

## Village of Johnson

### Response to Case # 20-0703 – Arrearages status and Payment Agreements

The Village of Johnson offers the following responses to the questions posed by the PUC:

- a. The magnitude of customer balances that are more than 60 days past due, the number of customers with balances that are more than 60 days past due, and how these data compare with the same time period in 2020 (broken out into residential and non-residential customers).

2020 Residential – 34 customers with arrearages 60 days or more past due for a total of \$2,559.81

2021 Residential – 85 customers with arrearages 60 days or more past due for a total of \$15,969.49

2020 Commercial – 2 customers with arrearages 60 days or more past due for a total of \$276.91

2021 Commercial – 9 customers with arrearages 60 days or more past due for a total of \$3,616.47

- b. The number of customers with whom the utility has interacted to set up a payment agreement between the date of the issuance of this Order and March 1, 2021. 30
- c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021. 30
- d. The number of payment agreements successfully adhered to by the customer between the date of the issuance of this Order and March 1, 2021. 25
- e. Comments on whether the moratorium should be extended beyond March 31, 2021. Our arrearages are significantly higher in January 2021 versus 2020. We believe the moratorium should not be extended past March 31, 2021 so arrearages do not continue to amass in a manner that will be difficult for customers to recover from. Once the moratorium is lifted, we will work with our customers to set up reasonable payment arrangements so they are able to catch up over time in a manageable fashion.