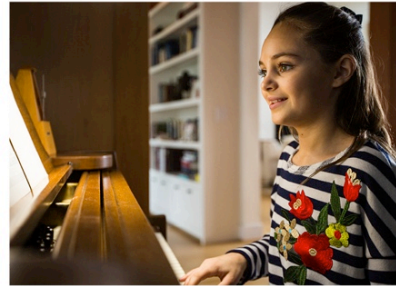


COVID-19 Relief Bill Payment Assistance Program



COVID-19 Relief

Bill Payment Assistance Program

- Applies to Residential Customers
- Target arrears during the moratorium
- Administered by the Company
- Budget of 1% of retail revenue for 2019, or \$12.7 million

Comprehensive Set of Customer Protections

- Bill Payment Assistance Program (BPAP)
- Extended payment arrangements for Residential and Small Commercial Customers
- Apply existing deposits to reduce arrears
- Deposits, Late Fees, and Reconnect Fees will be waived until October 2022.

Customer Service

We are focused on delivering reliability, dependability, fair prices and exceptional service to our customers.

- Reduces arrears accrued during the pandemic
- Easy access to funds
- Quick application of grants
- Provides path to economic recovery

Program Details

Two programs open to residential customers with a past due balance and adversely impacted by COVID-19

InstaGrant	<ul style="list-style-type: none">• One-time grant of \$150 applied to the customer's account• Offered to customers by customer call center agents and available online• Designed for customers with lower balances (<\$500) and unable to make a payment• Can be applied to payment plans, to reconnect service, or to manage balances
Payment Match	<ul style="list-style-type: none">• Customer payments totaling up to \$500 matched• Offered to customers by customer call center agents and available online• Designed for customers with larger balances (>\$500)• Maximizes customer payments• Can be applied to payment plans, to reconnect service, or to manage balances

Communication Plan

Communication to customers will begin in March 2021 in advance of program launch in April 2020.

Communication Channels will include:

- Website
- Social Media
- Bill Messages
- Customer call center agents
- Targeted Communications to customers with arrearage balances
 - Customers with past due balances greater than 90 days
 - Customers receiving energy assistance within the past 12 months
 - Customers with high balances

Customer Experience

Residential Customers responding to outreach or contacting the company regarding past due balances will be provided information on all programs and options available.

Based on the existing balance and the customer's ability to make payment, the call center agent will work with the customer to develop a plan for success.

- How much can the customer afford each month
- Leveraging all consumer protections to reach a sustainable monthly payment
- Connecting with energy assistance agencies

Customer may apply for either program online.

Energy Assistance Partners will receive information about the program for their clients.

Impact on Arrears

OR ARREARS DEC 2020 - RESIDENTIAL ONLY			
AGING BUCKET	CUST COUNT	ARREARS	AVERAGE
31-60	72,353	\$ 8,235,941.26	\$ 113.83
61-90	47,863	\$ 4,388,871.60	\$ 91.70
91+	32,982	\$ 15,703,600.98	\$ 476.13
TOTAL	81,054	\$28,328,413.84	\$ 349.50

BPAP PLEDGES AND BALANCES			
PROGRAM	CUSTOMERS	PLEDGE	BALANCE
Instagrant \$150	36,000	\$ 150.00	\$ 5,400,000.00
Match Payment >\$500	13,200	\$ 500.00	\$ 6,600,000.00
TOTAL	49,200		\$ 12,000,000.00

- \$12.7 million will assist with 40% of current arrears.
- Potentially provide help for 60% of Residential Customers with an arrears.

Customer Arrears

Total Arrears	\$28,328,413.84
Total Balance	COUNT
0-500	65,086
500-1000	9,390
1000-1500	3,413
1500-2000	1,562
2000-2500	751
2500-3000	391
3000-3500	203
3500-4000	120
4000-4500	66
4500-5000	40
5000+	108

- ✓ 96% of customers have arrears below \$1500
- ✓ 4% of customers have arrears exceeding \$1500

As of December 2020, 18,626 customers were on payment plans.

Each week outbound calls are placed to customers who are past due and have not contacted to company to set up payment arrangements.

For the week of January 30, 2021, 883 calls were made to customers; of those calls, 238 were reached and 141 either made payments and/or set up payment arrangements.

Automated outbound calls, emails and letters are also delivered at least once per month to all customers with past due balances.

Goal to increase the number of payment arrangements and decrease past due balances with the Bill Payment Assistance Program.

Administrative Costs

Administrative Costs

- Contractors 2 FTE
- Communication
- System Changes

Reserve Contingency Funds

- Set back to ensure all commitments are fulfilled.
- To be distributed later in the program.

Arrears Assistance Funds

- Immediately Available for Customers

Break Down of Costs	Amount
Administrative Costs	\$200k
Reserve/Contingency Funds	\$500k
Arrears Assistance Funds	\$12m
Total	\$12.7m

