



ACCOUNTS RECEIVABLE UPDATE

PRESENTED BY:

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February 28, 2023

Informational Update

AGENDA



- **RECEIVABLES SNAPSHOT & TRENDS**
- **BREAKOUT VIEWS**
- **ENGAGEMENT & OUTREACH**
- **INSTALLMENT PLANS**
- **UPCOMING COMMUNITY OUTREACH**

We have seen positive trends in the past two months resulting in \$200M in past due accounts, with \$100M in installment plans.

RECEIVABLES SNAPSHOT



\$58M

2022 UTILITY ASSISTANCE

\$20M

2022 ARPA ASSISTANCE

1,754 events

HELD IN 2022



50 events

SCHEDULED IN JANUARY

213K Customer Accounts Past Due for \$200M

38K Inactive Accounts for \$39M

175K Active Accounts for \$161M

201K
\$183M
RESIDENTIAL

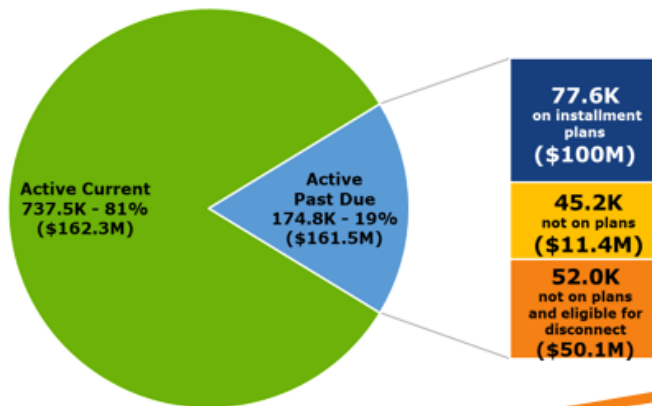
12K
\$17M
COMMERCIAL

\$8M
LATE FEES

23k
DISCONNECTS

2.2M
COLLECTION
NOTIFICATIONS

OF ACTIVE CUSTOMER ACCOUNTS 912.3K

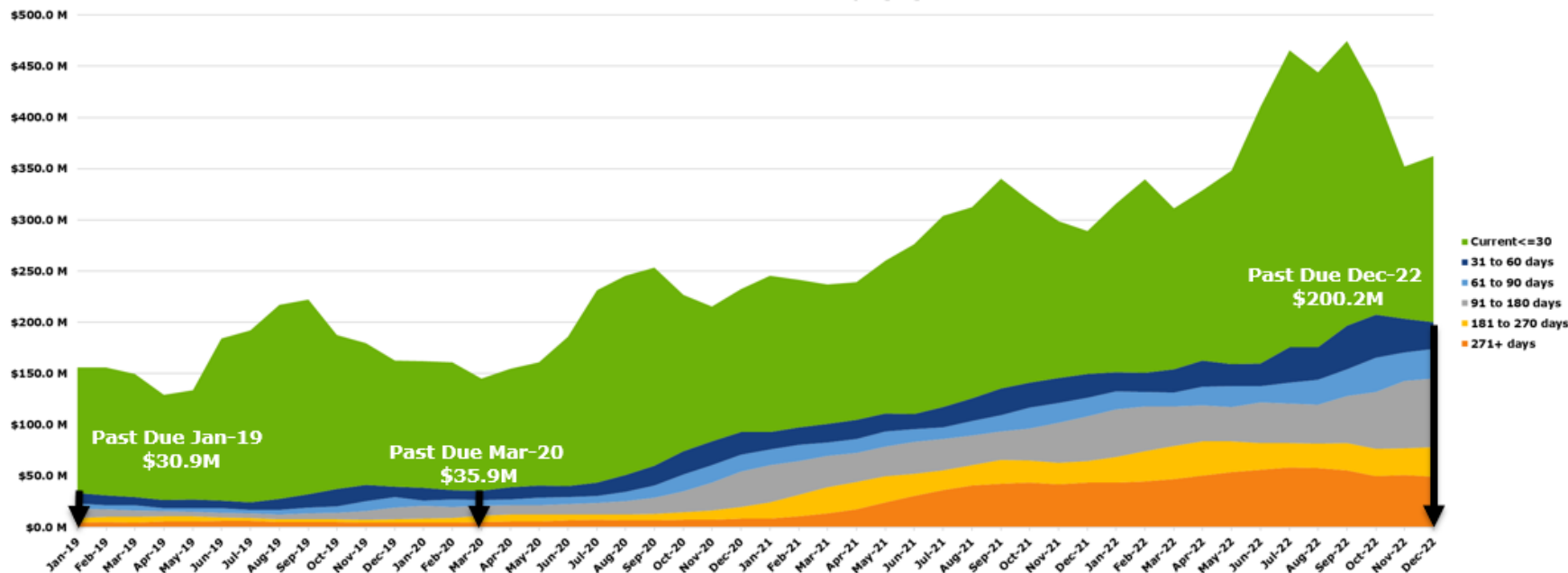


We have 3 months of full collection activities with 2 months of positive trends for past due accounts and amounts.

RECEIVABLES TREND



Account Receivable Trend by Aging Bucket



We are continuing our collection efforts with past due amounts trending positively for the second month in a row.

CUSTOMER OUTREACH COMMUNITY EVENTS



Jefferson Heights



Cambridge Elementary



Hatchett Elementary



Mission County Park



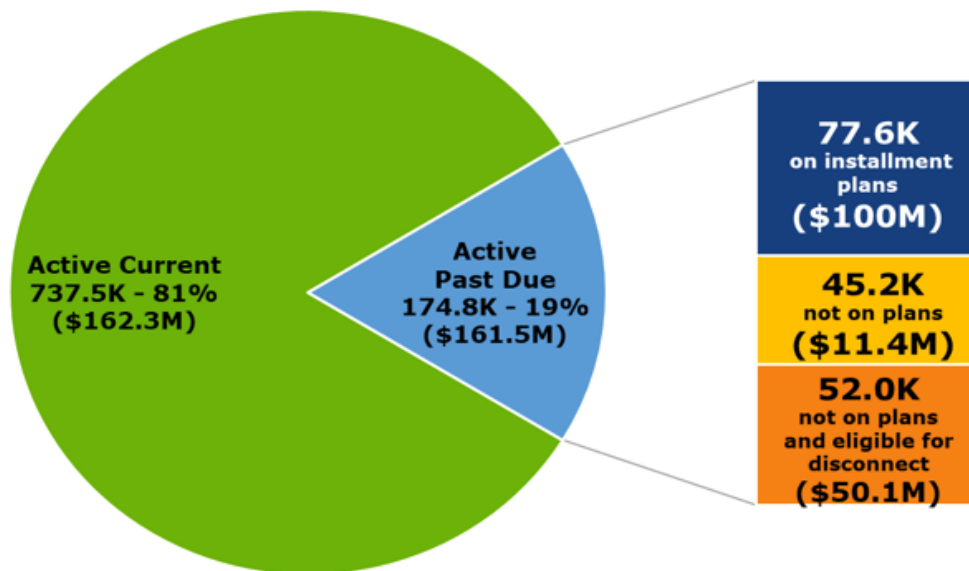
**Carnahan Elementary
School**

ACCOUNTS RECEIVABLE

ALL CUSTOMERS



OF ACTIVE CUSTOMER ACCOUNTS 912.3K

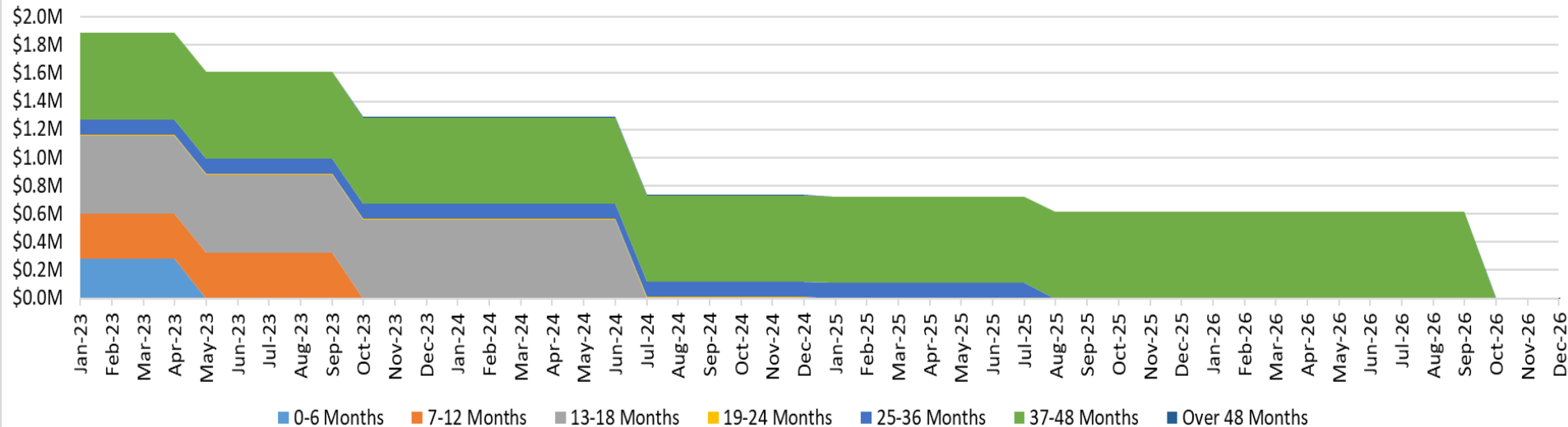


We are focused on the 97.2k accounts (over \$60M) not currently on a plan for outreach, assistance, and ultimately disconnection, if needed.

INSTALLMENT PLANS RATE OF RETURN



Projected Cash Flow from Existing Installment Plans



Customers are able to maintain a 50% success rate on installment plans, the remaining accounts will need to re-establish a new plan or we will ultimately disconnect the service.

UPCOMING ENGAGEMENTS

JANUARY 2023



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
		D6 CP Havrda – Outreach				D1 CP Bravo – Outreach
8	9	10	11	12	13	14
	D6 CP Havrda – Outreach D5 CP Castillo – Outreach and PS&E	D10 CP Perry – CRU Outreach		D4 CP Rocha Garcia – PS&E D7 CP Sandoval – Outreach	D1 CP Bravo – CRU Resource Development	
15	16	17	18	19	20	21
		D6 CP Havrda – Outreach	D8 CP Pelaez – Outreach and PS&E	D3 CP Viagran – Outreach and PS&E		
22	23	24	25	26	27	28
	D6 CP Havrda – Outreach D9 CP Courage – Outreach and PS&E	D6 CP Havrda – Outreach		Outside District – Outreach D2 – Outreach and PS&E	D5 CP Castillo – PS&E D6 CP Havrda – Outreach and PS&E	
29	30	31				
	D10 CP Perry – Outreach D6 CP Havrda – Outreach	D6 CP Havrda – Outreach				



Thank You