Georgia Power

Bin 10230,
241 Ralph McGill Boulevard, NE
Atlanta, GA 30308-3374

PUBLIC DISCLOSURE

October 17, 2022

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-5701

RE: Order Establishing A Methodology for Incremental Bad Debt Due to the COVID-19 Disconnection Moratorium ("Methodology Order"), Docket No. 42516
Data for September 2022

Dear Ms. Tanner:

Enclosed for filing in the above-referenced proceeding is Georgia Power Company's ("Georgia Power" or "Company") Monthly Report, reflecting data for September 2022. The Company's Monthly Report is no longer required by the above styled Order, but the Company is voluntarily continuing its reporting through December 2022 and may further extend that reporting as necessary. This Report includes the number of charge-offs, the number of installment plan enrollments, PrePay status, and total disconnections for nonpayment. This information along with some other data points requested by Commission Staff are provided in the Monthly Report. Importantly, the totals arrears should not be confused with those eligible for disconnection under the Commission's disconnection rule. For example, 30+ day arrears do not alone qualify a customer for disconnection under the Commission rule. In addition, please note that the information provided in the report represents data through each respective month. Data will change on a regular basis between monthly filings.

The Commission required single hard copy will be provided at a later date once the Alternative Electronic Filing Procedure policy has been discontinued.

If you have any questions, please call Cheryl Johnson at 404-506-6837.

Sincerely,

/s/ Kelley M. Balkcom

Kelley M. Balkcom
Director of Regulatory Affairs
Enclosure

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION

GEORGIA POWER COMPANY
DOCKET NO. 42516

PSC Monthly Bad Debt Report

BASIS FOR THE ASSERTION THAT THE INFORMATION SUBMITTED IS TRADE SECRET

As part of Georgia Power Company's 2019 Rate Case filed in Docket No. 42516, Georgia Power Company (the "Company") submits to the Georgia Public Service Commission (the "Commission") the monthly bad debt report ("Report"). In the Report, the Company has provided detailed preliminary financial information for July through September 2022. Portions of such information (the "Information") constitute trade secret information of the Southern Company, Georgia Power, and its affiliates and is therefore protected from public disclosure under Commission Rule 515-3-1-.11.

The trade secret portions of the Information derive economic value from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use. Specifically, the trade secret portions of the Information contain the Company's actual financial revenues results that have not been disclosed to the public through the quarterly SEC filings. If the trade secret portions of the Information were revealed to the public before the quarterly filing, the Company's equity investors could use the Information to purchase or sell equity positions which could harm the Company's ability to obtain equity financing at the appropriate cost to the detriment of ratepayers. Disclosure of the trade secret portions of the Information could also put the Company at a strategic disadvantage to its competitors since they are not required to provide monthly financials prior to the release of the quarterly SEC filings.

The trade secret portions of the Information are subject to substantial procedures to maintain its secrecy. Only select Company and Southern Company Services personnel are granted access to the Information. Those personnel receive access only on a "need to know" basis. Parties outside the Company who have been granted access to the Information, if any, have been required to sign confidentiality agreements with respect to the Information.

PSC Monthly Bad Debt Report

		2020	2020	2020	2020	2020	2020	2020	2020	2020	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2022	2022	2022	2022	2022	2022	2022	2022
ALL CUSTOMER CLASSES	**Definition**	**APR**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**
Number of customers	Number of Customers - All Classes	2,608,896	2,609,376	2,613,933	2,610,600	2,620,192	2,604,750	2,620,852	2,642,262	2,651,450	2,649,760	2,642,699	2,647,090	2,651,104	2,645,897	2,658,005	2,643,841	2,660,750	2,665,180	2,647,065	2,670,816	2,672,934	2,676,733	2,678,540	2,682,477	2,685,547	2,687,272	2,691,260	2,693,765	2,697,837	2,700,593
Dollar amount billed	Revenue - Total Electric Service	$ 534,566,936	$ 596,449,772	$ 665,476,236	$ 777,186,877	$ 809,239,741	$ 770,262,514	$ 598,892,112	$ 556,510,865	$ 506,270,233	$ 498,668,756	$ 510,593,475	$ 583,722,918	$ 545,386,814	$ 553,644,980	$ 644,858,554	$ 779,522,096	$ 875,006,935	$ 916,211,094	$ 648,815,518	$ 606,122,425	$ 609,272,460	$ 564,315,965	$ 584,678,736	$ 614,523,567	$ 607,810,659	$ 567,411,608	$ 616,877,210	$ 692,477,810	$ 783,672,255
Total receipts	Sum of Payments	$ 519,579,297	$ 582,716,950	$ 669,127,390	$ 772,209,007	$ 814,540,958	$ 807,366,707	$ 778,772,170	$ 643,583,170	$ 562,515,858	$ 551,451,276	$ 502,802,327	$ 716,067,964	$ 681,833,104	$ 547,715,217	$ 690,642,624	$ 797,221,995	$ 893,016,308	$ 919,257,514	$ 685,254,511	$ 717,196,576	$ 668,243,652	$ 727,134,341	$ 760,599,588	$ 768,068,614	$ 724,726,843	$ 617,365,850	$ 692,477,810	$ 783,672,255	$ 850,760,710
Number of customers charged a security deposit for a new account	Count of security deposits charged for new accounts	1,937	1,896	1,660	1,946	2,062	1,990	2,002	1,891	1,824	1,931	1,746	1,939	2,167	2,023	2,486	2,509	2,696	2,205	2,306	2,127	2,278	2,106	2,114	2,601	2,116	2,286	2,139	2,488	2,136	2,023
Dollar value of security deposits charged for a new account	Sum of security deposit dollars charged for new accounts	$ 764,643	$ 751,273	$ 617,363	$ 766,196	$ 1,005,167	$ 1,161,193	$ 987,862	$ 976,993	$ 1,072,230	$ 1,050,485	$ 1,168,680	$ 954,648	$ 876,364	$ 1,231,128	$ 1,074,434	$ 1,173,116	$ 1,250,819	$ 1,356,960	$ 1,056,352	$ 1,121,943	$ 1,351,453	$ 879,493	$ 874,187	$ 953,612	$ 1,052,610	$ 976,819	$ 871,354	$ 1,136,615	$ 1,197,731	$ 854,075
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to new premise	9,915	10,388	10,535	7,795	8,068	8,010	8,188	6,932	7,776	7,161	6,697	7,834	7,533	7,532	8,002	8,206	8,076	7,927	7,896	7,902	8,326	8,530	8,008	7,307	7,963	9,777	7,589	9,796	8,750	9,796
Dollar value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise	$ 1,479,585	$ 1,428,660	$ 1,202,473	$ 1,592,726	$ 1,868,859	$ 1,865,605	$ 1,910,165	$ 877,755	$ 1,574,606	$ 1,614,642	$ 1,496,915	$ 1,983,268	$ 1,527,976	$ 1,662,318	$ 1,523,369	$ 1,843,928	$ 1,668,356	$ 1,912,270	$ 1,656,833	$ 1,665,152	$ 1,690,170	$ 1,317,868	$ 1,429,893	$ 1,483,760	$ 1,579,469	$ 1,365,429	$ 1,415,137	$ 1,914,215	$ 1,912,270	$ 1,483,760
Total number of accounts past due	Number of Accounts 30+ days in Arrears	489,941	462,708	433,901	372,173	367,092	401,168	409,629	486,362	509,596	493,699	467,173	497,498	427,221	392,493	370,481	389,756	411,197	431,430	453,151	427,778	421,308	429,078	438,018	405,675	399,543	381,596	398,093	440,461	448,374	455,303
30 - 60 days past due	Number of Accounts in 30-60 Day Arrears	267,281	248,845	229,328	208,847	205,114	202,861	225,575	281,666	304,364	283,047	198,371	267,766	232,472	205,720	202,767	206,916	218,994	229,853	241,533	229,185	218,685	228,767	231,859	214,418	208,180	200,903	205,516	224,424	227,470	213,136
60 - 90 days past due	Number of Accounts in 60-90 Day Arrears	132,203	164,855	171,668	95,277	80,798	89,442	62,860	68,092	81,382	76,239	76,148	91,993	58,763	53,449	69,013	82,980	84,894	90,049	57,573	91,885	44,588	61,745	58,777	86,418	56,890	53,484	65,649	61,541	64,788	82,167
90 - 120 days past due	Number of Accounts in 90-120 Day Arrears	90,457	49,008	33,905	68,049	81,180	109,865	121,194	126,604	123,850	134,413	192,654	137,739	135,978	133,324	98,701	99,860	108,309	111,528	154,045	106,708	158,035	138,566	147,382	105,339	134,473	127,209	128,928	154,496	148,116	160,000
120+ days past due	Number of Accounts in 120+ Days Arrears	6,436	14,460	44,675	30,800	8,116	1,960	1,800	2,870	9,214	4,000	21,000	11,980	31,002	4,372	9,117	4,080	5,000	1,000	3,000	5,000	4,000	6,019	4,810	9,200	4,000	4,000	4,000	4,000	6,000	4,000
30 - 60 days past due	Dollars of Accounts in 30-60 Day Arrears	$ 77,617,290	$ 66,998,990	$ 60,681,950	$ 58,095,900	$ 68,957,356	$ 76,199,850	$ 64,243,650	$ 69,130,288	$ 70,762,366	$ 56,607,877	$ 52,264,280	$ 64,998,814	$ 64,210,072	$ 48,822,585	$ 61,172,748	$ 72,988,032	$ 82,511,792	$ 83,278,500	$ 59,283,260	$ 58,683,585	$ 59,283,260	$ 46,454,162	$ 46,787,695	$ 60,880,910	$ 54,925,800	$ 46,251,111	$ 64,661,369	$ 85,851,480	$ 88,119,600
60 - 90 days past due	Dollars of Accounts in 60-90 Day Arrears	$ 39,621,261	$ 47,168,595	$ 49,386,754	$ 27,384,750	$ 23,802,662	$ 26,115,300	$ 18,081,862	$ 19,859,850	$ 23,858,208	$ 21,844,365	$ 21,907,500	$ 26,473,107	$ 16,904,063	$ 15,382,477	$ 19,852,140	$ 23,873,520	$ 24,186,883	$ 26,278,500	$ 16,587,863	$ 26,278,500	$ 17,017,350	$ 12,885,883	$ 13,463,742	$ 17,487,150	$ 15,802,500	$ 13,312,500	$ 18,604,883	$ 24,703,500	$ 25,350,000
90 - 120 days past due	Dollars of Accounts in 90-120 Days Arrears	$ 3,019,687	$ 4,355,312	$ 3,133,025	$ 6,170,550	$ 7,356,927	$ 9,868,650	$ 10,934,388	$ 11,383,188	$ 11,132,812	$ 12,218,550	$ 17,350,188	$ 12,366,563	$ 12,309,250	$ 12,091,188	$ 8,899,263	$ 9,012,900	$ 9,772,388	$ 10,063,200	$ 13,900,613	$ 9,630,675	$ 14,257,838	$ 12,500,213	$ 13,307,588	$ 9,480,600	$ 12,130,238	$ 11,966,888	$ 11,635,350	$ 13,939,838	$ 13,364,700
120+ days past due	Dollars of Accounts in 120+ Days Arrears	$ 1,539,144	$ 3,566,318	$ 7,807,779	$ 7,170,573	$ 1,565,776	$ 1,862,200	$ 1,919,419	$ 963,540	$ 1,632,906	$ 2,273,381	$ 9,550,974	$ 1,756,400	$ 4,911,907	$ 1,050,907	$ 4,266,907	$ 2,073,120	$ 870,614	$ 769,300	$ 518,000	$ 1,156,000	$ 1,010,968	$ 1,760,000	$ 1,263,600	$ 976,000	$ 912,000	$ 917,000	$ 1,113,776	$ 1,243,877	$ 1,297,777	$ 1,283,000
Total dollar value of accounts past due	Total Dollars of Accounts in Arrears	$ 101,857,011	$ 99,171,183	$ 100,417,110	$ 83,631,399	$ 79,919,965	$ 84,186,979	$ 78,106,301	$ 74,769,245	$ 76,141,183	$ 82,880,586	$ 70,422,588	$ 69,062,847	$ 72,457,238	$ 66,897,095	$ 61,183,031	$ 69,881,141	$ 78,728,828	$ 80,665,173	$ 85,962,581	$ 73,471,295	$ 66,491,077	$ 77,119,191	$ 74,116,451	$ 72,356,941	$ 68,861,098	$ 63,492,483	$ 75,719,918	$ 94,020,084	$ 106,457,301	$ 101,550,816
Number of customers charged a late payment fee	Number of Accounts billed late payment charge	-	-	-	-	-	19,765	357,967	319,635	313,004	317,015	355,505	313,367	356,603	366,469	299,726	337,965	355,409	364,569	410,719	356,643	383,056	380,803	380,615	355,623	318,904	309,359	356,593	388,897	405,580	418,585
Dollar value of late payment fees charged	Dollars of Accounts billed late payment charge	$ -	$ -	$ -	$ -	$ -	$ 53,994	$ 1,519,091	$ 1,187,144	$ 1,168,473	$ 1,168,950	$ 1,415,786	$ 1,268,950	$ 1,211,966	$ 1,248,653	$ 1,167,256	$ 1,189,253	$ 1,505,692	$ 1,769,984	$ 1,879,827	$ 1,444,776	$ 1,282,593	$ 1,409,291	$ 1,448,626	$ 1,386,109	$ 1,172,744	$ 1,256,823	$ 1,729,486	$ 1,881,561	$ 1,972,166
Number of disconnection notices issued	Disconnect messages issued on bill	345,326	271,753	419,657	591,727	345,350	699,340	393,772	338,127	393,489	383,729	407,460	652,498	353,578	355,370	345,823	365,750	374,666	393,050	418,669	405,664	395,130	395,089	403,915	379,850	381,995	373,458	390,814	421,494	438,795	443,859
Number of installment payment plans (IA) established	Installment payment plans established (IA)	-	-	-	17,689	56,271	79,646	23,751	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of installment payment plans (IB) established	Installment payment plans (IB) established	-	-	-	$ 56,195	$ 74,158,127	$ 56,059,123	$ 56,556,536	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Number of installment payment plans (IB) established	Installment payment plans (IB) established on customers who self-identified as sheltering in place	-	-	-	-	-	-	-	-	-	-	-	-	-	2,587	1,693	2,402	268	-	-	-	-	-	-	-	-	-	-	-	-	-
Dollars associated with installment payment plans (IB) established	Dollars associated with installment payment plans (IB) established on customers who self-identified as	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,666,163	$ 1,210,811	$ 1,672,085	$ 288,477	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Number of installment payment plans (IA) billed in full	Count of installment payment plan businesses that final billed (does not indicate paid or account closed	-	-	-	111	1,126	4,707	3,202	2,566	3,153	1,057	2,066	107,063	10,953	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Number of failed installment payment plans (IA)	Count of installment payment plans recorded in bad debt	-	-	-	-	2	40	244	1,575	1,441	1,187	1,151	1,468	1,273	312	812	629	262	585													
Number of disconnections for nonpayment	Number of accounts disconnected for nonpayment	-	-	-	15,223	14,509	18,619	20,313	17,241	18,062	17,568	16,795	19,970	17,094	14,347	20,838	21,340	22,839	21,743	27,591	24,979	26,381	23,266	24,119	18,884	20,665	18,867	20,168	20,594	27,484	28,648
Number of on-cycle reconnections after disconnection for nonpayment	Number of accounts with restored service after disconnect for nonpayment	-	-	-	8,836	19,458	14,806	16,727	13,548	13,027	11,488	13,356	15,251	13,581	11,795	15,681	15,498	16,838	18,516	20,550	18,568	19,180	16,650	17,916	14,266	15,757	14,774	15,826	15,926	20,570	22,466
Gross number of all accounts written off as uncollectible	Total accounts retained as charge off accounts	9,193	8,884	8,641	4,906	5,881	9,505	13,173	8,836	8,681	8,436	7,441	8,925	8,983	7,956	9,554	9,426	8,854	9,614	9,501	9,196	9,965	9,096	8,466	9,445	9,864	9,973	8,665	7,647	9,966	9,796
Net dollar value of accounts written off as uncollectible	Net Charge Off	$ 943,300	$ 669,786	$ 91,894	$ 91,035	$ 145,132	$ 1,384,466	$ 1,049,830	$ 1,222,478	$ 2,059,197	$ 1,763,254	$ 709,810	$ 957,189	$ 1,314,911	$ 1,448,171	$ 486,377	$ 802,202	$ 1,378,915	$ 2,368,180	$ 1,664,268	$ 1,918,673	$ 1,903,667	$ 1,436,410	$ 926,750	$ 1,075,062	$ 1,564,698	$ 1,482,807	$ 1,578,248	$ 1,100,694	$ 1,432,397	$ 2,062,249
Number of accounts from PrePay to Post Pay	Accounts transitioning from PrePay to Post Pay	250	258	326	2,535	6,397	535	598	557	584	635	601	585	578	643	614	665	614	395	357	197	210	591	665	624	357	611	651	591	758	577
Number of accounts from Post Pay to PrePay	Accounts transitioning from Post Pay to PrePay	119	88	101	778	751	1,619	1,686	1,780	1,855	1,307	1,162	1,356	961	737	587	1,730	2,681	3,040	2,188	2,808	1,939	1,417	2,026	1,366	1,674	1,235	1,180	1,582	2,660	2,779

PUBLIC DISCLOSURE

FSC Monthly Bad Debt Report

RESIDENTIAL CLASS ONLY	Definition	2020 APR	2020 MAY	2020 JUNE	2020 JULY	2020 AUGUST	2020 SEPTEMBER	2020 OCTOBER	2020 NOVEMBER	2020 DECEMBER	2021 JANUARY	2021 FEBRUARY	2021 MARCH	2021 APRIL	2021 MAY	2021 JUNE	2021 JULY	2021 AUGUST	2021 SEPTEMBER	2021 OCTOBER	2021 NOVEMBER	2021 DECEMBER	2022 JANUARY	2022 FEBRUARY	2022 MARCH	2022 APRIL	2022 MAY	2022 JUNE	2022 JULY	2022 AUGUST	2022 SEPTEMBER
Number of customers	Number of Residential Customers	2,267,053	2,270,191	2,272,201	2,270,502	2,262,877	2,255,922	2,251,553	2,251,259	2,250,277	2,250,253	2,252,558	2,255,220	2,255,225	2,253,585	2,253,578	2,257,239	2,258,213	2,255,128	2,253,402	2,252,218	2,254,402	2,257,214	2,255,183	2,253,253	2,252,257	2,252,258	2,255,258	2,255,975	2,257,853	2,260,258	2,261,975
Total amount billed	Residential Revenue	$ 224,289,000	$ 212,223,104	$ 220,016,168	$ 185,710,971	$ 165,084,268	$ 171,664,358	$ 161,878,777	$ 166,176,932	$ 171,329,060	$ 163,482,172	$ 278,661,589	$ 233,970,568	$ 226,593,670	$ 224,561,254	$ 221,715,004	$ 863,086,187	$ 397,817,048	$ 370,567,769	$ 293,185,869	$ 254,616,563	$ 267,894,760	$ 395,683,814	$ 332,356,343	$ 257,482,156	$ 260,577,208	$ 257,253,460	$ 676,188,509	855042765	855042765	855042765
Total receipts	Residential Sum of Payments	$ 212,235,313	$ 203,591,218	$ 208,215,168	$ 182,315,769	$ 166,705,268	$ 159,569,428	$ 161,532,263	$ 160,216,356	$ 161,329,953	$ 156,929,421	$ 159,937,956	$ 226,572,615	$ 278,685,278	$ 221,788,268	$ 221,109,318	$ 852,378,928	$ 393,859,256	$ 363,108,358	$ 292,278,329	$ 252,616,829	$ 265,978,960	$ 387,214,829	$ 330,974,753	$ 330,841,253	$ 285,708,109	$ 272,604,918	$ 332,419,559	855042765	855042765	855042765
Number of customers charged a security deposit	Count of security deposits charged for new accounts	1,183	1,283	1,283	1,183	1,203	1,087	1,037	1,118	1,083	1,206	975	1,216	1,236	1,128	1,108	1,728	1,998	1,927	1,758	1,428	1,408	1,958	1,923	1,682	1,857	1,918	1,843	1,598	1,181
Total value of security deposits collected in the period	Sum of security deposits collected for new accounts	$ 177,450	$ 207,150	$ 177,300	$ 177,450	$ 180,450	$ 163,050	$ 155,550	$ 167,700	$ 162,450	$ 180,900	$ 146,250	$ 182,400	$ 185,400	$ 169,200	$ 166,200	$ 259,200	$ 299,700	$ 289,050	$ 263,700	$ 214,200	$ 211,200	$ 293,700	$ 287,550	$ 252,300	$ 278,550	$ 287,700	$ 276,450	$ 239,700	$ 177,150	$ 177,150
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to a new premise	6,135	5,486	5,486	5,135	7,751	8,102	8,102	5,183	7,851	2,793	2,695	2,249	2,708	2,615	2,651	2,253	2,236	1,861	1,827	1,825	1,535	1,471	1,392	2,028	2,258	1,732	1,951	1,709	1,486
Total value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise	$ 1,656,450	$ 1,481,700	$ 1,481,700	$ 1,315,950	$ 1,913,550	$ 1,913,550	$ 1,770,900	$ 1,091,700	$ 1,981,200	$ 657,750	$ 634,500	$ 529,500	$ 637,200	$ 615,375	$ 606,375	$ 609,750	$ 705,000	$ 680,250	$ 620,250	$ 497,250	$ 386,925	$ 277,200	$ 369,525	$ 326,325	$ 478,125	$ 398,925	$ 339,525	$ 354,900	$ 378,900	$ 333,225
Total number of accounts past due	Number of Residential Accounts 1+ days in Arrears	649,984	617,903	602,284	564,867	544,629	578,449	661,191	697,798	676,918	614,489	587,790	597,487	603,454	573,647	548,629	567,669	598,926	601,596	629,845	663,624	591,323	631,761	603,196	562,978	576,264	599,589	614,519	616,470	621,966
30 - 60 days past due	Number of Residential Accounts in 30-60 Day Arrears	434,794	413,904	398,214	362,164	343,353	377,215	391,189	406,295	374,852	362,466	339,141	344,196	329,772	319,143	301,724	305,259	287,197	316,363	325,328	353,252	319,134	339,814	321,170	281,177	279,251	318,313	332,187	333,385	329,342
60 - 90 days past due	Number of Residential Accounts in 60-90 Day Arrears	153,789	153,589	156,146	99,569	93,656	87,716	98,974	93,456	79,910	75,359	78,555	82,845	78,555	82,845	83,779	83,059	82,063	85,783	93,389	92,889	98,910	96,864	96,164	78,156	69,272	85,570	89,958	90,873	92,624
90 - 120 days past due	Number of Residential Accounts in 90-120 Day Arrears	36,763	67,116	82,782	67,585	9,993	9,297	8,660	12,276	18,918	22,473	18,647	17,080	16,479	13,392	8,952	5,470	6,214	8,603	2,787	6,126	10,775	10,964	8,850	8,936	8,918	10,823	11,691	11,891	13,210
120 - 150 days past due	Number of Residential Accounts in 120-150 Day Arrears	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763	16,763
150 - 180 days past due	Number of Residential Accounts in 150-180 Days Arrears	16,326,000	16,263,000	12,295,000	12,726,000	12,016,000	17,270,000	20,150,000	23,220,000	19,917,000	17,629,210	18,226,377	16,596,744	15,757,573	16,362,000	16,353,000	15,771,000	17,117,000	15,772,000	16,171,000	17,994,000	17,027,000	16,225,722	12,951,000	13,981,000	15,977,000	16,822,378	17,290,000	16,961,000
90 - 180 days past due	Number of Residential Accounts in 90-180 Day Arrears	16,326,000	16,263,000	12,295,000	12,726,000	12,016,000	17,270,000	20,150,000	23,220,000	19,917,000	17,629,210	18,226,377	16,596,744	15,757,573	16,362,000	16,353,000	15,771,000	17,117,000	15,772,000	16,171,000	17,994,000	17,027,000	16,225,722	12,951,000	13,981,000	15,977,000	16,822,378	17,290,000	16,961,000
1 - 120 days past due	Dollars of Residential Accounts in 1-120 Day Arrears	2,261,329	7,318,397	8,256,225	6,151,622	939,562	229,772	321,193	978,378	1,321,278	1,791,322	1,852,813	1,380,322	1,136,378	2,176,163	1,313,187	563,954	515,870	620,193	505,833	630,277	726,995	754,782	752,047	631,224	615,814	689,458	778,995	895,307	818,777
120+ days past due	Dollars of Residential Accounts in 120+ Days Arrears	809,529	1,838,824	5,410,836	5,424,392	1,172,877	662,333	567,789	690,182	933,311	1,430,333	2,260,357	1,898,246	1,546,917	3,414,964	1,464,534	1,356,079	658,096	758,829	252,210	556,062	513,714	619,015	592,483	579,961	539,903	690,483	579,961	639,583	748,767	836,743
Total dollar value of accounts past due	Total Dollars of Residential Accounts in Arrears	$ 76,856,037	$ 76,856,588	$ 76,856,588	$ 76,856,588	$ 60,795,268	$ 57,122,870	$ 55,961,750	$ 53,516,088	$ 51,566,810	$ 50,135,210	$ 47,841,715	$ 57,216,724	$ 46,783,948	$ 46,783,948	$ 46,783,948	$ 53,469,974	$ 51,665,909	$ 50,512,205	$ 51,758,033	$ 52,703,033	$ 53,703,033	$ 54,470,360	$ 55,365,505	$ 56,455,570	$ 55,928,206	$ 55,522,356	$ 55,748,263	$ 55,365,505	$ 56,455,570	$ 57,276,120
Number of customers charged a late payment fee	Number of Residential Accounts billed late payment charge	0	0	0	0	0	64,148	60,210	295,307	256,087	809,103	598,971	296,662	293,669	282,230	273,053	520,918	587,502	672,729	387,163	316,457	519,916	603,057	656,602	597,559	535,267	351,985	536,935	568,766	499,141	397,207
Total value of late payment fees charged	Dollars of Residential Accounts billed late payment charge	$ -	$ -	$ -	$ -	$ -	$ 25,659	$ 1,578,786	$ 351,726	$ 829,191	$ 508,387	$ 1,007,116	$ 553,881	$ 504,804	$ 892,264	$ 439,557	$ 1,509,527	$ 1,147,385	$ 1,458,666	$ 1,171,415	$ 1,019,824	$ 979,016	$ 1,454,782	$ 1,544,055	$ 1,113,404	$ 936,568	$ 861,532	$ 825,357	$ 1,236,966	$ 1,416,536	$ 1,059,178
Number of disconnection notices issued	Number of Residential disconnect messages issued on-bill	418,856	350,216	357,856	531,124	638,274	671,823	577,588	581,279	576,649	564,529	589,665	554,284	516,055	558,994	529,856	589,164	562,753	581,216	556,512	567,635	576,859	576,859	584,179	562,645	563,168	556,924	583,257	632,763	619,585	657,018
Dollars associated with installment payment plans (IP) established	Dollars associated with Residential installment payment plans established	-	-	-	-	1,000	4,536	3,268	2,402	1,157	1,566	2,036	105,230	118,830	781	825	835	943	-	-	-	-	-	-	-	-	-	-	-	-	-
Dollars associated with installment payment plans (IP) established	Dollars associated with Residential installment payment plans established	$ -	$ -	$ -	$ 11,041,000	$ 27,869,000	$ 11,212,000	$ 6,775,000	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Number of installment payment plans (IP) established	Number of Residential installment payment plans (IP) established	-	-	-	-	-	-	-	-	-	-	-	-	9,000	3,000	3,000	185	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dollars associated with installment payment plans (IP) established	Dollars associated with Residential installment payment plans (IP) established	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,656,150	$ 2,730,870	$ 1,000,000	$ 394,679	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Number of installment payment plans (in) failed to full	Count of Residential installment payment plan businesses that final billed (does not indicate paid or account closed)	-	-	-	-	0	1,070	4,536	3,268	2,402	1,157	1,566	2,036	105,230	118,830	781	825	835	943	-	-	-	-	-	-	-	-	-	-	-	-
Number of Failed installment payment plans (IP)	Count of Residential installment payment plans rescinded in last date	-	-	-	-	0	0	0	1,070	1,070	1,070	1,070	1,070	1,070	1,070	1,070	1,070	1,070	1,070	-	-	-	-	-	-	-	-	-	-	-	-
Number of disconnections for nonpayment	Number of Residential accounts disconnected for nonpayment	-	-	-	-	10,638	22,232	36,727	18,533	15,997	16,363	15,193	14,858	17,843	15,178	16,709	19,216	19,063	20,704	23,194	21,403	22,213	24,683	9,416	21,284	17,221	18,042	17,673	18,103	18,519	19,091	27,120
Number of disconnection notices issued for nonpayment	Number of Residential disconnect messages issued for nonpayment	418,856	350,216	357,856	531,124	638,274	671,823	577,588	581,279	576,649	564,529	589,665	554,284	516,055	558,994	529,856	589,164	562,753	581,216	556,512	567,635	576,859	576,859	584,179	562,645	563,168	556,924	583,257	632,763	619,585	657,018
Total number of accounts written off as uncollectible	Total accounts reported as Charge Off (Gross)	8,911	-	7,043	6,071	6,911	6,911	6,911	10,053	7,801	7,607	8,316	7,169	8,001	7,607	6,911	6,469	6,469	6,469	6,469	6,469	6,469	6,469	6,469	6,469	6,469	6,469	6,707	8,167	7,435	7,758
Number of accounts from PrePay to Post Pay	Residential accounts transitioning from PrePay to Post Pay	-	20	20	20	2,503	4,280	501	168	157	291	410	230	516	370	155	593	655	559	190	157	187	215	555	460	559	357	671	665	710	529
Number of accounts from Post Pay to PrePay	Residential accounts transitioning from Post Pay to PrePay	-	20	20	20	20	721	1,623	1,688	1,793	1,901	1,907	1,743	1,935	561	723	597	1,743	2,201	1,560	1,539	2,008	1,913	1,227	2,036	1,938	1,874	1,673	1,913	1,983	2,364	1,778