

Lyndonville Electric Department

Case No. 20-0703

IMPORTANT NOTE: L.E.D received a \$10,000 one-time donation from an area business, StoneCrest Realty, to help customers struggling to pay their electric bills. Selection criteria included residential customers who had a balance 60+ days in arrears. 61 customers benefited from this donation. Accounts were credited as follows: 57 accounts @ \$167.49, 1 @ \$142.13, 1 @ \$106.31, 1 @ \$70.47, and 1 @ \$134.38. The donations were posted to customer accounts on 2/4/21.

Due to this generous donation LED does not believe the delinquency data accurately depicts the effect of the moratorium on LED's aging receivables.

NOTE: L.E.D is unable to provide the customer arrearage information in the format requested. Our software is unable to recreate historic reports and we do not have hard copies of the information that matches your request. Below I have compiled the information we were able to obtain.

- 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).**

January delinquent notices mailed 2021 compared to 2020

	Residential # of Customers in Arrears	Residential Unpaid Balance (\$)	Commercial # of Customers in Arrears	Commercial Unpaid Balance (\$)
2020	580	\$ 103,455.17	63	\$ 23,673.56
2021	536	\$ 136,822.05	53	\$ 22,717.43

Portion of arrears reported above for January 2021 that was 60 or more days in arrears

	Residential # of Customers 60+ days in Arrears	Residential Unpaid Balance (\$) over 60+ days	Commercial # of Customers 60+ days in Arrears	Commercial # of Customers in Arrears over 60+ days
2021	107	\$ 34,868.23	9	\$ 4,391.44

February delinquent notices mailed 2021 compared to 2020

	Residential # of Customers in Arrears	Residential Unpaid Balance (\$)	Commercial # of Customers in Arrears	Commercial Unpaid Balance (\$)
2020	608	\$ 111,112.59	64	\$ 21,163.72
2021	607	\$ 162,006.64	58	\$ 22,069.68

Portion of arrears reported above for February 2021 that was 60 or more days in arrears

	Residential # of Customers 60+ days in Arrears	Residential Unpaid Balance (\$) over 60+ days	Commercial # of Customers 60+ days in Arrears	Commercial # of Customers in Arrears over 60+ days
2021	98	\$ 37,097.02	10	\$ 6,373.51

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.

Delinquent letters mailed advising customers to call to schedule an extended payment arrangement or where to seek financial assistance:

- December (22-31): 246
- January: 589
- February: 665

- Telephone calls between 2/22/21 and 3/1/21: 37

c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021.

New payment arrangements: 26

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.

Payment arrangements successfully adhered to: 36
 Payment arrangements defaulted: 23
 Active payment arrangements as of 3/1: 25

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

Absolutely not.