

Hardwick Electric Department
Response in Case # 20-0703
Arrearage Status and Payment Agreements

- 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).
60 days – 327 customers \$50,630.88 - 42% increase over 2020
90 days – 386 customers \$95,164.71 – 45% increase over 2020
**report does not break out data by residential & non-residential customers*

- 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.
45

- c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021.
45 arrangements have been made for a total of \$10,845.78

- 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.
40 arrangements are still open
5 arrangements have been broken

- e. Comments on whether the moratorium should be extended beyond March 31, 2021.