Georgia Power

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

PUBLIC DISCLOSURE

December 20, 2023

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 November 2023

Dear Ms. Tanner:

Enclosed for filing in the above-referenced proceeding is Georgia Power Company's ("Georgia Power" or "Company") Monthly Bad Debt Report ("Report"), reflecting data for November 2023. 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 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.

If you have any questions, please call Chris Defnall at 404-506-2393.

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 October and November 2023. 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
ALL CUSTOMER CLASSES	**Definition**	**APR**	**MAY**	**JUNE**
Number of customers	Number of Customers - All Classes	2,603,894	2,609,476	2,613,933
Dollar amount billed	Revenue - Total Electric Service	$ 534,166,504	$ 546,449,772	$ 660,476,216
Total receipts	Sum of Payments	$ 618,076,819	$ 620,714,909	$ 658,237,393
Number of customers charged a security deposit for a new account	Count of security deposits charged for new accounts	1,597	1,816	1,640
Dollar value of security deposits charged for a new account	Sum of security deposit dollars charged for new accounts	$ 764,642	$ 751,775	$ 612,815
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to new premise	9,915	10,364	10,536
Dollar value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise	$ 1,473,385	$ 1,428,682	$ 1,202,473
Total number of accounts past due*	Number of Accounts 30+ days in Arrears	485,341	452,738	433,925
30 - 60 days past due*	Number of Accounts in 30-60 Day Arrears	482,495	448,843	429,328
60 - 90 days past due*	Number of Accounts in 60-90 Day Arrears	152,201	164,851	171,448
90 - 120 days past due*	Number of Accounts in 90-120 Day Arrears	29,442	72,952	91,061
120+ days past due*	Number of Accounts in 120+ Days Arrears	4,636	18,461	43,375
30 - 60 days past due	Dollars of Accounts in 30-60 Day Arrears	$ 77,657,240	$ 64,989,060	$ 60,691,953
60 - 90 days past due	Dollars of Accounts in 60-90 Day Arrears	$ 19,621,261	$ 22,160,595	$ 20,586,753
90 - 120 days past due	Dollars of Accounts in 90-120 Day Arrears	$ 3,039,687	$ 8,955,213	$ 11,530,631
120+ days past due	Dollars of Accounts in 120+ Days Arrears	$ 1,539,164	$ 3,066,318	$ 7,607,774
Total dollar value of accounts past due	Total Dollars of Accounts in Arrears	$ 101,857,351	$ 99,171,183	$ 100,417,113
Number of customers charged a late payment fee	Number of Accounts billed late payment charge	-	-	-
Dollar value of late payment fees charged	Dollars of Accounts billed late payment charge	$ -	$ -	$ -
Number of disconnection notices issued	Disconnect messages issued on bill	441,524	371,711	419,657
Number of installment payment plans (A) established	Installment payment plans established	-	-	27,689
Dollars associated with installment payment plans (A) established	Dollars associated with installment payment plans established	-	-	$ 16,190,126
Number of installment payment plans (B) established	Installment payment plans (B) established on customers who self-identified as sheltering in place	-	-	-
Dollars associated with installment payment plans (B) established	Dollars associated with installment payment plans (B) established on customers who self-identified as sheltering in place	$ -	$ -	$ -
Number of installment payment plans (A) billed in full	Count of installment payment plan businesses that final billed (does not indicate paid or account closed)	-	-	-
Number of failed installment payment plans (A)	Count of installment payment plans recorded in bad debt	-	-	-
Number of disconnections for nonpayment	Number of accounts disconnected for nonpayment	-	-	-
Number of service reconnections after disconnection for nonpayment	Number of accounts with restored service after disconnect for nonpayment	-	-	-
Gross number of all accounts written off as uncollectible	Total accounts reported as Charge Off (Gross)	9,199	8,038	4,631
Net dollar value of accounts written off as uncollectible	Net Charge Off	$ 943,300	$ 669,781	$ 31,896
Number of accounts from PrePay to Post Pay	Accounts transitioning from PrePay to Post Pay	250	258	426
Number of accounts from Post Pay to PrePay	Accounts transitioning from Post Pay to PrePay	119	83	101

*Due to a reporting error, the Company is expecting to revise the data reported from February 2023 to September 2023 in the report to be filed in February 2024. The data provided for October and November 2023 is accurately reflected.

2020	2020	2020	2020	2020	2020	2021	2021	2021	2021	2021	2021	2021	2021	2021
JULY	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**
2,616,668	2,620,192	2,624,760	2,629,842	2,632,262	2,635,402	2,639,760	2,642,999	2,647,099	2,651,534	2,655,359	2,658,003	2,659,883	2,663,750	2,665,348
$ 777,186,872	$ 809,239,741	$ 772,862,524	$ 599,803,112	$ 556,550,801	$ 604,370,234	$ 638,668,758	$ 610,583,476	$ 583,732,918	$ 545,186,814	$ 551,944,931	$ 694,858,754	$ 779,522,095	$ 875,306,935	$ 816,211,094
$ 715,600,602	$ 854,564,450	$ 897,365,337	$ 738,772,517	$ 643,583,179	$ 642,525,659	$ 735,453,276	$ 702,803,727	$ 716,661,954	$ 645,819,034	$ 647,315,217	$ 694,642,624	$ 797,823,999	$ 889,016,100	$ 919,357,513
1,926	2,050	1,900	2,020	1,893	1,674	1,933	1,714	1,984	2,107	2,073	2,266	2,603	2,590	2,245
$ 746,196	$ 1,020,347	$ 1,132,333	$ 987,462	$ 979,959	$ 1,172,230	$ 1,020,430	$ 1,160,680	$ 814,640	$ 876,368	$ 1,231,158	$ 1,373,429	$ 1,173,116	$ 1,253,619	$ 1,106,860
7,745	8,038	8,033	8,188	6,932	2,776	2,165	2,347	2,834	2,515	2,122	2,503	2,304	2,276	1,927
$ 1,192,726	$ 868,859	$ 860,620	$ 1,052,141	$ 877,778	$ 574,605	$ 453,642	$ 490,955	$ 593,244	$ 527,376	$ 442,324	$ 523,203	$ 494,928	$ 488,791	$ 412,272
372,173	367,082	401,148	406,629	485,361	504,536	491,449	407,173	407,694	427,213	392,483	370,601	389,794	411,197	431,430
368,827	365,112	400,051	405,171	481,640	502,564	489,087	388,371	402,966	425,272	380,799	363,317	386,956	409,494	429,853
95,257	40,708	39,463	42,860	60,092	81,182	76,216	78,130	55,998	58,763	53,659	48,915	43,980	46,356	50,069
52,974	11,915	5,312	6,899	10,219	14,955	20,672	22,003	19,841	18,130	17,447	14,216	8,104	6,801	7,145
30,930	8,116	1,962	1,800	2,875	5,216	6,938	11,079	11,663	11,042	9,273	8,137	4,180	2,349	2,330
$ 58,509,902	$ 68,957,334	$ 76,539,892	$ 71,035,897	$ 64,323,498	$ 65,132,288	$ 70,742,946	$ 56,607,877	$ 57,264,283	$ 59,996,814	$ 54,423,072	$ 48,822,981	$ 61,172,748	$ 72,986,034	$ 82,511,792
$ 11,284,821	$ 5,390,060	$ 5,115,119	$ 5,494,386	$ 7,059,995	$ 7,834,299	$ 7,656,268	$ 8,407,564	$ 5,675,507	$ 5,996,862	$ 5,331,877	$ 5,693,240	$ 3,814,528	$ 4,186,483	$ 5,585,883
$ 6,170,155	$ 2,006,827	$ 1,069,664	$ 1,035,598	$ 1,393,188	$ 1,942,832	$ 2,218,104	$ 2,300,183	$ 2,364,565	$ 2,500,231	$ 3,091,189	$ 2,600,253	$ 1,240,738	$ 685,693	$ 799,392
$ 7,470,511	$ 3,565,776	$ 1,462,203	$ 1,029,419	$ 992,564	$ 1,631,965	$ 2,273,365	$ 3,106,975	$ 3,758,493	$ 4,163,327	$ 4,050,907	$ 4,266,857	$ 2,073,126	$ 870,614	$ 768,303
$ 83,435,389	$ 79,919,995	$ 84,186,879	$ 78,595,301	$ 73,769,245	$ 76,541,383	$ 82,890,684	$ 70,422,599	$ 69,062,847	$ 72,657,234	$ 66,897,045	$ 61,383,332	$ 68,301,141	$ 78,728,824	$ 89,665,371
-	-	14,762	357,967	313,633	311,065	322,914	355,035	313,297	306,451	298,463	289,726	337,961	365,448	394,569
$ -	$ -	$ 53,994	$ 1,519,041	$ 1,187,544	$ 1,168,073	$ 1,247,064	$ 1,471,746	$ 1,268,950	$ 1,211,966	$ 1,244,455	$ 1,187,226	$ 1,389,258	$ 1,505,937	$ 1,769,981
343,721	345,303	389,268	393,772	398,517	393,480	383,729	407,460	370,498	352,129	355,316	345,822	365,703	379,666	399,056
56,371	29,646	21,781	-	-	-	-	-	-	-	-	-	-	-	-
$ 31,134,157	$ 16,030,123	$ 10,556,536	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
-	-	-	-	-	-	-	-	-	3,100	3,634	1,431	249	-	-
$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,464,322	$ 1,720,813	$ 1,072,505	$ 286,477	$ -	$ -
111	1,126	4,707	3,332	2,546	2,153	1,097	2,046	107,064	10,954	-	-	-	-	-
1	40	364	1,375	1,445	2,297	1,193	1,458	1,273	912	812	629	352	545	
15,223	24,929	18,633	20,313	17,215	18,062	17,308	18,790	19,979	17,099	18,387	20,838	21,393	22,838	25,755
9,816	19,458	14,806	16,727	13,569	13,077	11,488	13,350	15,101	13,240	14,796	15,481	15,484	16,338	18,166
4,960	5,601	9,505	11,173	8,816	8,045	8,446	7,415	8,505	8,359	7,396	6,754	6,601	8,992	9,354
$ 91,020	$ 545,532	$ 2,384,465	$ 3,040,820	$ 1,222,478	$ 2,059,537	$ 1,763,256	$ 700,810	$ 957,583	$ 1,354,911	$ 1,448,371	$ 446,377	$ 802,300	$ 1,974,915	$ 2,348,585
2,523	4,287	501	168	157	291	423	255	548	279	143	354	435	415	390
778	751	1,624	1,686	1,790	1,855	1,307	1,552	1,306	961	721	587	1,720	2,481	3,040

2021	2021	2021	2022	2022	2022	2022	2022	2022	2022	2022	2022	2022	2022	2022
OCTOBER	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**
2,667,865	2,670,816	2,672,926	2,676,745	2,678,540	2,682,477	2,685,547	2,687,272	2,691,260	2,693,769	2,697,837	2,700,953	2,704,609	2,708,441	2,712,780
$ 649,815,539	$ 606,122,421	$ 630,272,457	$ 663,591,955	$ 684,878,236	$ 614,523,769	$ 607,831,653	$ 673,415,639	$ 934,877,210	$ 1,071,532,870	$ 1,011,517,765	$ 945,429,949	$ 705,494,361	$ 624,952,565	$ 685,265,335
$ 835,254,511	$ 747,339,578	$ 688,310,972	$ 724,508,341	$ 769,599,088	$ 743,040,622	$ 724,526,636	$ 717,503,855	$ 825,872,201	$ 1,120,880,822	$ 1,097,074,546	$ 1,044,785,473	$ 935,528,684	$ 740,389,913	$ 726,800,945
2,306	2,577	2,179	2,156	2,113	2,055	2,116	2,246	2,159	2,184	2,146	2,025	2,101	1,903	1,736
$ 1,006,353	$ 1,121,963	$ 1,351,403	$ 873,990	$ 879,207	$ 803,652	$ 1,002,832	$ 970,819	$ 975,354	$ 1,138,631	$ 1,197,735	$ 801,072	$ 1,079,426	$ 832,168	$ 840,390
1,886	1,932	1,574	1,534	1,609	2,095	1,823	1,847	1,961	1,777	2,183	1,746	1,816	1,795	1,593
$ 409,655	$ 441,150	$ 330,157	$ 333,763	$ 337,048	$ 420,835	$ 381,730	$ 379,604	$ 405,137	$ 354,401	$ 455,137	$ 351,225	$ 366,694	$ 356,324	$ 306,382
453,115	427,778	421,928	429,078	428,458	405,675	399,565	381,586	398,093	430,465	449,574	455,303	435,535	339,279	429,243
451,135	426,330	419,699	426,767	425,804	404,218	398,083	380,092	396,534	428,478	447,479	453,530	430,025	322,807	427,317
57,571	55,885	61,988	61,745	59,757	48,614	54,091	53,469	65,659	61,161	64,758	67,393	68,408	70,331	71,383
8,049	8,883	10,520	12,346	12,376	10,105	9,637	10,118	12,167	13,254	13,282	12,572	12,479	15,072	17,131
2,444	2,574	3,165	4,079	4,813	4,205	4,062	3,601	4,010	4,672	5,290	4,901	4,636	4,929	6,276
$ 83,278,565	$ 65,380,967	$ 58,683,591	$ 69,299,269	$ 66,414,341	$ 66,767,359	$ 60,665,911	$ 54,925,953	$ 62,151,311	$ 84,661,369	$ 95,851,667	$ 89,118,869	$ 84,430,507	$ 51,919,816	$ 68,176,292
$ 6,278,163	$ 6,297,011	$ 5,841,149	$ 5,845,742	$ 5,497,110	$ 4,650,800	$ 5,982,194	$ 5,444,631	$ 7,049,264	$ 6,594,669	$ 7,582,656	$ 9,381,115	$ 8,611,255	$ 9,494,013	$ 8,293,810
$ 847,006	$ 1,192,887	$ 1,241,355	$ 1,340,176	$ 1,141,707	$ 969,156	$ 1,230,328	$ 1,204,302	$ 1,405,004	$ 2,002,089	$ 1,625,252	$ 1,775,403	$ 1,738,066	$ 2,105,244	$ 2,760,178
$ 558,846	$ 600,430	$ 716,982	$ 1,033,968	$ 1,063,693	$ 976,625	$ 922,664	$ 917,555	$ 1,113,776	$ 1,244,917	$ 1,397,777	$ 1,283,429	$ 1,394,766	$ 1,426,161	$ 2,127,349
$ 90,962,581	$ 73,471,295	$ 66,483,077	$ 77,519,156	$ 74,116,851	$ 73,363,941	$ 68,801,096	$ 62,492,441	$ 71,719,353	$ 94,503,044	$ 106,457,351	$ 101,558,815	$ 96,174,593	$ 64,945,234	$ 81,357,629
410,739	363,644	343,016	360,803	380,821	355,621	338,854	309,239	336,359	388,991	420,530	418,085	382,574	196,852	179,325
$ 1,879,837	$ 1,434,776	$ 1,282,933	$ 1,420,221	$ 1,482,269	$ 1,449,650	$ 1,386,109	$ 1,172,732	$ 1,356,722	$ 1,770,405	$ 1,985,965	$ 1,972,148	$ 1,770,280	$ 850,571	$ 779,177
418,048	405,666	395,114	395,088	403,361	379,850	380,385	373,458	380,814	421,496	444,294	445,858	441,418	437,517	398,385
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
27,595	24,973	26,561	11,266	24,124	18,869	20,601	18,902	20,168	20,594	27,604	29,648	26,488	26,756	19,154
20,150	18,568	19,340	8,605	17,945	14,264	15,757	14,776	15,838	15,926	20,570	22,464	20,657	22,275	15,723
9,535	9,789	9,943	9,096	8,460	9,340	9,866	9,075	8,400	7,647	9,998	11,766	12,227	12,040	10,333
$ 1,664,249	$ 1,858,673	$ 1,903,667	$ 1,436,410	$ 926,720	$ 1,075,562	$ 1,564,498	$ 1,482,307	$ 1,178,248	$ 1,100,484	$ 1,442,897	$ 2,063,243	$ 2,793,316	$ 2,675,387	$ 2,084,179
197	187	222	551	690	644	357	311	655	741	759	527	294	262	418
3,189	2,608	1,919	1,417	2,026	1,566	1,676	1,225	1,181	1,582	2,982	2,776	1,910	2,171	1,412

2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
JANUARY	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**
2,716,089	2,719,185	2,723,390	2,726,952	2,729,946	2,733,431	2,736,418	2,741,506	2,743,774	2,747,390	2,750,844
$ 759,090,217	$ 657,530,511	$ 613,217,812	$ 606,838,659	$ 604,381,488	$ 793,540,598	$ 983,979,306	$ 1,123,690,891	$ 1,065,911,718	REDACTED	REDACTED
$ 838,716,699	$ 790,682,631	$ 713,035,090	$ 629,711,501	$ 710,561,083	$ 768,895,110	$ 942,098,126	$ 1,126,237,315	$ 1,154,864,556	REDACTED	REDACTED
1,947	1,745	1,994	1,729	1,617	1,830	1,917	1,882	1,841	1,801	1,731
$ 720,118	$ 843,886	$ 805,639	$ 706,725	$ 953,246	$ 986,839	$ 835,695	$ 829,056	$ 1,128,115	$ 947,019	$ 829,883
1,797	1,782	2,116	1,778	2,002	2,038	1,971	2,217	1,814	1,996	1,721
$ 369,334	$ 340,257	$ 425,502	$ 346,880	$ 397,164	$ 389,221	$ 418,700	$ 424,321	$ 348,136	$ 385,278	$ 346,433
398,821	398,328	354,728	374,952	383,279	388,408	408,410	418,350	443,930	452,661	325,166
396,950	395,688	353,139	373,090	381,239	386,691	406,254	415,950	441,367	449,222	313,867
65,204	59,276	43,065	53,845	53,068	59,735	58,781	61,448	67,020	71,934	62,522
17,636	14,424	10,718	10,300	12,413	13,505	13,902	14,175	15,426	16,034	17,868
7,545	6,733	4,688	4,344	4,272	4,901	5,260	5,359	5,765	6,324	6,650
$ 67,699,183	$ 70,445,569	$ 53,389,237	$ 55,461,248	$ 57,572,780	$ 59,066,930	$ 73,172,279	$ 88,617,925	$ 107,034,378	$ 108,784,552	$ 60,833,309
$ 7,906,695	$ 6,690,960	$ 5,721,712	$ 6,832,288	$ 5,920,143	$ 6,084,400	$ 6,252,548	$ 7,928,683	$ 9,242,206	$ 11,121,749	$ 10,735,685
$ 2,571,176	$ 1,826,387	$ 1,211,772	$ 1,414,259	$ 1,720,056	$ 1,654,211	$ 1,849,976	$ 1,873,212	$ 2,128,879	$ 2,662,658	$ 3,150,597
$ 2,520,456	$ 2,364,253	$ 1,491,374	$ 1,400,455	$ 1,524,348	$ 1,832,948	$ 2,069,322	$ 2,407,888	$ 2,341,103	$ 2,575,845	$ 2,781,653
$ 80,697,510	$ 81,327,170	$ 61,814,095	$ 65,108,251	$ 66,737,328	$ 68,638,489	$ 83,344,125	$ 100,827,707	$ 120,746,566	$ 125,144,806	$ 77,501,244
90,240	310,264	318,820	297,744	321,594	322,560	361,559	386,179	421,302	426,862	200,191
$ 483,159	$ 1,414,369	$ 1,403,719	$ 1,242,272	$ 1,318,293	$ 1,287,556	$ 1,566,147	$ 1,873,438	$ 2,177,624	$ 2,253,964	$ 1,041,380
350,259	389,560	356,218	371,969	389,155	397,443	408,204	416,300	442,086	455,376	468,239
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16,537	19,871	18,976	14,368	17,790	21,567	17,687	18,869	25,319	27,482	25,698
11,441	13,991	13,982	10,437	12,854	16,173	13,283	13,382	17,423	19,875	20,500
9,539	8,710	10,149	10,206	9,558	9,228	9,472	11,381	12,560	13,122	13,349
$ 1,573,753	$ 1,128,406	$ 1,538,215	$ 2,169,714	$ 1,880,667	$ 1,406,642	$ 1,310,457	$ 1,735,050	$ 2,281,686	$ 3,034,711	$ 3,824,860
531	547	437	234	307	607	879	1,025	728	350	299
1,277	1,397	1,348	1,105	1,278	1,396	1,292	1,985	2,948	3,426	3,064

PSC Monthly Bad Debt Report

RESIDENTIAL CLASS ONLY	**Definition**	2020 **APR**	2020 **MAY**
Number of customers	Number of Customers - All Classes	2,267,594	2,273,185
Dollar amount billed	Residential Revenue	$ 224,293,003	$ 232,222,139
Total receipts	Residential Sum of Payments	$ 262,420,341	$ 269,081,270
Number of customers charged a security deposit	Count of security deposits charged for new accounts	1,182	1,282
Dollar value of security deposits charged for a new account	Sum of security deposit dollars charged for new accounts	$ 207,312	$ 233,730
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to a new premise	8,470	9,406
Dollar value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise	$ 1,058,482	$ 1,149,778
Total number of accounts past due*	Number of Accounts 30+ days in Arrears	449,088	417,351
30 - 60 days past due*	Number of Accounts in 30-60 Day Arrears	446,793	413,915
60 - 90 days past due*	Number of Accounts in 60-90 Day Arrears	142,798	151,368
90 - 120 days past due*	Number of Accounts in 90-120 Day Arrears	26,763	67,110
120+ days past due*	Number of Accounts in 120+ Days Arrears	3,601	16,375
30 - 60 days past due	Dollars of Accounts in 30-60 Day Arrears	$ 55,506,406	$ 46,264,658
60 - 90 days past due	Dollars of Accounts in 60-90 Day Arrears	$ 16,506,946	$ 16,768,584
90 - 120 days past due	Dollars of Accounts in 90-120 Day Arrears	$ 2,284,124	$ 7,349,937
120+ days past due	Dollars of Accounts in 120+ Days Arrears	$ 309,147	$ 1,658,821
Total dollar value of accounts past due	Total Dollars of Accounts in Arrears	$ 74,606,622	$ 72,041,998
Number of customers charged a late payment fee	Number of Accounts billed late payment charge	-	-
Dollar value of late payment fees charged	Dollars of Accounts billed late payment charge	$ -	$ -
Number of disconnection notices issued	Number of Residential disconnect messages issued on bill	438,882	350,199
Number of installment payment plans (A) established	Number of Residential installment payment plans established	-	-
Dollars associated with installment payment plans (A) established	Dollars associated with Residential installment payment plans established	$ -	$ -
Number of installment payment plans (B) established	Number of Residential installment payment plans (B) established	-	-
Dollars associated with installment payment plans (B) established	Dollars associated with Residential installment payment plans (B) established	$ -	$ -
Number of installment payment plans (A) billed in full	Count of Residential installment payment plan businesses that final billed (does not indicate paid or account closed)	-	-
Number of failed installment payment plans (A)	Count of Residential installment payment plans recorded in bad debt	-	-
Number of disconnections for nonpayment	Number of Residential accounts disconnected for nonpayment	-	-
Number of service reconnections after disconnection for nonpayment	Number of Residential accounts with restored service after disconnect for nonpayment	-	-
Gross number of accounts written off as uncollectible	Total accounts reported as Charge Off (Gross)	8,831	7,684
Number of accounts from PrePay to Post Pay	Residential accounts transitioning from PrePay to Post Pay	250	258
Number of accounts from Post Pay to PrePay	Residential accounts transitioning from Post Pay to PrePay	119	83

*Due to a reporting error, the Company is expecting to revise the data reported from February 2023 to September 2023 in the report to be filed in February 2024. The October and November 2023 data is currently not available by customer class.

2020	2020	2020	2020	2020	2020	2020	2021	2021	2021	2021	2021	2021	2021
JUNE	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**
2,277,482	2,279,582	2,282,827	2,286,941	2,291,382	2,293,334	2,296,077	2,300,194	2,302,948	2,306,600	2,310,317	2,313,560	2,315,579	2,317,209
$ 320,244,149	$ 385,710,671	$ 401,084,269	$ 371,042,233	$ 241,878,777	$ 226,179,453	$ 271,249,044	$ 303,302,172	$ 279,461,049	$ 253,970,569	$ 226,593,617	$ 224,501,258	$ 321,746,685	$ 363,088,187
$ 286,415,108	$ 340,383,734	$ 394,704,288	$ 410,546,643	$ 325,532,543	$ 280,224,306	$ 291,625,863	$ 336,829,441	$ 319,607,916	$ 324,572,023	$ 279,608,724	$ 273,749,289	$ 301,149,374	$ 352,303,478
1,107	1,202	1,209	1,087	1,157	1,118	1,000	1,096	975	1,230	1,256	1,218	1,416	1,749
$ 179,035	$ 211,482	$ 258,582	$ 191,587	$ 197,936	$ 202,088	$ 186,155	$ 226,495	$ 174,445	$ 241,195	$ 202,592	$ 227,241	$ 262,329	$ 303,010
4,907	7,791	8,133	8,110	8,180	7,001	2,701	2,095	2,265	2,744	2,431	2,052	2,431	2,225
$ 548,717	$ 1,153,018	$ 1,151,531	$ 1,215,569	$ 1,270,596	$ 1,031,586	$ 544,295	$ 422,737	$ 454,979	$ 548,294	$ 495,341	$ 415,669	$ 492,703	$ 448,060
402,299	344,897	344,629	378,446	382,331	457,786	476,618	464,609	387,780	387,897	405,404	370,647	348,643	367,609
398,225	342,244	343,322	377,645	381,189	456,205	474,854	462,694	370,161	383,479	403,771	359,345	341,705	365,248
158,146	86,358	35,698	35,716	38,974	53,496	75,622	71,219	74,015	52,640	54,986	50,447	44,779	40,007
82,782	47,145	9,321	3,991	5,727	8,840	13,275	18,918	20,473	18,627	17,097	16,479	13,162	6,852
39,319	26,861	6,185	1,266	1,267	2,325	4,529	6,207	10,314	10,980	10,565	8,935	7,773	3,764
$ 42,298,839	$ 44,299,656	$ 52,738,351	$ 62,016,369	$ 57,278,640	$ 49,458,284	$ 49,229,306	$ 53,917,544	$ 47,619,232	$ 48,328,477	$ 46,985,796	$ 39,757,473	$ 36,562,903	$ 48,370,561
$ 15,331,624	$ 7,592,993	$ 2,591,350	$ 2,964,284	$ 4,076,497	$ 5,341,116	$ 5,937,687	$ 5,386,875	$ 6,373,013	$ 4,653,639	$ 4,693,951	$ 4,037,274	$ 3,046,559	$ 2,392,856
$ 8,886,025	$ 4,142,457	$ 619,961	$ 219,772	$ 531,143	$ 978,578	$ 1,521,239	$ 1,761,024	$ 1,850,813	$ 1,982,563	$ 2,136,579	$ 2,576,132	$ 1,322,547	$ 463,904
$ 5,342,839	$ 4,674,192	$ 1,172,817	$ 162,370	$ 167,789	$ 335,182	$ 851,511	$ 1,495,373	$ 2,290,357	$ 2,898,036	$ 3,446,417	$ 3,414,968	$ 3,465,533	$ 1,456,078
$ 71,859,328	$ 60,709,298	$ 57,122,479	$ 65,362,795	$ 62,054,068	$ 56,113,161	$ 57,539,743	$ 62,560,816	$ 58,133,414	$ 57,862,715	$ 57,262,743	$ 49,785,848	$ 44,397,543	$ 52,683,399
-	-	0	14,148	341,223	295,347	294,087	303,423	336,971	296,632	290,469	282,210	273,023	320,918
$ -	$ -	$ -	$ 45,829	$ 1,174,786	$ 851,776	$ 829,135	$ 908,367	$ 1,097,518	$ 950,661	$ 956,805	$ 892,291	$ 839,193	$ 1,056,527
397,657	325,173	328,179	371,821	377,588	381,279	376,649	366,525	389,465	354,206	336,070	338,995	329,606	349,135
26,937	54,627	28,762	21,423	-	-	-	-	-	-	-	-	-	-
$ 13,001,978	$ 27,899,985	$ 13,413,590	$ 8,774,262	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
-	-	-	-	-	-	-	-	-	-	3,100	3,634	1,431	249
$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,464,322	$ 1,720,813	$ 1,072,505	$ 286,477
-	91	1,070	4,536	3,248	2,453	1,157	1,065	2,035	104,250	10,839	-	-	-
-	1	38	358	1,320	1,399	2,208	1,145	1,367	1,256	1,020	781	605	345
-	13,640	22,210	16,727	18,513	15,897	16,343	15,233	16,858	17,965	15,179	16,706	19,124	19,381
-	8,881	17,454	13,213	15,067	12,460	11,805	10,143	11,992	13,639	11,900	13,557	14,297	14,204
4,473	4,923	4,433	8,642	10,054	7,995	7,847	8,164	7,169	8,001	7,867	6,933	6,498	6,389
426	2,523	4,287	501	168	157	291	423	255	548	279	143	354	435
101	778	751	1,624	1,686	1,790	1,855	1,307	1,552	1,306	961	721	587	1,720

2021	2021	2021	2021	2021	2022	2022	2022	2022	2022	2022	2022	2022	2022	2022
AUGUST	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**
2,320,810	2,322,328	2,324,842	2,327,258	2,329,283	2,333,036	2,334,252	2,337,847	2,340,488	2,341,972	2,345,570	2,347,882	2,351,695	2,354,584	2,358,486
$ 397,837,549	$ 370,567,763	$ 250,185,889	$ 234,434,553	$ 267,894,785	$ 295,604,824	$ 312,353,342	$ 257,682,148	$ 240,577,229	$ 257,252,492	$ 376,488,508	$ 429,788,616	$ 406,206,594	$ 377,578,776	$ 256,666,760
$ 391,088,178	$ 402,890,056	$ 343,728,355	$ 295,053,352	$ 287,026,623	$ 310,959,791	$ 347,702,969	$ 318,841,233	$ 285,706,509	$ 277,659,910	$ 310,419,010	$ 407,618,480	$ 418,494,179	$ 426,328,565	$ 358,697,307
1,723	1,465	1,527	1,741	1,428	1,408	1,350	1,313	1,402	1,457	1,342	1,463	1,349	1,317	1,358
$ 272,524	$ 263,142	$ 259,748	$ 277,734	$ 225,513	$ 217,205	$ 209,371	$ 216,945	$ 236,682	$ 238,239	$ 233,339	$ 257,141	$ 230,600	$ 232,442	$ 230,213
2,198	1,861	1,817	1,870	1,525	1,471	1,562	2,028	1,753	1,778	1,901	1,709	2,094	1,685	1,752
$ 442,342	$ 377,459	$ 366,980	$ 380,110	$ 305,282	$ 299,710	$ 314,473	$ 398,989	$ 349,155	$ 351,969	$ 378,502	$ 323,636	$ 411,097	$ 322,128	$ 336,704
388,506	405,596	426,845	403,520	395,102	401,781	403,195	382,574	376,464	359,590	373,510	404,974	424,477	430,909	410,736
387,137	404,353	425,309	402,253	393,138	399,821	401,170	381,372	375,255	358,415	372,187	403,405	422,798	429,403	405,895
42,584	45,793	53,268	51,989	56,924	56,466	55,134	44,777	49,592	49,084	60,877	56,394	59,922	62,563	63,420
5,670	6,014	6,923	7,787	9,126	10,725	10,964	8,850	8,506	8,958	10,823	11,834	11,831	11,210	10,940
1,943	1,871	2,046	2,186	2,633	3,409	4,188	3,627	3,536	3,185	3,544	4,142	4,685	4,305	3,983
$ 57,317,886	$ 63,770,668	$ 65,372,848	$ 47,999,093	$ 43,647,028	$ 49,639,720	$ 52,905,055	$ 53,981,008	$ 45,837,254	$ 40,842,374	$ 42,586,842	$ 59,562,322	$ 70,275,067	$ 69,992,841	$ 62,931,335
$ 2,930,365	$ 3,426,152	$ 4,359,281	$ 4,291,695	$ 4,016,738	$ 3,930,363	$ 4,089,827	$ 3,228,473	$ 3,804,882	$ 3,493,688	$ 4,850,162	$ 4,104,279	$ 5,261,084	$ 5,773,920	$ 5,843,185
$ 315,870	$ 408,132	$ 515,807	$ 648,677	$ 728,498	$ 753,764	$ 750,697	$ 652,229	$ 610,612	$ 689,434	$ 773,695	$ 881,557	$ 819,737	$ 873,605	$ 934,646
$ 358,096	$ 258,826	$ 292,024	$ 320,460	$ 359,111	$ 511,721	$ 659,925	$ 591,864	$ 576,561	$ 526,901	$ 533,563	$ 615,181	$ 738,747	$ 634,761	$ 622,147
$ 60,922,217	$ 67,863,779	$ 70,539,961	$ 53,259,924	$ 48,751,373	$ 54,835,566	$ 58,405,505	$ 58,453,573	$ 50,829,308	$ 45,552,396	$ 48,744,262	$ 65,163,338	$ 77,094,634	$ 77,275,127	$ 70,331,313
347,522	373,729	387,163	344,407	323,916	340,407	359,402	337,229	320,267	291,980	318,335	368,763	399,124	397,437	362,168
$ 1,197,286	$ 1,338,666	$ 1,371,451	$ 1,075,830	$ 978,024	$ 1,052,781	$ 1,144,397	$ 1,111,804	$ 980,844	$ 865,290	$ 945,337	$ 1,238,996	$ 1,462,543	$ 1,436,210	$ 1,269,761
362,751	381,216	398,312	387,429	376,659	376,648	384,179	362,643	363,188	356,970	363,221	402,741	424,446	427,018	422,219
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-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
543														
20,746	23,156	25,301	22,715	24,684	9,445	22,284	17,201	18,967	17,375	18,335	18,518	24,891	27,173	24,274
14,931	16,735	18,624	17,305	18,279	7,247	16,470	12,910	14,491	13,591	14,428	14,287	18,434	20,498	18,865
8,797	9,103	9,302	9,509	9,567	8,879	8,212	9,005	9,590	8,787	8,147	7,435	9,760	11,460	11,898
415	390	197	187	222	551	690	644	357	311	655	741	759	527	294
2,481	3,040	3,189	2,608	1,919	1,417	2,026	1,566	1,676	1,225	1,181	1,582	2,982	2,776	1,910

2022	2022	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023
NOVEMBER	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**
2,362,390	2,366,818	2,370,264	2,373,128	2,376,920	2,380,148	2,382,830	2,385,787	2,388,540	2,393,114	2,395,344	2,398,759	2,402,245
$ 237,740,594	$ 282,473,724	$ 328,835,998	$ 290,264,768	$ 259,837,816	$ 255,102,457	$ 249,771,462	$ 357,546,242	$ 456,825,698	$ 513,313,716	$ 477,364,847	REDACTED	REDACTED
$ 305,845,940	$ 300,537,081	$ 345,267,132	$ 353,553,793	$ 310,192,413	$ 263,547,884	$ 294,224,939	$ 318,553,907	$ 408,751,326	$ 480,767,112	$ 494,664,803	REDACTED	REDACTED
1,238	1,131	1,206	1,030	1,217	1,085	855	1,068	1,209	1,120	1,114	1,118	1,081
$ 203,983	$ 185,715	$ 189,561	$ 166,750	$ 208,439	$ 186,145	$ 147,212	$ 173,619	$ 200,785	$ 183,896	$ 225,940	$ 188,895	$ 181,213
1,738	1,545	1,724	1,738	2,035	1,711	1,930	1,989	1,906	2,162	1,762	1,944	1,662
$ 328,439	$ 288,207	$ 330,124	$ 324,062	$ 376,592	$ 320,308	$ 356,059	$ 363,684	$ 358,855	$ 394,293	$ 325,496	$ 358,918	$ 304,113
318,389	400,550	370,212	372,756	332,092	349,413	358,959	361,944	381,354	392,771	416,681	Not Available	Not Available
303,215	398,863	368,542	370,800	330,764	347,936	357,251	360,485	379,700	390,909	414,618	Not Available	Not Available
65,332	65,676	59,025	53,687	38,901	48,899	48,333	54,256	53,264	56,014	61,431	Not Available	Not Available
13,486	15,381	15,454	12,596	9,324	9,211	11,159	12,065	12,069	12,274	13,425	Not Available	Not Available
4,292	5,504	6,580	5,875	4,055	3,794	3,849	4,407	4,515	4,492	4,817	Not Available	Not Available
$ 36,760,898	$ 45,458,842	$ 46,466,311	$ 53,238,225	$ 39,904,209	$ 39,458,973	$ 42,654,498	$ 41,569,290	$ 54,874,068	$ 67,561,133	$ 80,243,060	$ 79,862,091	$ 43,210,714
$ 6,343,587	$ 5,613,911	$ 4,544,136	$ 4,255,892	$ 3,676,108	$ 3,987,621	$ 3,491,084	$ 4,000,837	$ 3,845,099	$ 4,952,332	$ 6,319,181	$ 7,328,971	$ 6,815,755
$ 1,179,753	$ 1,417,583	$ 1,196,469	$ 890,809	$ 697,423	$ 765,173	$ 824,084	$ 848,323	$ 838,952	$ 811,705	$ 1,099,909	$ 1,271,896	$ 1,665,985
$ 743,969	$ 956,508	$ 1,155,020	$ 1,088,537	$ 692,797	$ 607,245	$ 619,459	$ 673,750	$ 694,064	$ 707,380	$ 757,517	$ 880,046	$ 1,079,561
$ 45,028,207	$ 53,446,844	$ 53,361,937	$ 59,473,462	$ 44,970,537	$ 44,819,013	$ 47,589,124	$ 47,092,198	$ 60,252,184	$ 74,032,551	$ 88,419,668	$ 89,343,003	$ 52,772,016
183,706	165,906	82,151	290,683	297,700	276,970	300,442	301,116	339,007	364,661	398,037	402,120	185,124
$ 592,617	$ 533,471	$ 284,033	$ 978,355	$ 949,545	$ 837,405	$ 905,623	$ 903,293	$ 1,111,000	$ 1,368,003	$ 1,629,768	$ 1,644,944	$ 676,772
415,622	377,241	329,938	369,350	338,016	352,464	369,293	377,572	387,712	396,650	420,957	432,724	443,657
-	-	-										
$ -	$ -	$ -										
-	-	-										
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-	-	-										
24,581	17,662	14,832	17,803	17,051	12,925	15,741	19,533	15,932	16,792	23,840	25,626	23,938
20,488	14,549	10,208	12,420	12,487	9,390	11,261	14,543	11,852	11,784	16,325	18,485	19,173
11,704	10,026	9,249	8,473	9,857	9,884	9,192	8,946	9,187	11,089	12,243	12,781	12,967
262	418	531	547	437	234	307	607	879	1,025	728	350	299
2,171	1,412	1,277	1,397	1,348	1,105	1,278	1,396	1,292	1,985	2,948	3,426	3,064