          |            | 100         | 109         |
| 7          |            | 125         | 132         |
| 0          |            | 0           | 0           |
| 0          |            | 4           | 4           |
| 0          |            | 3           | 3           |
| 0          |            | 0           | 0           |
| 0          |            | 2           | 2           |
| 0          |            | 8           | 8           |
| 0          |            | 0           | 0           |
| 2          |            | 44          | 46          |
| 0          |            | 0           | 0           |
| 0          |            | 1           | 1           |
| 0          |            | 7           | 7           |
| <b>65</b>  | <b>0</b>   | <b>944</b>  | <b>1009</b> |

**d. Time Payment Agreement Started During Month**

| Commercial | Industrial | Residential | Total      |
|------------|------------|-------------|------------|
| 1          |            | 0           | 1          |
| 0          |            | 0           | 0          |
| 0          |            | 1           | 1          |
| 0          |            | 5           | 5          |
| 0          |            | 0           | 0          |
| 0          |            | 1           | 1          |
| 2          |            | 17          | 19         |
| 1          |            | 16          | 17         |
| 0          |            | 4           | 4          |
| 0          |            | 3           | 3          |
| 1          |            | 7           | 8          |
| 0          |            | 0           | 0          |
| 6          |            | 49          | 55         |
| 3          |            | 38          | 41         |
| 1          |            | 5           | 6          |
| 6          |            | 55          | 61         |
| 3          |            | 23          | 26         |
| 1          |            | 9           | 10         |
| 0          |            | 0           | 0          |
| 3          |            | 29          | 32         |
| 2          |            | 24          | 26         |
| 0          |            | 0           | 0          |
| 1          |            | 3           | 4          |
| 0          |            | 6           | 6          |
| 0          |            | 5           | 5          |
| 0          |            | 1           | 1          |
| 0          |            | 4           | 4          |
| 3          |            | 56          | 59         |
| 4          |            | 50          | 54         |
| 0          |            | 0           | 0          |
| 0          |            | 2           | 2          |
| 0          |            | 1           | 1          |
| 0          |            | 0           | 0          |
| 0          |            | 1           | 1          |
| 0          |            | 4           | 4          |
| 0          |            | 0           | 0          |
| 1          |            | 30          | 31         |
| 0          |            | 0           | 0          |
| 0          |            | 1           | 1          |
| 0          |            | 4           | 4          |
| <b>39</b>  | <b>0</b>   | <b>454</b>  | <b>493</b> |





**Item j. Total number of residential and small commercial customers with arrears, segmented by**

| Small Commercial |             |                      |            |                     |                  |            |
|------------------|-------------|----------------------|------------|---------------------|------------------|------------|
| POSTAL           | Total Accts | Total Arrears        | 30+ Acct   | 30+ Arrears         | 30 Avg Arrears   | 60+ Acct   |
| 97417            | 4           | \$ 1,120.55          | 1          | \$ 37.49            | \$ 37.49         |            |
| 97432            | 0           | \$ -                 |            |                     |                  |            |
| 97442            | 1           | \$ 4.04              | 1          | \$ 4.04             | \$ 4.04          |            |
| 97457            | 16          | \$ 3,042.24          | 8          | \$ 193.34           | \$ 24.17         | 1          |
| 97462            | 5           | \$ 558.86            | 2          | \$ 316.24           | \$ 158.12        | 1          |
| 97469            | 1           | \$ 256.53            |            |                     |                  |            |
| 97470            | 89          | \$ 14,641.66         | 52         | \$ 6,473.47         | \$ 124.49        | 8          |
| 97471            | 39          | \$ 3,634.39          | 22         | \$ 1,211.62         | \$ 55.07         | 4          |
| 97479            | 26          | \$ 3,617.78          | 13         | \$ 1,298.42         | \$ 99.88         | 4          |
| 97495            | 0           | \$ -                 |            |                     |                  |            |
| 97496            | 8           | \$ 2,628.85          | 4          | \$ 86.91            | \$ 21.73         | 3          |
| 97497            | 0           | \$ -                 |            |                     |                  |            |
| 97501            | 128         | \$ 23,134.25         | 65         | \$ 10,748.08        | \$ 165.36        | 10         |
| 97502            | 50          | \$ 6,322.48          | 24         | \$ 1,241.33         | \$ 51.72         | 11         |
| 97503            | 16          | \$ 3,130.14          | 11         | \$ 1,128.77         | \$ 102.62        | 1          |
| 97504            | 75          | \$ 14,789.06         | 33         | \$ 2,519.35         | \$ 76.34         | 12         |
| 97520            | 49          | \$ 18,240.46         | 20         | \$ 8,046.85         | \$ 402.34        | 10         |
| 97524            | 17          | \$ 1,428.36          | 6          | \$ 434.63           | \$ 72.44         | 6          |
| 97525            | 3           | \$ 497.97            |            |                     |                  |            |
| 97526            | 89          | \$ 17,695.36         | 41         | \$ 8,139.99         | \$ 198.54        | 16         |
| 97527            | 20          | \$ 2,613.47          | 9          | \$ 617.70           | \$ 68.63         | 1          |
| 97528            | 0           | \$ -                 |            |                     |                  |            |
| 97530            | 4           | \$ 277.87            | 3          | \$ 122.78           | \$ 40.93         |            |
| 97535            | 16          | \$ 2,848.12          | 11         | \$ 282.61           | \$ 25.69         | 3          |
| 97537            | 8           | \$ 1,608.77          | 5          | \$ 646.81           | \$ 129.36        | 2          |
| 97539            | 2           | \$ 116.88            | 1          | \$ 24.78            | \$ 24.78         |            |
| 97540            | 7           | \$ 300.38            | 6          | \$ 268.85           | \$ 44.81         |            |
| 97601            | 62          | \$ 25,489.77         | 27         | \$ 4,050.65         | \$ 150.02        | 7          |
| 97603            | 64          | \$ 30,508.35         | 27         | \$ 3,055.04         | \$ 113.15        | 14         |
| 97623            | 0           | \$ -                 |            |                     |                  |            |
| 97627            | 1           | \$ 14.43             | 1          | \$ 14.43            | \$ 14.43         |            |
| 97632            | 1           | \$ 150.23            |            |                     |                  |            |
| 97634            | 0           | \$ -                 |            |                     |                  |            |
| 97824            | 0           | \$ -                 |            |                     |                  |            |
| 97827            | 0           | \$ -                 |            |                     |                  |            |
| 97841            | 0           | \$ -                 |            |                     |                  |            |
| 97850            | 38          | \$ 18,655.12         | 12         | \$ 1,026.32         | \$ 85.53         | 6          |
| 97867            | 0           | \$ -                 |            |                     |                  |            |
| 97876            | 0           | \$ -                 |            |                     |                  |            |
| 97883            | 1           | \$ 539.98            |            |                     |                  | 1          |
| <b>TOTAL</b>     | <b>840</b>  | <b>\$ 197,866.35</b> | <b>405</b> | <b>\$ 51,990.50</b> | <b>\$ 128.37</b> | <b>121</b> |

by 30-60 days; 61-90 days; 91+ days, by zip code

| Total               |                  |            |                      |                  |              | Total       |  |
|---------------------|------------------|------------|----------------------|------------------|--------------|-------------|--|
| 60+ Arrears         | 60 Avg Arrears   | 90 + Acct  | 90+ Arrears          | 90 Avg Arrears   | POSTAL       | Total Accts |  |
|                     |                  | 3          | \$ 1,083.06          | \$ 361.02        | 97417        | 0           |  |
|                     |                  |            |                      |                  | 97432        | 0           |  |
|                     |                  |            |                      |                  | 97442        | 0           |  |
| \$ 1.08             | \$ 1.08          | 7          | \$ 2,847.82          | \$ 406.83        | 97457        | 0           |  |
| \$ 61.93            | \$ 61.93         | 2          | \$ 180.69            | \$ 90.35         | 97462        | 0           |  |
|                     |                  | 1          | \$ 256.53            | \$ 256.53        | 97469        | 0           |  |
| \$ 732.36           | \$ 91.55         | 29         | \$ 7,435.83          | \$ 256.41        | 97470        | 0           |  |
| \$ 132.00           | \$ 33.00         | 13         | \$ 2,290.77          | \$ 176.21        | 97471        | 1           |  |
| \$ 526.19           | \$ 131.55        | 9          | \$ 1,793.17          | \$ 199.24        | 97479        | 0           |  |
|                     |                  |            |                      |                  | 97495        | 0           |  |
| \$ 2,239.66         | \$ 746.55        | 1          | \$ 302.28            | \$ 302.28        | 97496        | 0           |  |
|                     |                  |            |                      |                  | 97497        | 0           |  |
| \$ 335.70           | \$ 33.57         | 53         | \$ 12,050.47         | \$ 227.37        | 97501        | 1           |  |
| \$ 432.32           | \$ 39.30         | 15         | \$ 4,648.83          | \$ 309.92        | 97502        | 1           |  |
| \$ 791.63           | \$ 791.63        | 4          | \$ 1,209.74          | \$ 302.44        | 97503        | 1           |  |
| \$ 3,256.95         | \$ 271.41        | 30         | \$ 9,012.76          | \$ 300.43        | 97504        | 0           |  |
| \$ 5,078.22         | \$ 507.82        | 19         | \$ 5,115.39          | \$ 269.23        | 97520        | 0           |  |
| \$ 320.14           | \$ 53.36         | 5          | \$ 673.59            | \$ 134.72        | 97524        | 0           |  |
|                     |                  | 3          | \$ 497.97            | \$ 165.99        | 97525        | 0           |  |
| \$ 1,595.31         | \$ 99.71         | 32         | \$ 7,960.06          | \$ 248.75        | 97526        | 0           |  |
| \$ 178.45           | \$ 178.45        | 10         | \$ 1,817.32          | \$ 181.73        | 97527        | 0           |  |
|                     |                  |            |                      |                  | 97528        | 0           |  |
|                     |                  | 1          | \$ 155.09            | \$ 155.09        | 97530        | 0           |  |
| \$ 1,064.99         | \$ 355.00        | 2          | \$ 1,500.52          | \$ 750.26        | 97535        | 0           |  |
| \$ 127.47           | \$ 63.74         | 1          | \$ 834.49            | \$ 834.49        | 97537        | 0           |  |
|                     |                  | 1          | \$ 92.10             | \$ 92.10         | 97539        | 0           |  |
|                     |                  | 1          | \$ 31.53             | \$ 31.53         | 97540        | 0           |  |
| \$ 924.06           | \$ 132.01        | 28         | \$ 20,515.06         | \$ 732.68        | 97601        | 0           |  |
| \$ 6,132.81         | \$ 438.06        | 23         | \$ 21,320.50         | \$ 926.98        | 97603        | 2           |  |
|                     |                  |            |                      |                  | 97623        | 0           |  |
|                     |                  |            |                      |                  | 97627        | 0           |  |
|                     |                  | 1          | \$ 150.23            | \$ 150.23        | 97632        | 0           |  |
|                     |                  |            |                      |                  | 97634        | 0           |  |
|                     |                  |            |                      |                  | 97824        | 0           |  |
|                     |                  |            |                      |                  | 97827        | 0           |  |
|                     |                  |            |                      |                  | 97841        | 0           |  |
| \$ 619.16           | \$ 103.19        | 20         | \$ 17,009.64         | \$ 850.48        | 97850        | 0           |  |
|                     |                  |            |                      |                  | 97867        | 0           |  |
|                     |                  |            |                      |                  | 97876        | 0           |  |
| \$ 539.98           | \$ 539.98        |            |                      |                  | 97883        | 0           |  |
| <b>\$ 25,090.41</b> | <b>\$ 207.36</b> | <b>314</b> | <b>\$ 120,785.44</b> | <b>\$ 384.67</b> | <b>TOTAL</b> | <b>6</b>    |  |





| 90 + Acct | 90+ Arrears | 90 Avg Arrears | POSTAL       | Total Accts  | Total Arrears        | 30+ Acct    |
|-----------|-------------|----------------|--------------|--------------|----------------------|-------------|
|           |             |                | 97417        | 33           | \$ 3,338.66          | 7           |
|           |             |                | 97432        | 12           | \$ 776.60            | 5           |
|           |             |                | 97442        | 23           | \$ 2,021.32          | 13          |
|           |             |                | 97457        | 147          | \$ 15,441.83         | 40          |
|           |             |                | 97462        | 19           | \$ 1,845.94          | 6           |
|           |             |                | 97469        | 29           | \$ 2,066.14          | 12          |
|           |             |                | 97470        | 526          | \$ 49,869.25         | 205         |
|           |             |                | 97471        | 546          | \$ 51,146.96         | 252         |
|           |             |                | 97479        | 171          | \$ 16,633.04         | 76          |
|           |             |                | 97495        | 33           | \$ 2,290.45          | 20          |
|           |             |                | 97496        | 159          | \$ 14,387.90         | 66          |
|           |             |                | 97497        | 0            | \$ -                 |             |
|           |             |                | 97501        | 1,242        | \$ 135,880.36        | 438         |
|           |             |                | 97502        | 621          | \$ 65,926.16         | 244         |
|           |             |                | 97503        | 281          | \$ 27,653.64         | 99          |
|           |             |                | 97504        | 991          | \$ 106,776.29        | 385         |
|           |             |                | 97520        | 478          | \$ 55,564.92         | 150         |
|           |             |                | 97524        | 263          | \$ 26,744.03         | 111         |
|           |             |                | 97525        | 83           | \$ 6,254.20          | 36          |
|           |             |                | 97526        | 652          | \$ 63,275.49         | 251         |
|           |             |                | 97527        | 511          | \$ 53,086.37         | 172         |
|           |             |                | 97528        | 0            | \$ -                 |             |
|           |             |                | 97530        | 92           | \$ 9,245.11          | 43          |
|           |             |                | 97535        | 118          | \$ 15,437.20         | 43          |
|           |             |                | 97537        | 64           | \$ 5,153.97          | 26          |
|           |             |                | 97539        | 15           | \$ 939.02            | 6           |
|           |             |                | 97540        | 149          | \$ 17,063.36         | 61          |
|           |             |                | 97601        | 693          | \$ 78,674.09         | 229         |
|           |             |                | 97603        | 797          | \$ 89,889.96         | 321         |
|           |             |                | 97623        | 10           | \$ 599.26            | 4           |
|           |             |                | 97627        | 24           | \$ 2,417.79          | 10          |
|           |             |                | 97632        | 11           | \$ 1,191.67          | 2           |
|           |             |                | 97634        | 3            | \$ 62.92             | 3           |
|           |             |                | 97824        | 8            | \$ 1,240.25          | 2           |
|           |             |                | 97827        | 45           | \$ 4,034.02          | 18          |
|           |             |                | 97841        | 5            | \$ 472.53            | 1           |
|           |             |                | 97850        | 291          | \$ 34,135.44         | 85          |
|           |             |                | 97867        | 15           | \$ 1,830.89          | 2           |
|           |             |                | 97876        | 0            | \$ -                 |             |
|           |             |                | 97883        | 54           | \$ 4,884.83          | 19          |
| <b>0</b>  | <b>\$ -</b> | <b>#DIV/0!</b> | <b>TOTAL</b> | <b>9,214</b> | <b>\$ 968,251.86</b> | <b>3463</b> |

| Residential          |                 |             |                     |                 |             |                      |
|----------------------|-----------------|-------------|---------------------|-----------------|-------------|----------------------|
| 30+ Arrears          | 30 Avg Arrears  | 60+ Acct    | 60+ Arrears         | 60 Avg Arrears  | 90 + Acct   | 90+ Arrears          |
| \$ 367.85            | \$ 52.55        |             |                     |                 | 26          | \$ 2,970.81          |
| \$ 192.61            | \$ 38.52        | 3           | \$ 132.79           | \$ 44.26        | 4           | \$ 451.20            |
| \$ 669.70            | \$ 51.52        | 2           | \$ 64.26            | \$ 32.13        | 8           | \$ 1,287.36          |
| \$ 1,009.34          | \$ 25.23        | 3           | \$ 490.27           | \$ 163.42       | 104         | \$ 13,942.22         |
| \$ 301.11            | \$ 50.19        | 6           | \$ 351.74           | \$ 58.62        | 7           | \$ 1,193.09          |
| \$ 223.00            | \$ 18.58        |             |                     |                 | 17          | \$ 1,843.14          |
| \$ 6,578.42          | \$ 32.09        | 94          | \$ 5,561.50         | \$ 59.16        | 227         | \$ 37,729.33         |
| \$ 11,036.42         | \$ 43.80        | 79          | \$ 5,251.92         | \$ 66.48        | 215         | \$ 34,858.62         |
| \$ 2,869.11          | \$ 37.75        | 29          | \$ 1,920.64         | \$ 66.23        | 66          | \$ 11,843.29         |
| \$ 670.42            | \$ 33.52        | 3           | \$ 130.00           | \$ 43.33        | 10          | \$ 1,490.03          |
| \$ 2,118.64          | \$ 32.10        | 25          | \$ 1,349.12         | \$ 53.96        | 68          | \$ 10,920.14         |
|                      |                 |             |                     |                 |             |                      |
| \$ 15,396.25         | \$ 35.15        | 119         | \$ 8,498.66         | \$ 71.42        | 685         | \$ 111,985.45        |
| \$ 9,277.27          | \$ 38.02        | 98          | \$ 6,723.63         | \$ 68.61        | 279         | \$ 49,925.26         |
| \$ 2,890.05          | \$ 29.19        | 45          | \$ 2,617.56         | \$ 58.17        | 137         | \$ 22,146.03         |
| \$ 16,830.15         | \$ 43.71        | 157         | \$ 12,311.76        | \$ 78.42        | 449         | \$ 77,634.38         |
| \$ 4,641.49          | \$ 30.94        | 67          | \$ 4,172.59         | \$ 62.28        | 261         | \$ 46,750.84         |
| \$ 5,552.38          | \$ 50.02        | 50          | \$ 3,156.73         | \$ 63.13        | 102         | \$ 18,034.92         |
| \$ 1,363.99          | \$ 37.89        | 16          | \$ 868.50           | \$ 54.28        | 31          | \$ 4,021.71          |
| \$ 9,096.77          | \$ 36.24        | 100         | \$ 6,588.78         | \$ 65.89        | 301         | \$ 47,589.94         |
| \$ 5,586.03          | \$ 32.48        | 74          | \$ 5,210.66         | \$ 70.41        | 265         | \$ 42,289.68         |
|                      |                 |             |                     |                 |             |                      |
| \$ 1,839.57          | \$ 42.78        | 13          | \$ 727.35           | \$ 55.95        | 36          | \$ 6,678.19          |
| \$ 1,508.99          | \$ 35.09        | 18          | \$ 1,242.27         | \$ 69.02        | 57          | \$ 12,685.94         |
| \$ 822.99            | \$ 31.65        | 14          | \$ 647.02           | \$ 46.22        | 24          | \$ 3,683.96          |
| \$ 162.07            | \$ 27.01        | 1           | \$ 81.80            | \$ 81.80        | 8           | \$ 695.15            |
| \$ 1,843.27          | \$ 30.22        | 25          | \$ 1,631.79         | \$ 65.27        | 63          | \$ 13,588.30         |
| \$ 10,547.05         | \$ 46.06        | 106         | \$ 8,381.93         | \$ 79.07        | 358         | \$ 59,745.11         |
| \$ 14,897.53         | \$ 46.41        | 140         | \$ 11,714.39        | \$ 83.67        | 336         | \$ 63,278.04         |
| \$ 191.38            | \$ 47.85        | 2           | \$ 42.00            | \$ 21.00        | 4           | \$ 365.88            |
| \$ 311.65            | \$ 31.17        | 2           | \$ 95.03            | \$ 47.52        | 12          | \$ 2,011.11          |
| \$ 176.71            | \$ 88.36        | 2           | \$ 95.83            | \$ 47.92        | 7           | \$ 919.13            |
| \$ 62.92             | \$ 20.97        |             |                     |                 |             |                      |
| \$ 56.90             | \$ 28.45        |             |                     |                 | 6           | \$ 1,183.35          |
| \$ 505.34            | \$ 28.07        | 6           | \$ 292.37           | \$ 48.73        | 21          | \$ 3,236.31          |
| \$ 138.04            | \$ 138.04       | 1           | \$ 34.22            | \$ 34.22        | 3           | \$ 300.27            |
| \$ 2,971.52          | \$ 34.96        | 23          | \$ 1,590.47         | \$ 69.15        | 183         | \$ 29,573.45         |
| \$ 66.65             | \$ 33.33        | 4           | \$ 187.27           | \$ 46.82        | 9           | \$ 1,576.97          |
|                      |                 |             |                     |                 |             |                      |
| \$ 1,387.31          | \$ 73.02        | 15          | \$ 1,218.16         | \$ 81.21        | 20          | \$ 2,279.36          |
| <b>\$ 134,160.89</b> | <b>\$ 38.74</b> | <b>1342</b> | <b>\$ 93,383.01</b> | <b>\$ 69.58</b> | <b>4409</b> | <b>\$ 740,707.96</b> |

|                  | Inc          |             |                 |          |             |                |
|------------------|--------------|-------------|-----------------|----------|-------------|----------------|
| 90 Avg Arrears   | POSTAL       | Total Accts | Total Arrears   | 30+ Acct | 30+ Arrears | 30 Avg Arrears |
| \$ 114.26        | 97417        | 0           | \$ -            |          |             |                |
| \$ 112.80        | 97432        | 0           | \$ -            |          |             |                |
| \$ 160.92        | 97442        | 0           | \$ -            |          |             |                |
| \$ 134.06        | 97457        | 0           | \$ -            |          |             |                |
| \$ 170.44        | 97462        | 0           | \$ -            |          |             |                |
| \$ 108.42        | 97469        | 0           | \$ -            |          |             |                |
| \$ 166.21        | 97470        | 0           | \$ -            |          |             |                |
| \$ 162.13        | 97471        | 0           | \$ -            |          |             |                |
| \$ 179.44        | 97479        | 0           | \$ -            |          |             |                |
| \$ 149.00        | 97495        | 0           | \$ -            |          |             |                |
| \$ 160.59        | 97496        | 0           | \$ -            |          |             |                |
|                  | 97497        | 0           | \$ -            |          |             |                |
| \$ 163.48        | 97501        | 0           | \$ -            |          |             |                |
| \$ 178.94        | 97502        | 0           | \$ -            |          |             |                |
| \$ 161.65        | 97503        | 0           | \$ -            |          |             |                |
| \$ 172.91        | 97504        | 0           | \$ -            |          |             |                |
| \$ 179.12        | 97520        | 0           | \$ -            |          |             |                |
| \$ 176.81        | 97524        | 0           | \$ -            |          |             |                |
| \$ 129.73        | 97525        | 0           | \$ -            |          |             |                |
| \$ 158.11        | 97526        | 0           | \$ -            |          |             |                |
| \$ 159.58        | 97527        | 0           | \$ -            |          |             |                |
|                  | 97528        | 0           | \$ -            |          |             |                |
| \$ 185.51        | 97530        | 0           | \$ -            |          |             |                |
| \$ 222.56        | 97535        | 0           | \$ -            |          |             |                |
| \$ 153.50        | 97537        | 0           | \$ -            |          |             |                |
| \$ 86.89         | 97539        | 0           | \$ -            |          |             |                |
| \$ 215.69        | 97540        | 0           | \$ -            |          |             |                |
| \$ 166.89        | 97601        | 0           | \$ -            |          |             |                |
| \$ 188.33        | 97603        | 0           | \$ -            |          |             |                |
| \$ 91.47         | 97623        | 0           | \$ -            |          |             |                |
| \$ 167.59        | 97627        | 0           | \$ -            |          |             |                |
| \$ 131.30        | 97632        | 0           | \$ -            |          |             |                |
|                  | 97634        | 0           | \$ -            |          |             |                |
| \$ 197.23        | 97824        | 0           | \$ -            |          |             |                |
| \$ 154.11        | 97827        | 0           | \$ -            |          |             |                |
| \$ 100.09        | 97841        | 0           | \$ -            |          |             |                |
| \$ 161.60        | 97850        | 0           | \$ -            |          |             |                |
| \$ 175.22        | 97867        | 0           | \$ -            |          |             |                |
|                  | 97876        | 0           | \$ -            |          |             |                |
| \$ 113.97        | 97883        | 1           | \$ 34.00        |          |             |                |
| <b>\$ 168.00</b> | <b>TOTAL</b> | <b>1</b>    | <b>\$ 34.00</b> | <b>0</b> | <b>\$ -</b> | <b>#DIV/0!</b> |

