



5-UI-120 Report - August

**Reporting Period: Date – August 1-31, 2020 (Please answer for just this time period unless otherwise indicated in the question).**

Please answer the following questions for docket 5-UI-120. Utilities that provide more than one service type should complete a separate survey for each service. If you are unable to obtain data during the specified time period requested, please answer all questions to the best of your ability using the most accurate information you have.

For reporting purposes, low-income customers are defined as customers who have received Energy Assistance in the last 12 months and/or customers whose gross quarterly income is at or below 200% of the federal poverty guidelines.

- Please enter “NA” if the utility does not have or collect information the survey asks for.
- When entering numerical data, please do not use punctuation or symbols. For example, “\$1,000.00” should be entered as “1000”.
- When reporting residential customers, this number should include multifamily residential customers.
- When reporting nonresidential customers, this number should include commercial, industrial, public authority, farm, irrigation, etc., customers.

\* Utility Name

\* Utility ID Number

\* Q) Utility service type. If the utility has more than one service type - electric and water, for example - please complete a separate survey for each service type.

\* Utility’s PSC reporting class.

- A/B
- C
- D





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1) What is the total number of utility customers?

\* Number of residential customers

\* Of residential total, number of low-income customers – if unknown or not collected, enter N/A

\* Number of non-residential customers



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2) What was the total dollar amount billed?

**Note: If utility bills quarterly, please estimate based on either 2020 data, or same time last year.**

Residential total amount billed

Of residential total, amount billed to low-income customers – if unknown or not collected, enter N/A

Commercial total amount billed

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3) Operating revenue

What was the utility's total operating revenue?



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4) What was the total amount (\$) of customers' arrears?

Total number of residential customers with arrears

a) Number of residential customers with arrears \$1,000 or more

b) Number of residential customers with arrears \$2,000 or more (including customers with arrears of \$1,000 or more)

As of **August 31, 2020**:

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

As of **July 31, 2020**:

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

**As of June 30, 2020:**

Amount of total residential  
arrears

Amount of residential  
arrears 0-59 days

Amount of residential  
arrears 60-90 days

Amount of residential  
arrears 90+ days

**As of May 31, 2020:**

Amount of total residential  
arrears

Amount of residential  
arrears 0-59 days

Amount of residential  
arrears 60-90 days

Amount of residential  
arrears 90+ days

**As of April 15, 2020:**

Amount of total residential  
arrears

Amount of residential  
arrears 0-59 days

Amount of residential  
arrears 60-90 days

Amount of residential  
arrears 90+ days

**As of August 31, 2019:**

Amount of total residential  
arrears

Amount of residential  
arrears 0-59 days

Amount of residential  
arrears 60-90 days

Amount of residential  
arrears 90+ days

**As of July 31, 2019:**

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

**As of June 30, 2019:**

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

**As of May 31, 2019:**

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

**As of April 15, 2019:**

Amount of total residential arrears

Amount of residential arrears 0-59 days

Amount of residential arrears 60-90 days

Amount of residential arrears 90+ days

Of residential total, number of low-income customers with arrears – if unknown or not collected, enter N/A



a) Number of low-income customers with arrears \$1,000 or more – if unknown or not collected, enter N/A

b) Number of low-income customers with arrears \$2,000 or more (including customers with arrears of \$1,000 or more) – if unknown or not collected, enter N/A

Total number of non-residential customers with arrears

a) Number of non-residential customers with arrears \$1,000 or more

b) Number of non-residential customers with arrears \$2,000 or more (including those with arrears of \$1,000 or more)

Total dollar amount of non-residential arrears

a) Amount of non-residential arrears 60 – 90 days past due

b) Amount of non-residential arrears 90+ days past due

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5) Planning to resume disconnections?

\* Does the utility disconnect service or plan to resume disconnecting service after October 1, 2020?

- Yes
- No
- Not sure yet



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6) What was the total number of customers in a DPA, and what was the average repayment term?

Number of residential customers in a DPA

Of the total dollar (\$) amount of residential arrears, what amount are in a current DPA

Residential Customers - average number of months for repayment

Total number of residential customers who defaulted on a DPA in 2020

Total number of residential customers who completed a DPA in 2020

Of residential total, number of low-income customers in a DPA - if unknown or not collected, enter N/A

Of the total dollar amount of residential arrears, what amount of the low-income arrears provided are in a current DPA - if unknown or not collected, enter N/A

Low-income customers - average number of months for repayment - if unknown or not collected, enter N/A

Number of non-residential customers in a DPA

Non-residential customers - average number of months for repayment

Percent of balance a residential customer must pay to enter into a DPA

- Less than 25%
- 25%
- 50%
- 60%
- More than 60%
- Other (please specify)

Percent of balance a low-income customer must pay to enter into a DPA

- Less than 25%
- 25%
- 50%
- 60%
- More than 60%
- N/A
- Other (please specify)

Percent of balance a non-residential customer must pay to enter into a DPA

- Less than 25%
- 25%
- 50%
- 60%
- More than 60%
- Other (please specify)



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7) What was the total number of disconnection notices sent during the period?

If the utility issued disconnection notices in August, what was the total number of residential customers who were sent disconnection notices – if no notices were sent, enter “0”

If the utility issued disconnection notices in August, what was the total number of low-income customers who were sent disconnection notices – if no notices were sent, enter “0”

If the utility issued disconnection notices in August, what was the total number of non-residential customers who were sent disconnection notices – if no notices were sent, enter “0”

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**8) What is the utility's current threshold that would make a customer subject to disconnection, and how many customers currently meet that threshold?**

Residential Threshold

Total number of residential customers within these thresholds at any point within reporting period

Total number of low-income customers that met this threshold at any point within this reporting period - If unknown or not collected, enter N/A

Non-residential threshold

Number of non-residential customers within these thresholds at any point within reporting period



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### Submit Survey

Select below to submit your survey

Submit