



# Reporting Item

## BOARD OF DIRECTORS

April 19, 2022

### ITEM

Customer Trends Update *[Note: Not presented due to time. Update posted on oppd.com.]*

### PURPOSE

To provide a quarterly update on customer trends and energy assistance

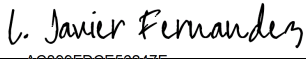
### FACTS

1. The Board requested that management provide regular reports on the progress of customer programs and trends.
2. Customer accounts receivable balances continue to normalize in 2022.
3. Management will provide an update on aged debt and related trends as of March 31, 2022.

### RECOMMENDED:

DocuSigned by:  
  
8420AD81477A435...  
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Timothy McAreavey  
Vice President – Customer Service

### APPROVED FOR REPORTING TO BOARD:

DocuSigned by:  
  
AC399FDCE56247E...  
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L. Javier Fernandez  
President and Chief Executive Officer

TM:rak



# Customer Trends Quarterly Update

as of March 31, 2022

All Committee Meeting April 19, 2022



Continuing to monitor and adjust OPPD's solutions as our customers' needs are changing.



## Customer First Solutions

- Customer Care Call Center Modernization went live
- Call to business customers regarding upcoming disconnections
- Call to customers with scheduled field visits for proactive communications and awareness
- Flexible payment schedules will remain available for customers



## Energy Assistance

- 4,347 distinct customers received \$1,691,871 of heating supplemental benefits

## Promotional/Marketing Campaign

- Over 600 employees and retirees took part in the 15<sup>th</sup> annual Heat the Streets to help those in need of paying their energy bills



## Next Steps

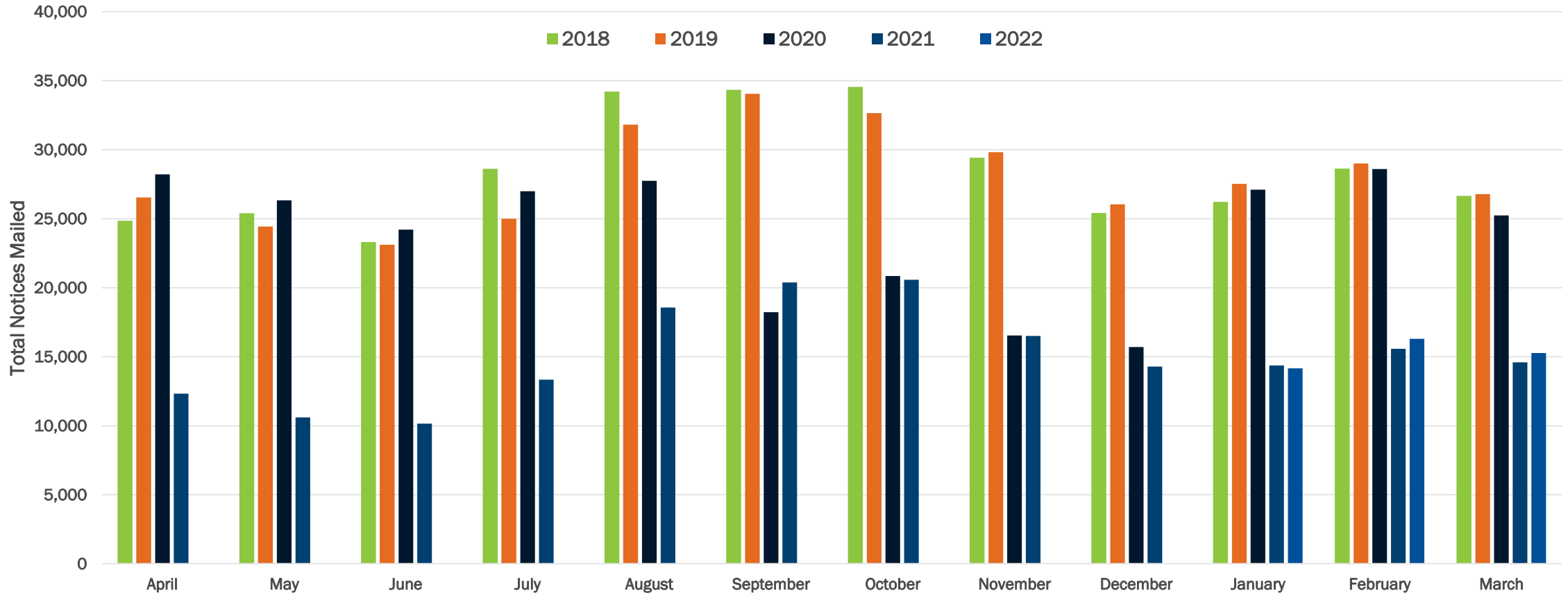
- Continue to review economic recovery indicators to suggest alternatives
- Customer arrears review for a noticeable shift beyond consistent historical metrics
- Review of industry & pandemic trends
- Payment Installment Plan shift from pilot program to standard business practice in Q2 of 2022
- Development underway for Customer Assistance Program Pilot. (CAP) targeted to launch end of Q2 2022

# Summary of Aged Debt

	Residential			Commercial & Industrial		
	March 2022	March 2021	% Change	March 2022	March 2021	% Change
% of Accounts Current	89.9%	91.3%	-1.5% ↓	93.0%	93.3%	-0.3% ↓
% of Accounts in Arrears	10.1%	8.7%	15.2% ↑	7.0%	6.7%	3.6% ↑
Total Aged Debt > 30 days (in millions)	\$5.7	\$5.0	12.9% ↑	\$2.6	\$2.0	31.5% ↑
Total Aged Debt 91+ Days (in millions)	\$0.9	\$0.9	-0.0%	\$0.1	\$0.2	-10.0% ↓
Total Service Agreement Count > 30 Days (in thousands)	32.8	33.0	0.0%	1.8	1.8	0.0%
Total Service Agreement Count > 91+ Days (in thousands)	6.1	6.3	0.0%	0.3	0.4	-25.0% ↓

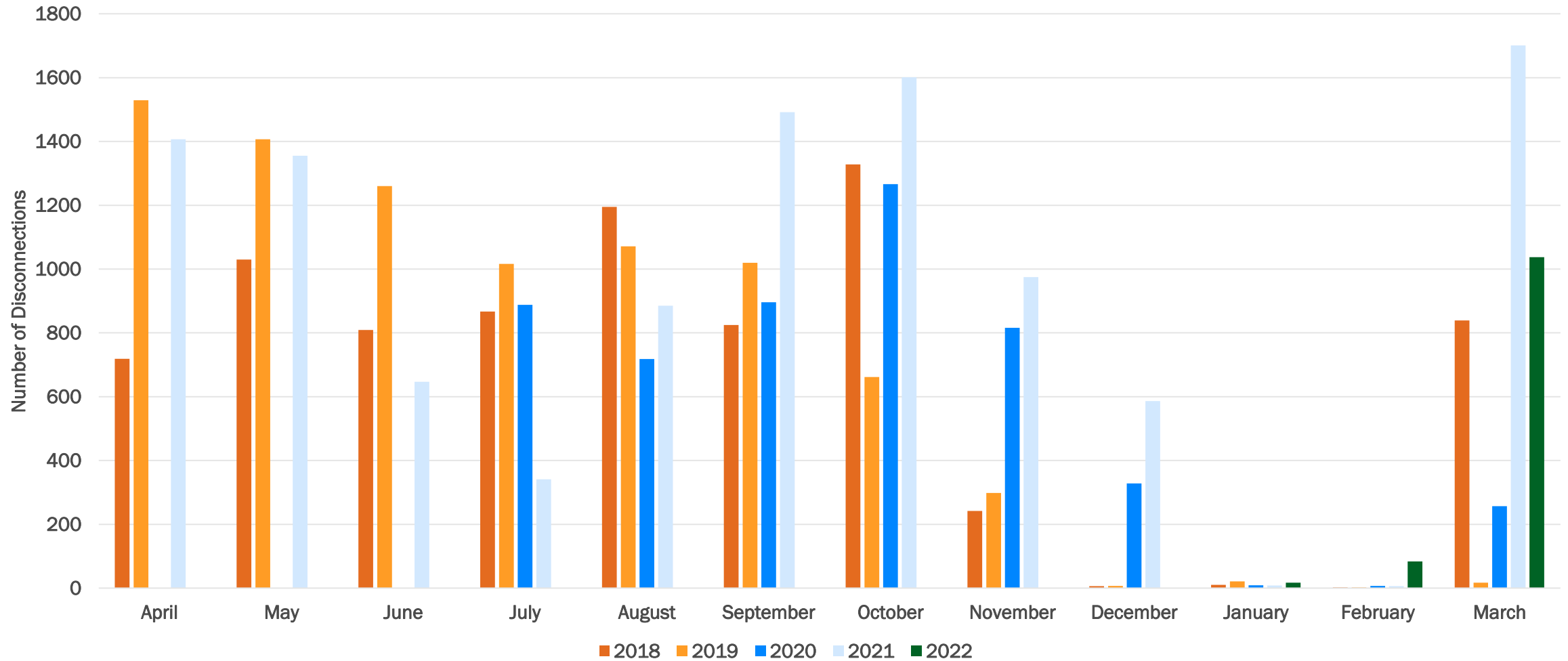
LIHEAP Only Accounts	March 2022	March 2021	% Change
% of Accounts Current	69%	66%	5% ↑
% of Accounts in Arrears	31%	34%	-9% ↓
Total Aged Debt > 30 days (in millions)	\$0.7	\$1.0	-28% ↓
Total Aged Debt 91+ Days (in millions)	\$0.1	\$0.2	-44% ↓
Total Service Agreement Count > 30 Days (in thousands)	3.8	4.7	19% ↓
Total Service Agreement Count > 91+ Days (in thousands)	0.9	1.3	-31% ↓

# Disconnect Notices Issued



Note: Historically, a Disconnect Notice was issued to a customer at the time of billing if the past due amount was > \$100 and the customer has not demonstrated a good payment history. During the latter portion of March thru June 2020 a past due reminder letter replaced the Disconnect Notice since disconnects for non-payment were suspended during this time. The values during this period represent accounts that received a letter in lieu of a Disconnect Notice. Effective 8/25/2020, the threshold of the notice was set to > \$200 which will decrease the number of Disconnect Notices generated from that point forward.

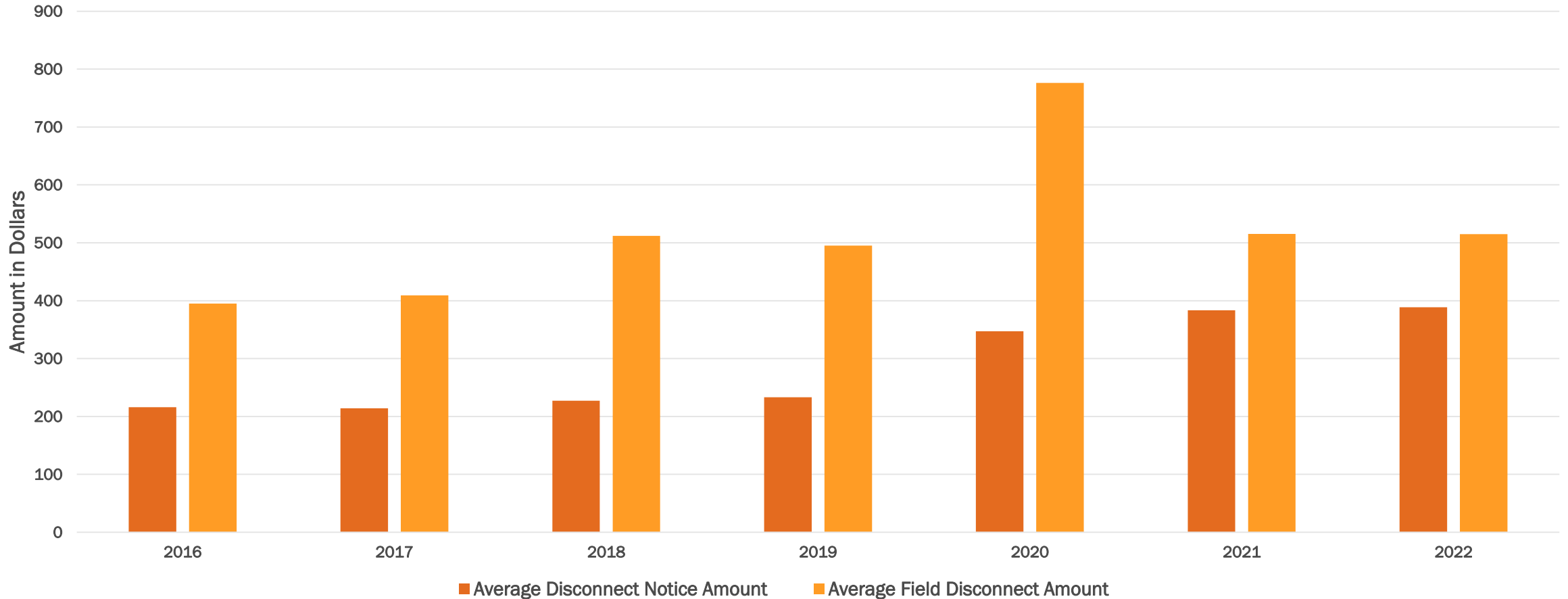
# Disconnections for Non-Payment by Month



In 2020 Disconnections for non-payment were suspended from early March to mid-July due to COVID-19.

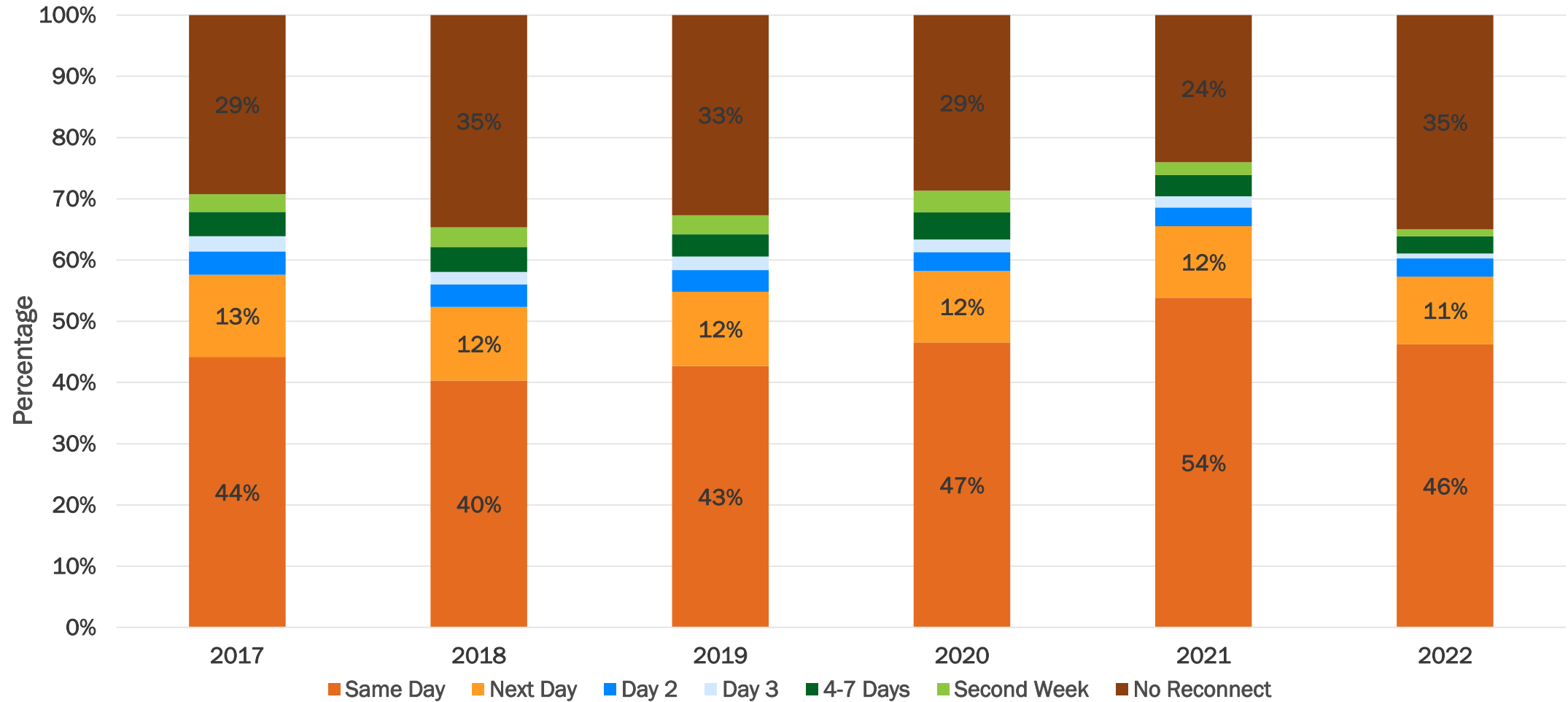
# Average Disconnect Notice Amount vs Average Field Collection Amount

Average Disconnect Notice Amount vs Average Field Collection Amount



Note: OPPD prioritizes field collection and disconnection activities to the highest and riskiest debt which is reflected with the higher dollar value for orders sent to the field for collections/disconnection for non-payment vs the average disconnect notice amount.

# Timing of Reconnections after Disconnect for Non-Pay



\*2022 Data is YTD



# Energy Assistance March 2022 YTD

Funding Source	March 2022 YTD	Average Benefit	Distinct Accounts	# of Payments	2021 Year End Total
Energy Assistance Program	\$103,695	\$317	327	327	\$261,850
LIHEAP	\$2,005,178	\$322	5,200	6,225	\$5,048,322
Other Agencies Assistance	\$515,743	\$304	1,443	1,696	\$3,285,045
<b>Total</b>	<b>\$2,624,616</b>	<b>\$318</b>	<b>6,699</b>	<b>8,248</b>	<b>\$10,096,726*</b>

\*OPPD had distributed \$1,501,509 in COVID-19 Utility Assistance benefits to 3,940 distinct customers in 2021. If a new OPPD energy assistance program is launched in 2022 the funding source chart will be updated accordingly. These funds are reflected in the year end total for 2021.

## LIHEAP Distribution

