



# ***ACCOUNTS RECEIVABLE UPDATE***

*PRESENTED BY:*

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February 28, 2023

*Informational Update*

- **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

**213K Customer Accounts Past Due for \$200M**

**38K Inactive Accounts for \$39M**

**175K Active Accounts for \$161M**

**1,754 events**

HELD IN 2022

**201K**

**\$183M**

RESIDENTIAL

**12K**

**\$17M**

COMMERCIAL

**\$8M**

LATE FEES

**23k**

DISCONNECTS

**2.2M**

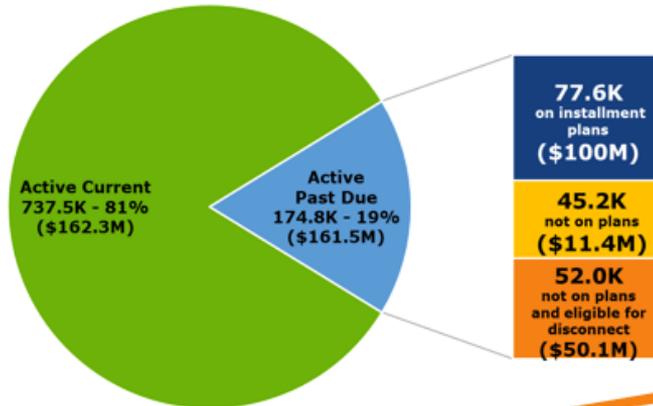
COLLECTION NOTIFICATIONS



**50 events**

SCHEDULED IN JANUARY

# OF ACTIVE CUSTOMER ACCOUNTS 912.3K

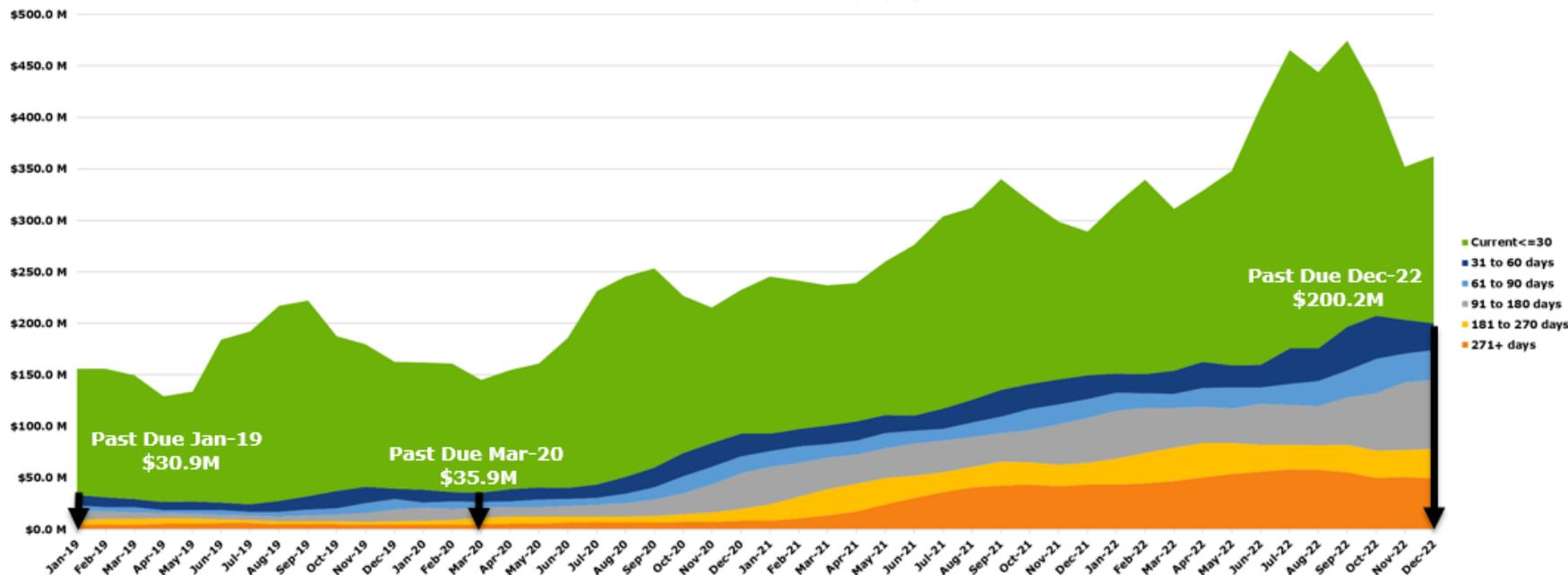


**We have 3 months of full collection activities with 2 months of positive trends for past due accounts and amounts.**

# 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.**

\*Data as of December 31, 2022

# CUSTOMER OUTREACH COMMUNITY EVENTS



**Jefferson Heights**



**Hatchett Elementary**



**Cambridge Elementary**



**Mission County Park**



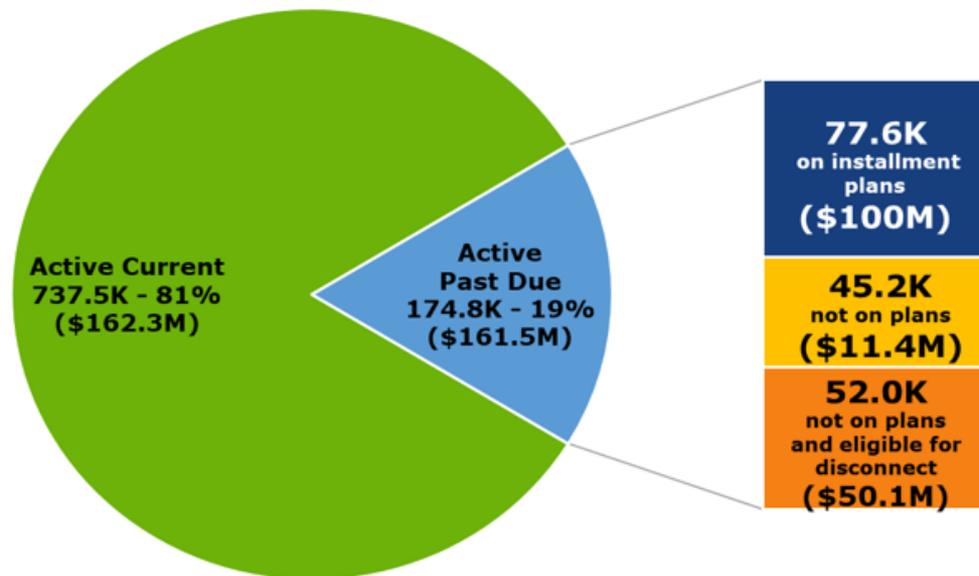
**Carnahan Elementary  
School**

# ACCOUNTS RECEIVABLE

## ALL CUSTOMERS



# OF ACTIVE CUSTOMER ACCOUNTS 912.3K

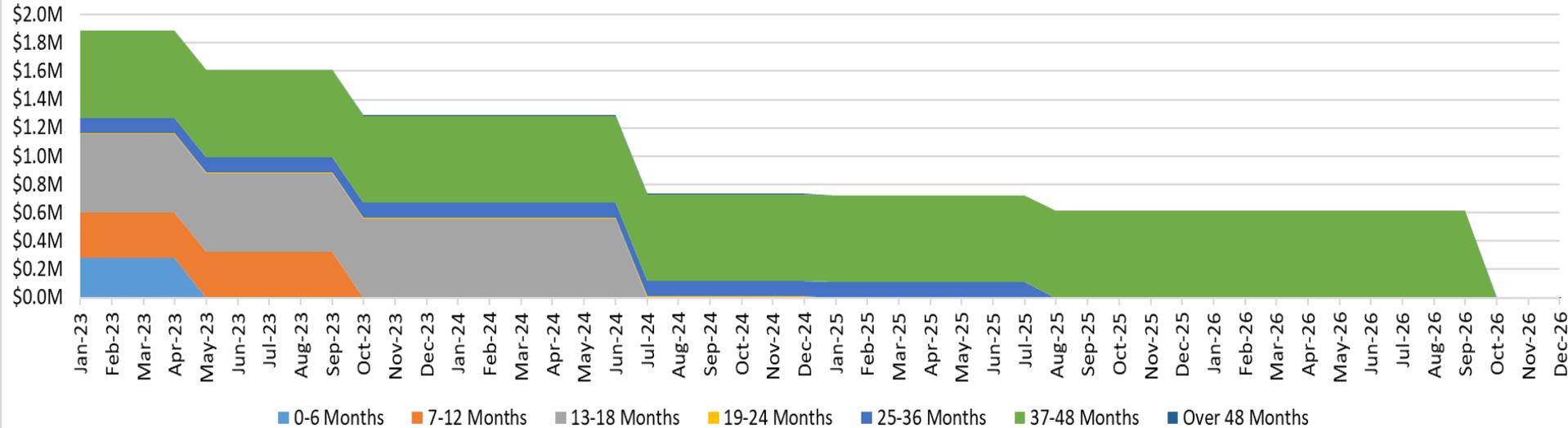


**We are focused on the 97.2k accounts (over \$60M) not currently on a plan for outreach, assistance, and ultimately disconnection, if needed.**

# 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***