

ENNG Residential			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	76,179	74,506	1,673
A/R Balance	14,542,409	18,803,581	(4,261,173)
Current	9,663,433	12,940,866	(3,277,433)
1 - 30 Days	2,731,311	3,466,738	(735,427)
31 - 60 Days	877,453	1,015,112	(137,658)
61 - 90 Days	371,445	331,023	40,422
91 - 120	157,945	189,432	(31,487)
121 - 150	160,487	104,715	55,772
151+	1,567,359	1,615,730	(48,371)
Unapplied	(987,024)	(860,033)	(126,991)

ENNG Commerical			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,979	10,541	438
A/R Balance	8,258,685	10,118,210	(1,859,525)
Current	7,196,227	8,968,609	(1,772,383)
1 - 30 Days	885,757	992,139	(106,382)
31 - 60 Days	227,160	198,343	28,817
61 - 90 Days	77,520	113,964	(36,444)
91 - 120	9,271	15,437	(6,166)
121 - 150	7,868	7,389	479
151+	166,478	39,143	127,335
Unapplied	(311,595)	(216,813)	(94,782)

ENNG Total AR			
	2/29/2020	2/28/2019	Change over Prior Year Increase / (Decrease)
Customer Count	87,158	85,047	2,111
A/R Balance	22,801,094	28,921,791	(6,120,698)
Current	16,859,659	21,909,475	(5,049,816)
1 - 30 Days	3,617,068	4,458,876	(841,809)
31 - 60 Days	1,104,613	1,213,455	(108,841)
61 - 90 Days	448,965	444,987	3,978
91 - 120	167,216	204,868	(37,652)
121 - 150	166,355	112,104	56,251
151+	1,733,837	1,654,873	78,964
Unapplied	(1,298,619)	(1,076,846)	(221,773)

ENNG Residential			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	73,025	74,156	(1,131)
A/R Balance	13,339,607	18,407,880	(5,068,273)
Current	7,748,721	10,630,015	(2,881,294)
1 - 30 Days	2,779,009	4,581,716	(1,802,707)
31 - 60 Days	1,272,324	1,623,091	(350,767)
61 - 90 Days	626,911	649,381	(22,470)
91 - 120	304,536	197,292	107,245
121 - 150	112,880	149,051	(36,371)
151+	1,525,977	1,442,069	83,908
Unapplied	(1,030,552)	(864,734)	(165,817)

ENNG Commerical			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,441	10,460	(19)
A/R Balance	6,545,056	8,973,227	(2,428,171)
Current	5,362,894	7,348,661	(1,985,767)
1 - 30 Days	828,268	1,254,358	(426,090)
31 - 60 Days	274,589	355,459	(80,870)
61 - 90 Days	156,576	98,743	57,832
91 - 120	40,928	111,204	(70,276)
121 - 150	3,071	11,624	(8,553)
151+	163,187	32,477	130,709
Unapplied	(284,457)	(239,300)	(45,157)

ENNG Total AR			
	3/31/2020	3/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	83,466	84,616	(1,150)
A/R Balance	19,884,663	27,381,107	(7,496,444)
Current	13,111,615	17,978,676	(4,867,061)
1 - 30 Days	3,607,277	5,836,074	(2,228,797)
31 - 60 Days	1,546,914	1,978,551	(431,637)
61 - 90 Days	783,486	748,124	35,362
91 - 120	345,464	308,495	36,969
121 - 150	115,752	160,675	(44,924)
151+	1,689,163	1,474,546	214,617
Unapplied	(1,315,008)	(1,104,034)	(210,974)

ENNG Residential			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	72,391	77,869	(5,478)
A/R Balance	11,341,119	15,516,789	(4,175,669)
Current	5,632,931	7,258,307	(1,625,376)
1 - 30 Days	2,525,374	3,904,630	(1,379,256)
31 - 60 Days	1,341,268	2,391,008	(1,049,740)
61 - 90 Days	900,138	942,470	(42,332)
91 - 120	476,969	446,591	30,378
121 - 150	249,091	137,455	111,636
151+	1,479,484	1,356,938	122,546
Unapplied	(1,264,137)	(920,610)	(343,527)

ENNG Commerical			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,512	11,137	(625)
A/R Balance	5,625,388	6,340,138	(714,751)
Current	4,044,451	4,858,917	(814,466)
1 - 30 Days	908,328	1,055,637	(147,309)
31 - 60 Days	428,986	465,990	(37,004)
61 - 90 Days	210,711	216,408	(5,697)
91 - 120	128,388	66,943	61,445
121 - 150	34,753	93,996	(59,242)
151+	161,999	23,783	138,216
Unapplied	(292,229)	(441,534)	149,306

ENNG Total AR			
	4/30/2020	4/30/2019	Change over Prior Year Increase / (Decrease)
Customer Count	82,903	89,006	(6,103)
A/R Balance	16,966,507	21,856,927	(4,890,420)
Current	9,677,382	12,117,224	(2,439,842)
1 - 30 Days	3,433,702	4,960,267	(1,526,565)
31 - 60 Days	1,770,254	2,856,998	(1,086,743)
61 - 90 Days	1,110,850	1,158,878	(48,029)
91 - 120	605,357	513,534	91,824
121 - 150	283,844	231,450	52,394
151+	1,641,483	1,380,721	260,762
Unapplied	(1,556,365)	(1,362,144)	(194,221)

ENNG Residential			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	75,116	71,206	3,910
A/R Balance	9,509,603	12,489,418	(2,979,814)
Current	3,763,413	4,360,769	(597,355)
1 - 30 Days	1,947,929	2,719,093	(771,164)
31 - 60 Days	1,496,860	2,765,485	(1,268,625)
61 - 90 Days	922,226	1,279,104	(356,878)
91 - 120	689,900	695,999	(6,098)
121 - 150	395,239	319,929	75,309
151+	1,594,124	1,319,985	274,139
Unapplied	(1,300,088)	(970,945)	(329,142)

ENNG Commerical			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	10,974	9,559	1,415
A/R Balance	4,439,113	3,655,478	783,635
Current	2,901,785	2,719,172	182,613
1 - 30 Days	750,453	564,816	185,637
31 - 60 Days	440,980	352,072	88,908
61 - 90 Days	244,352	188,281	56,071
91 - 120	155,900	78,397	77,503
121 - 150	90,565	69,458	21,107
151+	185,650	94,469	91,181
Unapplied	(330,572)	(411,188)	80,616

ENNG Total AR			
	5/31/2020	5/31/2019	Change over Prior Year Increase / (Decrease)
Customer Count	86,090	80,765	5,325
A/R Balance	13,948,716	16,144,895	(2,196,179)
Current	6,665,198	7,079,941	(414,743)
1 - 30 Days	2,698,382	3,283,909	(585,527)
31 - 60 Days	1,937,839	3,117,557	(1,179,718)
61 - 90 Days	1,166,578	1,467,385	(300,807)
91 - 120	845,800	774,396	71,404
121 - 150	485,804	389,387	96,417
151+	1,779,775	1,414,454	365,321
Unapplied	(1,630,660)	(1,382,133)	(248,527)

COVID -19 Customer Communications	March	April	May
Customer Emails (6)	2	2	1
Updates on Website (9)	5	2	1
Social Media Updates (19)	7	5	5
Radio Public Service Announcements (1)			1
Walk-in Center Closed Posters	1	1	1
Email to First Responders (1)	1		
Email to City/Town Officials (1)	1		
Press Release (1)		1	
Call Script (outbound) for payment Arrangements (1)		1	
Call Script (inbound) explaining city/town inspections suspended (1)	1		
Email to police and traffic detial contractors regarding social distancing (1)		1	
IVR upfront message - Walk-in Centers Closed (1)	1		

Established regular emails with customers to keep them informed of changes due to COVID-19 (e.g. Collections suspended, late fees suspended, Walk in centers closing, Safety precautions)  
 Created a COVID-19 Update page on our website. We have an alert on our homepage that directs visitors to the page  
 We post updates and savings tips for customers on Facebook and Twitter  
 In March we ran a Public Service Announcement on WGIR-FM that covers most of the state.  
 Created signage for our our walk-in centers with information on alternative payment/ways to reach us  
 We informed first responders of our commitment to continue to respond to emergencies throughout the crisis  
 We informed City/Town officials of our change in operating procedues and response to COVID-19 to keep the public and our employees safe  
 We created a press release announcing our support for community organizations and reinforcing our message regarding suspension of disconnects and late fees  
 Created outbound call script for our CSRs to use in order to encourage customers who may be having difficulty paying bills, to get on a payment arrangement  
 Many cities and towns stopped doing inspections for construction projects. We developed scripts to aide our CSRs in explaining the situation  
 Some flag detial personnel were getting too close to our crews that were working in public areas. We needed to address the issue and reinforce our desire to maintain a 6ft separation between crew members and flag personnel  
 Scripted an upfront message for our IVR system to inform customers that our walk-in centers are closed until further notice.