Georgia Power

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

**PUBLIC DISCLOSURE**

December 20, 2024

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 2024**

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 2024. 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 Steven Huling at 404-506-0438.

Sincerely,

/s/ Jeremiah C. Haswell

Jeremiah C. Haswell
Director of Regulatory Affairs
Enclosure

**BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION**

**Georgia Power Company**
**Docket No. 42516**
**2019 Base Rate Case**
**PSC Monthly Bad Debt Report**

**BASIS FOR THE ASSERTION THAT THE INFORMATION SUBMITTED IS TRADE SECRET**

As part of Georgia Power Company's 2019 Base Rate Case filed in Docket No. 42516 ("2019 Base Rate Case"), 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 2024. 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 |
|---|---|---|---|---|---|---|---|---|---|
| **ALL CUSTOMER CLASSES** | **Definition** | **APR** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** |
| Number of customers | Number of Customers - All Classes | 2,603,894 | 2,609,476 | 2,613,933 | 2,616,668 | 2,620,192 | 2,624,760 | 2,629,842 | 2,632,262 |
| Dollar amount billed | Revenue - Total Electric Service | $ 534,166,504 | $ 546,449,772 | $ 660,476,216 | $ 777,186,872 | $ 809,239,741 | $ 772,862,524 | $ 599,803,112 | $ 556,550,801 |
| Total receipts | Sum of Payments | $ 618,076,819 | $ 620,714,909 | $ 658,237,393 | $ 715,600,602 | $ 854,564,450 | $ 897,365,337 | $ 738,772,517 | $ 643,583,179 |
| 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 | 1,926 | 2,050 | 1,900 | 2,020 | 1,893 |
| 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 | $ 746,196 | $ 1,020,347 | $ 1,132,333 | $ 987,462 | $ 979,959 |
| 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 | 7,745 | 8,038 | 8,033 | 8,188 | 6,932 |
| 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 | $ 1,192,726 | $ 868,859 | $ 860,620 | $ 1,052,141 | $ 877,778 |
| Total number of accounts past due | Number of Accounts 30+ days in Arrears | 485,341 | 452,738 | 433,925 | 372,173 | 367,082 | 401,148 | 406,629 | 485,361 |
| 30 - 60 days past due | Number of Accounts in 30-60 Day Arrears | 482,495 | 448,843 | 429,328 | 368,827 | 365,112 | 400,051 | 405,171 | 481,640 |
| 60 - 90 days past due | Number of Accounts in 60-90 Day Arrears | 152,201 | 164,851 | 171,448 | 95,257 | 40,708 | 39,463 | 42,860 | 60,092 |
| 90 - 120 days past due | Number of Accounts in 90-120 Day Arrears | 29,442 | 72,952 | 91,061 | 52,974 | 11,915 | 5,312 | 6,899 | 10,219 |
| 120+ days past due | Number of Accounts in 120+ Days Arrears | 4,636 | 18,461 | 43,375 | 30,930 | 8,116 | 1,962 | 1,800 | 2,875 |
| 30 - 60 days past due | Dollars of Accounts in 30-60 Day Arrears | $ 77,657,240 | $ 64,989,060 | $ 60,691,953 | $ 58,509,902 | $ 68,957,334 | $ 76,539,892 | $ 71,035,897 | $ 64,323,498 |
| 60 - 90 days past due | Dollars of Accounts in 60-90 Day Arrears | $ 19,621,261 | $ 22,160,595 | $ 20,586,753 | $ 11,284,821 | $ 5,390,060 | $ 5,115,119 | $ 5,494,386 | $ 7,059,995 |
| 90 - 120 days past due | Dollars of Accounts in 90-120 Day Arrears | $ 3,039,687 | $ 8,955,213 | $ 11,530,631 | $ 6,170,155 | $ 2,006,827 | $ 1,069,664 | $ 1,035,598 | $ 1,393,188 |
| 120+ days past due | Dollars of Accounts in 120+ Days Arrears | $ 1,539,164 | $ 3,066,318 | $ 7,607,774 | $ 7,470,511 | $ 3,565,776 | $ 1,462,203 | $ 1,029,419 | $ 992,564 |
| Total dollar value of accounts past due | Total Dollars of Accounts in Arrears | $ 101,857,351 | $ 99,171,183 | $ 100,417,113 | $ 83,435,389 | $ 79,919,995 | $ 84,186,879 | $ 78,595,301 | $ 73,769,245 |
| Number of customers charged a late payment fee | Number of Accounts billed late payment charge | - | - | - | - | - | 14,762 | 357,967 | 313,633 |
| Dollar value of late payment fees charged | Dollars of Accounts billed late payment charge | $ - | $ - | $ - | $ - | $ - | $ 53,994 | $ 1,519,041 | $ 1,187,544 |
| Number of disconnection notices issued | Disconnect messages issued on bill | 441,524 | 371,711 | 419,657 | 343,721 | 345,303 | 389,268 | 393,772 | 398,517 |
| Number of installment payment plans (A) established | Installment payment plans established | - | - | 27,689 | 56,371 | 29,646 | 21,781 | - | - |
| Dollars associated with installment payment plans (A) established | Dollars associated with installment payment plans established | - | - | $ 16,190,126 | $ 31,134,157 | $ 16,030,123 | $ 10,556,536 | $ - | $ - |
| 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) | - | - | - | 111 | 1,126 | 4,707 | 3,332 | 2,546 |
| Number of failed installment payment plans (A) | Count of installment payment plans recorded in bad debt | - | - | - | 1 | 40 | 364 | 1,375 | 1,445 |
| Number of disconnections for nonpayment | Number of accounts disconnected for nonpayment | - | - | - | 15,223 | 24,929 | 18,633 | 20,313 | 17,215 |
| Number of service reconnections after disconnection for nonpayment | Number of accounts with restored service after disconnect for nonpayment | - | - | - | 9,816 | 19,458 | 14,806 | 16,727 | 13,569 |
| Gross number of all accounts written off as uncollectible | Total accounts reported as Charge Off (Gross) | 9,199 | 8,038 | 4,631 | 4,960 | 5,601 | 9,505 | 11,173 | 8,816 |
| Net dollar value of accounts written off as uncollectible | Net Charge Off | $ 943,300 | $ 669,781 | $ 31,896 | $ 91,020 | $ 545,532 | $ 2,384,465 | $ 3,040,820 | $ 1,222,478 |
| Number of accounts from PrePay to Post Pay | Accounts transitioning from PrePay to Post Pay | 250 | 258 | 426 | 2,523 | 4,287 | 501 | 168 | 157 |
| Number of accounts from Post Pay to PrePay | Accounts transitioning from Post Pay to PrePay | 119 | 83 | 101 | 778 | 751 | 1,624 | 1,686 | 1,790 |

**PSC Monthly Bad Debt Report**

| | 2020 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2022 | 2022 | 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALL CUSTOMER CLASSES** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** |
| Number of customers | 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 | 2,667,865 | 2,670,816 | 2,672,926 | 2,676,745 | 2,678,540 | 2,682,477 |
| Dollar amount billed | $ 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 | $ 649,815,539 | $ 606,122,421 | $ 630,272,457 | $ 663,591,955 | $ 684,878,236 | $ 614,523,769 |
| Total receipts | $ 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 | $ 835,254,511 | $ 747,339,578 | $ 688,310,972 | $ 724,508,341 | $ 769,599,088 | $ 743,040,622 |
| Number of customers charged a security deposit for a new account | 1,674 | 1,933 | 1,714 | 1,984 | 2,107 | 2,073 | 2,266 | 2,603 | 2,590 | 2,245 | 2,306 | 2,577 | 2,179 | 2,156 | 2,113 | 2,055 |
| Dollar value of security deposits charged for a new account | $ 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 | $ 1,006,353 | $ 1,121,963 | $ 1,351,403 | $ 873,990 | $ 879,207 | $ 803,652 |
| Number accounts that transferred a security deposit to a new premise | 2,776 | 2,165 | 2,347 | 2,834 | 2,515 | 2,122 | 2,503 | 2,304 | 2,276 | 1,927 | 1,886 | 1,932 | 1,574 | 1,534 | 1,609 | 2,095 |
| Dollar value of security deposits transferred to a new premise | $ 574,605 | $ 453,642 | $ 490,955 | $ 593,244 | $ 527,376 | $ 442,324 | $ 523,203 | $ 494,928 | $ 488,791 | $ 412,272 | $ 409,655 | $ 441,150 | $ 330,157 | $ 333,763 | $ 337,048 | $ 420,835 |
| Total number of accounts past due | 504,536 | 491,449 | 407,173 | 407,694 | 427,213 | 392,483 | 370,601 | 389,794 | 411,197 | 431,430 | 453,115 | 427,778 | 421,928 | 429,078 | 428,458 | 405,675 |
| 30 - 60 days past due | 502,564 | 489,087 | 388,371 | 402,966 | 425,272 | 380,799 | 363,317 | 386,956 | 409,494 | 429,853 | 451,135 | 426,330 | 419,699 | 426,767 | 425,804 | 404,218 |
| 60 - 90 days past due | 81,182 | 76,216 | 78,130 | 55,998 | 58,763 | 53,659 | 48,915 | 43,980 | 46,356 | 50,069 | 57,571 | 55,885 | 61,988 | 61,745 | 59,757 | 48,614 |
| 90 - 120 days past due | 14,955 | 20,672 | 22,003 | 19,841 | 18,130 | 17,447 | 14,216 | 8,104 | 6,801 | 7,145 | 8,049 | 8,883 | 10,520 | 12,346 | 12,376 | 10,105 |
| 120+ days past due | 5,216 | 6,938 | 11,079 | 11,663 | 11,042 | 9,273 | 8,137 | 4,180 | 2,349 | 2,330 | 2,444 | 2,574 | 3,165 | 4,079 | 4,813 | 4,205 |
| 30 - 60 days past due | $ 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 | $ 83,278,565 | $ 65,380,967 | $ 58,683,591 | $ 69,299,269 | $ 66,414,341 | $ 66,767,359 |
| 60 - 90 days past due | $ 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 | $ 6,278,163 | $ 6,297,011 | $ 5,841,149 | $ 5,845,742 | $ 5,497,110 | $ 4,650,800 |
| 90 - 120 days past due | $ 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 | $ 847,006 | $ 1,192,887 | $ 1,241,355 | $ 1,340,176 | $ 1,141,707 | $ 969,156 |
| 120+ days past due | $ 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 | $ 558,846 | $ 600,430 | $ 716,982 | $ 1,033,968 | $ 1,063,693 | $ 976,625 |
| Total dollar value of accounts past due | $ 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 | $ 90,962,581 | $ 73,471,295 | $ 66,483,077 | $ 77,519,156 | $ 74,116,851 | $ 73,363,941 |
| Number of customers charged a late payment fee | 311,065 | 322,914 | 355,035 | 313,297 | 306,451 | 298,463 | 289,726 | 337,961 | 365,448 | 394,569 | 410,739 | 363,644 | 343,016 | 360,803 | 380,821 | 355,621 |
| Dollar value of late payment fees charged | $ 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 | $ 1,879,837 | $ 1,434,776 | $ 1,282,933 | $ 1,420,221 | $ 1,482,269 | $ 1,449,650 |
| Number of disconnection notices issued | 393,480 | 383,729 | 407,460 | 370,498 | 352,129 | 355,316 | 345,822 | 365,703 | 379,666 | 399,056 | 418,048 | 405,666 | 395,114 | 395,088 | 403,361 | 379,850 |
| Number of installment payment plans (A) established | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Dollars associated with installment payment plans (A) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Number of installment payment plans (B) established | - | - | - | - | 3,100 | 3,634 | 1,431 | 249 | - | - | - | - | - | - | - | - |
| Dollars associated with installment payment plans (B) established | $ - | $ - | $ - | $ - | $ 1,464,322 | $ 1,720,813 | $ 1,072,505 | $ 286,477 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Number of installment payment plans (A) billed in full | 2,153 | 1,097 | 2,046 | 107,064 | 10,954 | - | - | - | - | - | - | - | - | - | - | - |
| Number of failed installment payment plans (A) | 2,297 | 1,193 | 1,458 | 1,273 | 912 | 812 | 629 | 352 | 545 | | | | | | | |
| Number of disconnections for nonpayment | 18,062 | 17,308 | 18,790 | 19,979 | 17,099 | 18,387 | 20,838 | 21,393 | 22,838 | 25,755 | 27,595 | 24,973 | 26,561 | 11,266 | 24,124 | 18,869 |
| Number of service reconnections after disconnection for nonpayment | 13,077 | 11,488 | 13,350 | 15,101 | 13,240 | 14,796 | 15,481 | 15,484 | 16,338 | 18,166 | 20,150 | 18,568 | 19,340 | 8,605 | 17,945 | 14,264 |
| Gross number of all accounts written off as uncollectible | 8,045 | 8,446 | 7,415 | 8,505 | 8,359 | 7,396 | 6,754 | 6,601 | 8,992 | 9,354 | 9,535 | 9,789 | 9,943 | 9,096 | 8,460 | 9,340 |
| Net dollar value of accounts written off as uncollectible | $ 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 | $ 1,664,249 | $ 1,858,673 | $ 1,903,667 | $ 1,436,410 | $ 926,720 | $ 1,075,562 |
| Number of accounts from PrePay to Post Pay | 291 | 423 | 255 | 548 | 279 | 143 | 354 | 435 | 415 | 390 | 197 | 187 | 222 | 551 | 690 | 644 |
| Number of accounts from Post Pay to PrePay | 1,855 | 1,307 | 1,552 | 1,306 | 961 | 721 | 587 | 1,720 | 2,481 | 3,040 | 3,189 | 2,608 | 1,919 | 1,417 | 2,026 | 1,566 |

**PSC Monthly Bad Debt Report**

| | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALL CUSTOMER CLASSES** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** |
| Number of customers | 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 | 2,716,089 | 2,719,185 | 2,723,390 | 2,726,952 | 2,729,946 | 2,733,431 |
| Dollar amount billed | $ 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 | $ 759,090,217 | $ 657,530,511 | $ 613,217,812 | $ 606,838,659 | $ 604,381,488 | $ 793,540,598 |
| Total receipts | $ 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 | $ 838,716,699 | $ 790,682,631 | $ 713,035,090 | $ 629,711,501 | $ 710,561,083 | $ 768,895,110 |
| Number of customers charged a security deposit for a new account | 2,116 | 2,246 | 2,159 | 2,184 | 2,146 | 2,025 | 2,101 | 1,903 | 1,736 | 1,947 | 1,745 | 1,994 | 1,729 | 1,617 | 1,830 |
| Dollar value of security deposits charged for a new account | $ 1,002,832 | $ 970,819 | $ 975,354 | $ 1,138,631 | $ 1,197,735 | $ 801,072 | $ 1,079,426 | $ 832,168 | $ 840,390 | $ 720,118 | $ 843,886 | $ 805,639 | $ 706,725 | $ 953,246 | $ 986,839 |
| Number accounts that transferred a security deposit to a new premise | 1,823 | 1,847 | 1,961 | 1,777 | 2,183 | 1,746 | 1,816 | 1,795 | 1,593 | 1,797 | 1,782 | 2,116 | 1,778 | 2,002 | 2,038 |
| Dollar value of security deposits transferred to a new premise | $ 381,730 | $ 379,604 | $ 405,137 | $ 354,401 | $ 455,137 | $ 351,225 | $ 366,694 | $ 356,324 | $ 306,382 | $ 369,334 | $ 340,257 | $ 425,502 | $ 346,880 | $ 397,164 | $ 389,221 |
| Total number of accounts past due | 399,565 | 381,586 | 398,093 | 430,465 | 449,574 | 455,303 | 435,535 | 339,279 | 429,243 | 398,821 | 398,328 | 338,241 | 357,641 | 366,000 | 370,906 |
| 30 - 60 days past due | 398,083 | 380,092 | 396,534 | 428,478 | 447,479 | 453,530 | 430,025 | 322,807 | 427,317 | 396,950 | 395,688 | 337,612 | 356,784 | 365,029 | 370,352 |
| 60 - 90 days past due | 54,091 | 53,469 | 65,659 | 61,161 | 64,758 | 67,393 | 68,408 | 70,331 | 71,383 | 65,204 | 59,276 | 41,441 | 51,970 | 51,335 | 57,727 |
| 90 - 120 days past due | 9,637 | 10,118 | 12,167 | 13,254 | 13,282 | 12,572 | 12,479 | 15,072 | 17,131 | 17,636 | 14,424 | 10,368 | 9,984 | 12,058 | 13,110 |
| 120+ days past due | 4,062 | 3,601 | 4,010 | 4,672 | 5,290 | 4,901 | 4,636 | 4,929 | 6,276 | 7,545 | 6,733 | 4,470 | 4,162 | 4,135 | 4,735 |
| 30 - 60 days past due | $ 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 | $ 67,699,183 | $ 70,445,569 | $ 53,389,237 | $ 55,461,248 | $ 57,572,780 | $ 59,066,930 |
| 60 - 90 days past due | $ 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 | $ 7,906,695 | $ 6,690,960 | $ 5,721,712 | $ 6,832,288 | $ 5,920,143 | $ 6,084,400 |
| 90 - 120 days past due | $ 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 | $ 2,571,176 | $ 1,826,387 | $ 1,211,772 | $ 1,414,259 | $ 1,720,056 | $ 1,654,211 |
| 120+ days past due | $ 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 | $ 2,520,456 | $ 2,364,253 | $ 1,491,374 | $ 1,400,455 | $ 1,524,348 | $ 1,832,948 |
| Total dollar value of accounts past due | $ 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 | $ 80,697,510 | $ 81,327,170 | $ 61,814,095 | $ 65,108,251 | $ 66,737,328 | $ 68,638,489 |
| Number of customers charged a late payment fee | 338,854 | 309,239 | 336,359 | 388,991 | 420,530 | 418,085 | 382,574 | 196,852 | 179,325 | 90,240 | 310,264 | 318,820 | 297,744 | 321,594 | 322,560 |
| Dollar value of late payment fees charged | $ 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 | $ 483,159 | $ 1,414,369 | $ 1,403,719 | $ 1,242,272 | $ 1,318,293 | $ 1,287,556 |
| Number of disconnection notices issued | 380,385 | 373,458 | 380,814 | 421,496 | 444,294 | 445,858 | 441,418 | 437,517 | 398,385 | 350,259 | 389,560 | 356,218 | 371,969 | 389,155 | 397,443 |
| Number of installment payment plans (A) established | - | - | - | - | - | - | - | - | - | - | | | | | |
| Dollars associated with installment payment plans (A) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | | | |
| Number of installment payment plans (B) established | - | - | - | - | - | - | - | - | - | - | | | | | |
| Dollars associated with installment payment plans (B) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | | | |
| Number of installment payment plans (A) billed in full | - | - | - | - | - | - | - | - | - | - | | | | | |
| Number of failed installment payment plans (A) | | | | | | | | | | | | | | | |
| Number of disconnections for nonpayment | 20,601 | 18,902 | 20,168 | 20,594 | 27,604 | 29,648 | 26,488 | 26,756 | 19,154 | 16,537 | 19,871 | 18,976 | 14,368 | 17,790 | 21,567 |
| Number of service reconnections after disconnection for nonpayment | 15,757 | 14,776 | 15,838 | 15,926 | 20,570 | 22,464 | 20,657 | 22,275 | 15,723 | 11,441 | 13,991 | 13,982 | 10,437 | 12,854 | 16,173 |
| Gross number of all accounts written off as uncollectible | 9,866 | 9,075 | 8,400 | 7,647 | 9,998 | 11,766 | 12,227 | 12,040 | 10,333 | 9,539 | 8,710 | 10,149 | 10,206 | 9,558 | 9,228 |
| Net dollar value of accounts written off as uncollectible | $ 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 | $ 1,573,753 | $ 1,128,406 | $ 1,538,215 | $ 2,169,714 | $ 1,880,667 | $ 1,406,642 |
| Number of accounts from PrePay to Post Pay | 357 | 311 | 655 | 741 | 759 | 527 | 294 | 262 | 418 | 531 | 547 | 437 | 234 | 307 | 607 |
| Number of accounts from Post Pay to PrePay | 1,676 | 1,225 | 1,181 | 1,582 | 2,982 | 2,776 | 1,910 | 2,171 | 1,412 | 1,277 | 1,397 | 1,348 | 1,105 | 1,278 | 1,396 |

**PSC Monthly Bad Debt Report**

| | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALL CUSTOMER CLASSES** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** |
| Number of customers | 2,736,418 | 2,741,506 | 2,743,774 | 2,747,390 | 2,750,844 | 2,754,203 | 2,759,457 | 2,761,501 | 2,763,238 | 2,768,342 | 2,773,235 | 2,778,156 | 2,779,350 | 2,785,099 | 2,788,542 | 2,795,019 | 2,801,079 |
| Dollar amount billed | $ 983,979,306 | $ 1,123,690,891 | $ 1,065,911,718 | $ 752,151,874 | $ 696,776,688 | $ 752,916,924 | $ 875,262,512 | $ 837,869,298 | $ 728,043,789 | $ 686,954,722 | $ 758,073,003 | $ 1,002,588,216 | $ 1,231,556,886 | $ 1,261,420,594 | $ 1,159,736,158 | **REDACTED** | **REDACTED** |
| Total receipts | $ 942,098,126 | $ 1,126,237,315 | $ 1,154,864,556 | $ 1,008,391,908 | $ 830,142,473 | $ 843,256,705 | $ 835,845,993 | $ 966,199,845 | $ 851,486,930 | $ 832,117,865 | $ 869,982,889 | $ 935,980,346 | $ 1,193,442,560 | $ 1,320,718,605 | $ 1,392,080,570 | **REDACTED** | **REDACTED** |
| Number of customers charged a security deposit for a new account | 1,917 | 1,882 | 1,841 | 1,801 | 1,731 | 1,690 | 1,696 | 1,781 | 1,887 | 1,801 | 1,677 | 1,691 | 1,454 | 2,058 | 2,157 | 1,653 | 1,441 |
| Dollar value of security deposits charged for a new account | $ 835,695 | $ 829,056 | $ 1,128,115 | $ 947,019 | $ 829,883 | $ 1,332,201 | $ 1,125,771 | $ 791,795 | $ 1,024,440 | $ 851,851 | $ 1,212,778 | $ 862,490 | $ 730,425 | $ 1,312,469 | $ 1,571,178 | $ 893,785 | $ 975,205 |
| Number accounts that transferred a security deposit to a new premise | 1,971 | 2,217 | 1,814 | 1,996 | 1,721 | 1,590 | 1,834 | 1,790 | 1,969 | 1,998 | 1,874 | 1,750 | 1,977 | 1,980 | 1,631 | 1,701 | 1,615 |
| Dollar value of security deposits transferred to a new premise | $ 418,700 | $ 424,321 | $ 348,136 | $ 385,278 | $ 346,433 | $ 311,888 | $ 353,386 | $ 338,188 | $ 376,171 | $ 382,024 | $ 362,085 | $ 328,451 | $ 368,703 | $ 376,293 | $ 305,630 | $ 317,114 | $ 293,425 |
| Total number of accounts past due | 390,095 | 399,888 | 423,995 | 432,148 | 325,166 | 426,693 | 447,317 | 440,148 | 429,505 | 432,296 | 424,860 | 413,968 | 427,871 | 449,112 | 458,349 | 518,022 | 414,933 |
| 30 - 60 days past due | 389,146 | 398,799 | 422,843 | 430,326 | 313,867 | 425,563 | 446,117 | 437,392 | 427,416 | 430,146 | 422,157 | 412,273 | 425,617 | 447,137 | 457,174 | 516,170 | 358,020 |
| 60 - 90 days past due | 56,757 | 59,446 | 64,838 | 69,445 | 62,522 | 79,067 | 82,526 | 76,209 | 69,973 | 73,473 | 70,984 | 69,956 | 70,439 | 69,856 | 72,928 | 165,855 | 204,604 |
| 90 - 120 days past due | 13,446 | 13,685 | 14,992 | 15,516 | 17,868 | 22,352 | 25,124 | 22,583 | 19,372 | 17,529 | 18,557 | 19,177 | 19,465 | 18,402 | 18,781 | 32,012 | 84,775 |
| 120+ days past due | 5,077 | 5,146 | 5,521 | 6,045 | 6,650 | 8,483 | 11,078 | 11,738 | 9,864 | 8,847 | 8,510 | 8,477 | 8,757 | 8,179 | 8,253 | 10,729 | 20,693 |
| 30 - 60 days past due | $ 73,172,279 | $ 88,617,925 | $ 107,034,378 | $ 108,784,552 | $ 60,833,309 | $ 73,450,290 | $ 86,017,811 | $ 93,863,725 | $ 93,820,460 | $ 91,002,253 | $ 77,201,779 | $ 82,561,485 | $ 96,275,946 | $ 127,285,704 | $ 135,572,701 | $ 129,957,916 | $ 73,220,770 |
| 60 - 90 days past due | $ 6,252,548 | $ 7,928,683 | $ 9,242,206 | $ 11,121,749 | $ 10,735,685 | $ 10,911,487 | $ 10,215,855 | $ 10,163,591 | $ 10,505,602 | $ 11,166,911 | $ 11,135,806 | $ 10,236,286 | $ 9,665,886 | $ 10,903,385 | $ 13,530,328 | $ 35,306,154 | $ 40,547,458 |
| 90 - 120 days past due | $ 1,849,976 | $ 1,873,212 | $ 2,128,879 | $ 2,662,658 | $ 3,150,597 | $ 3,975,898 | $ 3,402,565 | $ 3,184,944 | $ 2,870,190 | $ 3,015,112 | $ 3,043,115 | $ 3,079,454 | $ 2,824,225 | $ 2,746,369 | $ 3,010,527 | $ 5,487,488 | $ 17,057,085 |
| 120+ days past due | $ 2,069,322 | $ 2,407,888 | $ 2,341,103 | $ 2,575,845 | $ 2,781,653 | $ 3,173,771 | $ 4,326,248 | $ 4,960,150 | $ 4,709,708 | $ 4,197,812 | $ 4,118,406 | $ 4,321,335 | $ 4,129,641 | $ 3,977,893 | $ 3,806,945 | $ 4,726,418 | $ 7,615,925 |
| Total dollar value of accounts past due | $ 83,344,125 | $ 100,827,707 | $ 120,746,566 | $ 125,144,806 | $ 77,501,244 | $ 91,511,447 | $ 103,962,479 | $ 112,172,410 | $ 111,905,961 | $ 109,382,088 | $ 95,499,106 | $ 100,198,559 | $ 112,895,699 | $ 144,913,351 | $ 155,920,501 | $ 175,477,976 | $ 138,441,239 |
| Number of customers charged a late payment fee | 361,559 | 386,179 | 421,302 | 426,862 | 200,191 | 261,912 | 102,383 | 377,340 | 412,040 | 406,593 | 368,848 | 388,690 | 396,598 | 455,836 | 460,524 | 961 | 943 |
| Dollar value of late payment fees charged | $ 1,566,147 | $ 1,873,438 | $ 2,177,624 | $ 2,253,964 | $ 1,041,380 | $ 1,175,939 | $ 548,721 | $ 1,894,487 | $ 2,234,219 | $ 2,147,140 | $ 1,916,115 | $ 1,741,913 | $ 1,937,416 | $ 2,575,522 | $ 3,483,202 | $ 39,686 | $ 44,314 |
| Number of disconnection notices issued | 408,204 | 416,300 | 442,086 | 455,376 | 468,239 | 448,276 | 463,001 | 469,281 | 444,012 | 451,262 | 446,583 | 437,342 | 454,395 | 475,215 | 481,603 | 490,590 | 509,625 |
| Number of installment payment plans (A) established | | | | | | | | | | | | | | | | | |
| Dollars associated with installment payment plans (A) established | | | | | | | | | | | | | | | | | |
| Number of installment payment plans (B) established | | | | | | | | | | | | | | | | | |
| Dollars associated with installment payment plans (B) established | | | | | | | | | | | | | | | | | |
| Number of installment payment plans (A) billed in full | | | | | | | | | | | | | | | | | |
| Number of failed installment payment plans (A) | | | | | | | | | | | | | | | | | |
| Number of disconnections for nonpayment | 17,687 | 18,869 | 25,319 | 27,482 | 25,698 | 20,535 | 15,797 | 25,433 | 24,882 | 26,820 | 25,317 | 22,531 | 20,850 | 23,633 | 21,101 | 238 | 5 |
| Number of service reconnections after disconnection for nonpayment | 13,283 | 13,382 | 17,423 | 19,875 | 20,500 | 15,555 | 11,643 | 18,373 | 18,856 | 20,692 | 19,937 | 17,569 | 14,868 | 16,544 | 15,067 | 340 | 8 |
| Gross number of all accounts written off as uncollectible | 9,472 | 11,381 | 12,560 | 13,122 | 13,349 | 11,511 | 11,969 | 9,748 | 10,330 | 11,747 | 11,633 | 10,636 | 10,447 | 12,479 | 12,930 | 15,410 | 16,121 |
| Net dollar value of accounts written off as uncollectible | $ 1,310,457 | $ 1,735,050 | $ 2,281,686 | $ 3,034,711 | $ 3,824,860 | $ 3,055,904 | $ 3,245,629 | $ 2,062,599 | $ 2,118,982 | $ 3,311,600 | $ 3,495,534 | $ 3,334,243 | $ 2,488,096 | $ 2,703,178 | $ 4,016,201 | $ 5,218,900 | $ 5,066,803 |
| Number of accounts from PrePay to Post Pay | 879 | 1,025 | 728 | 350 | 299 | 415 | 832 | 660 | 436 | 280 | 280 | 678 | 946 | 799 | 597 | 275 | 58 |
| Number of accounts from Post Pay to PrePay | 1,292 | 1,985 | 2,948 | 3,426 | 3,064 | 1,697 | 1,442 | 2,193 | 1,816 | 1,949 | 1,294 | 900 | 1,290 | 2,366 | 2,748 | 265 | 71 |

**PSC Monthly Bad Debt Report**

| | | 2020 | 2020 | 2020 | 2020 | 2020 | 2020 | 2020 | 2020 |
|---|---|---|---|---|---|---|---|---|---|
| **RESIDENTIAL CLASS ONLY** | **Definition** | **APR** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** |
| Number of customers | Number of Residential Customers | 2,267,594 | 2,273,185 | 2,277,482 | 2,279,582 | 2,282,827 | 2,286,941 | 2,291,382 | 2,293,334 |
| Dollar amount billed | Residential Revenue | $ 224,293,003 | $ 232,222,139 | $ 320,244,149 | $ 385,710,671 | $ 401,084,269 | $ 371,042,233 | $ 241,878,777 | $ 226,179,453 |
| Total receipts | Residential Sum of Payments | $ 262,420,341 | $ 269,081,270 | $ 286,415,108 | $ 340,383,734 | $ 394,704,288 | $ 410,546,643 | $ 325,532,543 | $ 280,224,306 |
| Number of customers charged a security deposit | Count of security deposits charged for new accounts | 1,182 | 1,282 | 1,107 | 1,202 | 1,209 | 1,087 | 1,157 | 1,118 |
| Dollar value of security deposits charged for a new account | Sum of security deposit dollars charged for new accounts | $ 207,312 | $ 233,730 | $ 179,035 | $ 211,482 | $ 258,582 | $ 191,587 | $ 197,936 | $ 202,088 |
| 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 | 4,907 | 7,791 | 8,133 | 8,110 | 8,180 | 7,001 |
| 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 | $ 548,717 | $ 1,153,018 | $ 1,151,531 | $ 1,215,569 | $ 1,270,596 | $ 1,031,586 |
| Total number of accounts past due | Number of Residential Accounts 30+ days in Arrears | 449,088 | 417,351 | 402,299 | 344,897 | 344,629 | 378,446 | 382,331 | 457,786 |
| 30 - 60 days past due | Number of Residential Accounts in 30-60 Day Arrears | 446,793 | 413,915 | 398,225 | 342,244 | 343,322 | 377,645 | 381,189 | 456,205 |
| 60 - 90 days past due | Number of Residential Accounts in 60-90 Day Arrears | 142,798 | 151,368 | 158,146 | 86,358 | 35,698 | 35,716 | 38,974 | 53,496 |
| 90 - 120 days past due | Number of Residential Accounts in 90-120 Day Arrears | 26,763 | 67,110 | 82,782 | 47,145 | 9,321 | 3,991 | 5,727 | 8,840 |
| 120+ days past due | Number of Residential Accounts in 120+ Days Arrears | 3,601 | 16,375 | 39,319 | 26,861 | 6,185 | 1,266 | 1,267 | 2,325 |
| 30 - 60 days past due | Dollars of Residential Accounts in 30-60 Day Arrears | $ 55,506,406 | $ 46,264,658 | $ 42,298,839 | $ 44,299,656 | $ 52,738,351 | $ 62,016,369 | $ 57,278,640 | $ 49,458,284 |
| 60 - 90 days past due | Dollars of Residential Accounts in 60-90 Day Arrears | $ 16,506,946 | $ 16,768,584 | $ 15,331,624 | $ 7,592,993 | $ 2,591,350 | $ 2,964,284 | $ 4,076,497 | $ 5,341,116 |
| 90 - 120 days past due | Dollars of Residential Accounts in 90-120 Day Arrears | $ 2,284,124 | $ 7,349,937 | $ 8,886,025 | $ 4,142,457 | $ 619,961 | $ 219,772 | $ 531,143 | $ 978,578 |
| 120+ days past due | Dollars of Residential Accounts in 120+ Days Arrears | $ 309,147 | $ 1,658,821 | $ 5,342,839 | $ 4,674,192 | $ 1,172,817 | $ 162,370 | $ 167,789 | $ 335,182 |
| Total dollar value of accounts past due | Total Dollars of Residential Accounts in Arrears | $ 74,606,622 | $ 72,041,998 | $ 71,859,328 | $ 60,709,298 | $ 57,122,479 | $ 65,362,795 | $ 62,054,068 | $ 56,113,161 |
| Number of customers charged a late payment fee | Number of Residential Accounts billed late payment charge | - | - | - | - | 0 | 14,148 | 341,223 | 295,347 |
| Dollar value of late payment fees charged | Dollars of Residential Accounts billed late payment charge | $ - | $ - | $ - | $ - | $ - | $ 45,829 | $ 1,174,786 | $ 851,776 |
| Number of disconnection notices issued | Number of Residential disconnect messages issued on bill | 438,882 | 350,199 | 397,657 | 325,173 | 328,179 | 371,821 | 377,588 | 381,279 |
| Number of installment payment plans (A) established | Number of Residential installment payment plans established | - | - | 26,937 | 54,627 | 28,762 | 21,423 | - | - |
| Dollars associated with installment payment plans (A) established | Dollars associated with Residential installment payment plans established | $ - | $ - | $ 13,001,978 | $ 27,899,985 | $ 13,413,590 | $ 8,774,262 | $ - | $ - |
| 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) | - | - | - | 91 | 1,070 | 4,536 | 3,248 | 2,453 |
| Number of failed installment payment plans (A) | Count of Residential installment payment plans recorded in bad debt | - | - | - | 1 | 38 | 358 | 1,320 | 1,399 |
| Number of disconnections for nonpayment | Number of Residential accounts disconnected for nonpayment | - | - | - | 13,640 | 22,210 | 16,727 | 18,513 | 15,897 |
| Number of service reconnections after disconnection for nonpayment | Number of Residential accounts with restored service after disconnect for nonpayment | - | - | - | 8,881 | 17,454 | 13,213 | 15,067 | 12,460 |
| Gross number of accounts written off as uncollectible | Total accounts reported as Charge Off (Gross) | 8,831 | 7,684 | 4,473 | 4,923 | 4,433 | 8,642 | 10,054 | 7,995 |
| Number of accounts from PrePay to Post Pay | Residential accounts transitioning from PrePay to Post Pay | 250 | 258 | 426 | 2,523 | 4,287 | 501 | 168 | 157 |
| Number of accounts from Post Pay to PrePay | Residential accounts transitioning from Post Pay to PrePay | 119 | 83 | 101 | 778 | 751 | 1,624 | 1,686 | 1,790 |

**PSC Monthly Bad Debt Report**

| | 2020 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2021 | 2022 | 2022 | 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RESIDENTIAL CLASS ONLY** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** |
| Number of customers | 2,296,077 | 2,300,194 | 2,302,948 | 2,306,600 | 2,310,317 | 2,313,560 | 2,315,579 | 2,317,209 | 2,320,810 | 2,322,328 | 2,324,842 | 2,327,258 | 2,329,283 | 2,333,036 | 2,334,252 | 2,337,847 |
| Dollar amount billed | $ 271,249,044 | $ 303,302,172 | $ 279,461,049 | $ 253,970,569 | $ 226,593,617 | $ 224,501,258 | $ 321,746,685 | $ 363,088,187 | $ 397,837,549 | $ 370,567,763 | $ 250,185,889 | $ 234,434,553 | $ 267,894,785 | $ 295,604,824 | $ 312,353,342 | $ 257,682,148 |
| Total receipts | $ 291,625,863 | $ 336,829,441 | $ 319,607,916 | $ 324,572,023 | $ 279,608,724 | $ 273,749,289 | $ 301,149,374 | $ 352,303,478 | $ 391,088,178 | $ 402,890,056 | $ 343,728,355 | $ 295,053,352 | $ 287,026,623 | $ 310,959,791 | $ 347,702,969 | $ 318,841,233 |
| Number of customers charged a security deposit | 1,000 | 1,096 | 975 | 1,230 | 1,256 | 1,218 | 1,416 | 1,749 | 1,723 | 1,465 | 1,527 | 1,741 | 1,428 | 1,408 | 1,350 | 1,313 |
| Dollar value of security deposits charged for a new account | $ 186,155 | $ 226,495 | $ 174,445 | $ 241,195 | $ 202,592 | $ 227,241 | $ 262,329 | $ 303,010 | $ 272,524 | $ 263,142 | $ 259,748 | $ 277,734 | $ 225,513 | $ 217,205 | $ 209,371 | $ 216,945 |
| Number accounts that transferred a security deposit to a new premise | 2,701 | 2,095 | 2,265 | 2,744 | 2,431 | 2,052 | 2,431 | 2,225 | 2,198 | 1,861 | 1,817 | 1,870 | 1,525 | 1,471 | 1,562 | 2,028 |
| Dollar value of security deposits transferred to a new premise | $ 544,295 | $ 422,737 | $ 454,979 | $ 548,294 | $ 495,341 | $ 415,669 | $ 492,703 | $ 448,060 | $ 442,342 | $ 377,459 | $ 366,980 | $ 380,110 | $ 305,282 | $ 299,710 | $ 314,473 | $ 398,989 |
| Total number of accounts past due | 476,618 | 464,609 | 387,780 | 387,897 | 405,404 | 370,647 | 348,643 | 367,609 | 388,506 | 405,596 | 426,845 | 403,520 | 395,102 | 401,781 | 403,195 | 382,574 |
| 30 - 60 days past due | 474,854 | 462,694 | 370,161 | 383,479 | 403,771 | 359,345 | 341,705 | 365,248 | 387,137 | 404,353 | 425,309 | 402,253 | 393,138 | 399,821 | 401,170 | 381,372 |
| 60 - 90 days past due | 75,622 | 71,219 | 74,015 | 52,640 | 54,986 | 50,447 | 44,779 | 40,007 | 42,584 | 45,793 | 53,268 | 51,989 | 56,924 | 56,466 | 55,134 | 44,777 |
| 90 - 120 days past due | 13,275 | 18,918 | 20,473 | 18,627 | 17,097 | 16,479 | 13,162 | 6,852 | 5,670 | 6,014 | 6,923 | 7,787 | 9,126 | 10,725 | 10,964 | 8,850 |
| 120+ days past due | 4,529 | 6,207 | 10,314 | 10,980 | 10,565 | 8,935 | 7,773 | 3,764 | 1,943 | 1,871 | 2,046 | 2,186 | 2,633 | 3,409 | 4,188 | 3,627 |
| 30 - 60 days past due | $ 49,229,306 | $ 53,917,544 | $ 47,619,232 | $ 48,328,477 | $ 46,985,796 | $ 39,757,473 | $ 36,562,903 | $ 48,370,561 | $ 57,317,886 | $ 63,770,668 | $ 65,372,848 | $ 47,999,093 | $ 43,647,028 | $ 49,639,720 | $ 52,905,055 | $ 53,981,008 |
| 60 - 90 days past due | $ 5,937,687 | $ 5,386,875 | $ 6,373,013 | $ 4,653,639 | $ 4,693,951 | $ 4,037,274 | $ 3,046,559 | $ 2,392,856 | $ 2,930,365 | $ 3,426,152 | $ 4,359,281 | $ 4,291,695 | $ 4,016,738 | $ 3,930,363 | $ 4,089,827 | $ 3,228,473 |
| 90 - 120 days past due | $ 1,521,239 | $ 1,761,024 | $ 1,850,813 | $ 1,982,563 | $ 2,136,579 | $ 2,576,132 | $ 1,322,547 | $ 463,904 | $ 315,870 | $ 408,132 | $ 515,807 | $ 648,677 | $ 728,498 | $ 753,764 | $ 750,697 | $ 652,229 |
| 120+ days past due | $ 851,511 | $ 1,495,373 | $ 2,290,357 | $ 2,898,036 | $ 3,446,417 | $ 3,414,968 | $ 3,465,533 | $ 1,456,078 | $ 358,096 | $ 258,826 | $ 292,024 | $ 320,460 | $ 359,111 | $ 511,721 | $ 659,925 | $ 591,864 |
| Total dollar value of accounts past due | $ 57,539,743 | $ 62,560,816 | $ 58,133,414 | $ 57,862,715 | $ 57,262,743 | $ 49,785,848 | $ 44,397,543 | $ 52,683,399 | $ 60,922,217 | $ 67,863,779 | $ 70,539,961 | $ 53,259,924 | $ 48,751,373 | $ 54,835,566 | $ 58,405,505 | $ 58,453,573 |
| Number of customers charged a late payment fee | 294,087 | 303,423 | 336,971 | 296,632 | 290,469 | 282,210 | 273,023 | 320,918 | 347,522 | 373,729 | 387,163 | 344,407 | 323,916 | 340,407 | 359,402 | 337,229 |
| Dollar value of late payment fees charged | $ 829,135 | $ 908,367 | $ 1,097,518 | $ 950,661 | $ 956,805 | $ 892,291 | $ 839,193 | $ 1,056,527 | $ 1,197,286 | $ 1,338,666 | $ 1,371,451 | $ 1,075,830 | $ 978,024 | $ 1,052,781 | $ 1,144,397 | $ 1,111,804 |
| Number of disconnection notices issued | 376,649 | 366,525 | 389,465 | 354,206 | 336,070 | 338,995 | 329,606 | 349,135 | 362,751 | 381,216 | 398,312 | 387,429 | 376,659 | 376,648 | 384,179 | 362,643 |
| Number of installment payment plans (A) established | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Dollars associated with installment payment plans (A) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Number of installment payment plans (B) established | - | - | - | - | 3,100 | 3,634 | 1,431 | 249 | - | - | - | - | - | - | - | - |
| Dollars associated with installment payment plans (B) established | $ - | $ - | $ - | $ - | $ 1,464,322 | $ 1,720,813 | $ 1,072,505 | $ 286,477 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Number of installment payment plans (A) billed in full | 1,157 | 1,065 | 2,035 | 104,250 | 10,839 | - | - | - | - | - | - | - | - | - | - | - |
| Number of failed installment payment plans (A) | 2,208 | 1,145 | 1,367 | 1,256 | 1,020 | 781 | 605 | 345 | 543 | | | | | | | |
| Number of disconnections for nonpayment | 16,343 | 15,233 | 16,858 | 17,965 | 15,179 | 16,706 | 19,124 | 19,381 | 20,746 | 23,156 | 25,301 | 22,715 | 24,684 | 9,445 | 22,284 | 17,201 |
| Number of service reconnections after disconnection for nonpayment | 11,805 | 10,143 | 11,992 | 13,639 | 11,900 | 13,557 | 14,297 | 14,204 | 14,931 | 16,735 | 18,624 | 17,305 | 18,279 | 7,247 | 16,470 | 12,910 |
| Gross number of accounts written off as uncollectible | 7,847 | 8,164 | 7,169 | 8,001 | 7,867 | 6,933 | 6,498 | 6,389 | 8,797 | 9,103 | 9,302 | 9,509 | 9,567 | 8,879 | 8,212 | 9,005 |
| Number of accounts from PrePay to Post Pay | 291 | 423 | 255 | 548 | 279 | 143 | 354 | 435 | 415 | 390 | 197 | 187 | 222 | 551 | 690 | 644 |
| Number of accounts from Post Pay to PrePay | 1,855 | 1,307 | 1,552 | 1,306 | 961 | 721 | 587 | 1,720 | 2,481 | 3,040 | 3,189 | 2,608 | 1,919 | 1,417 | 2,026 | 1,566 |

**PSC Monthly Bad Debt Report**

| | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2022 | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 | 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RESIDENTIAL CLASS ONLY** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** | **JULY** |
| Number of customers | 2,340,488 | 2,341,972 | 2,345,570 | 2,347,882 | 2,351,695 | 2,354,584 | 2,358,486 | 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 |
| Dollar amount billed | $ 240,577,229 | $ 257,252,492 | $ 376,488,508 | $429,788,616 | $ 406,206,594 | $ 377,578,776 | $ 256,666,760 | $ 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 |
| Total receipts | $ 285,706,509 | $ 277,659,910 | $ 310,419,010 | $407,618,480 | $ 418,494,179 | $ 426,328,565 | $ 358,697,307 | $ 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 |
| Number of customers charged a security deposit | 1,402 | 1,457 | 1,342 | 1,463 | 1,349 | 1,317 | 1,358 | 1,238 | 1,131 | 1,206 | 1,030 | 1,217 | 1,085 | 855 | 1,068 | 1,209 |
| Dollar value of security deposits charged for a new account | $ 236,682 | $ 238,239 | $ 233,339 | $ 257,141 | $ 230,600 | $ 232,442 | $ 230,213 | $ 203,983 | $ 185,715 | $ 189,561 | $ 166,750 | $ 208,439 | $ 186,145 | $ 147,212 | $ 173,619 | $ 200,785 |
| Number accounts that transferred a security deposit to a new premise | 1,753 | 1,778 | 1,901 | 1,709 | 2,094 | 1,685 | 1,752 | 1,738 | 1,545 | 1,724 | 1,738 | 2,035 | 1,711 | 1,930 | 1,989 | 1,906 |
| Dollar value of security deposits transferred to a new premise | $ 349,155 | $ 351,969 | $ 378,502 | $ 323,636 | $ 411,097 | $ 322,128 | $ 336,704 | $ 328,439 | $ 288,207 | $ 330,124 | $ 324,062 | $ 376,592 | $ 320,308 | $ 356,059 | $ 363,684 | $ 358,855 |
| Total number of accounts past due | 376,464 | 359,590 | 373,510 | 404,974 | 424,477 | 430,909 | 410,736 | 318,389 | 400,550 | 370,212 | 372,756 | 317,593 | 334,327 | 343,733 | 346,640 | 365,412 |
| 30 - 60 days past due | 375,255 | 358,415 | 372,187 | 403,405 | 422,798 | 429,403 | 405,895 | 303,215 | 398,863 | 368,542 | 370,800 | 317,171 | 333,805 | 343,049 | 346,294 | 364,910 |
| 60 - 90 days past due | 49,592 | 49,084 | 60,877 | 56,394 | 59,922 | 62,563 | 63,420 | 65,332 | 65,676 | 59,025 | 53,687 | 37,588 | 47,337 | 46,893 | 52,547 | 51,599 |
| 90 - 120 days past due | 8,506 | 8,958 | 10,823 | 11,834 | 11,831 | 11,210 | 10,940 | 13,486 | 15,381 | 15,454 | 12,596 | 9,062 | 8,961 | 10,868 | 11,740 | 11,701 |
| 120+ days past due | 3,536 | 3,185 | 3,544 | 4,142 | 4,685 | 4,305 | 3,983 | 4,292 | 5,504 | 6,580 | 5,875 | 3,877 | 3,648 | 3,735 | 4,269 | 4,378 |
| 30 - 60 days past due | $ 45,837,254 | $ 40,842,374 | $ 42,586,842 | $ 59,562,322 | $ 70,275,067 | $ 69,992,841 | $ 62,931,335 | $ 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 |
| 60 - 90 days past due | $ 3,804,882 | $ 3,493,688 | $ 4,850,162 | $ 4,104,279 | $ 5,261,084 | $ 5,773,920 | $ 5,843,185 | $ 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 |
| 90 - 120 days past due | $ 610,612 | $ 689,434 | $ 773,695 | $ 881,557 | $ 819,737 | $ 873,605 | $ 934,646 | $ 1,179,753 | $ 1,417,583 | $ 1,196,469 | $ 890,809 | $ 697,423 | $ 765,173 | $ 824,084 | $ 848,323 | $ 838,952 |
| 120+ days past due | $ 576,561 | $ 526,901 | $ 533,563 | $ 615,181 | $ 738,747 | $ 634,761 | $ 622,147 | $ 743,969 | $ 956,508 | $ 1,155,020 | $ 1,088,537 | $ 692,797 | $ 607,245 | $ 619,459 | $ 673,750 | $ 694,064 |
| Total dollar value of accounts past due | $ 50,829,308 | $ 45,552,396 | $ 48,744,262 | $ 65,163,338 | $ 77,094,634 | $ 77,275,127 | $ 70,331,313 | $ 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 |
| Number of customers charged a late payment fee | 320,267 | 291,980 | 318,335 | 368,763 | 399,124 | 397,437 | 362,168 | 183,706 | 165,906 | 82,151 | 290,683 | 297,700 | 276,970 | 300,442 | 301,116 | 339,007 |
| Dollar value of late payment fees charged | $ 980,844 | $ 865,290 | $ 945,337 | $ 1,238,996 | $ 1,462,543 | $ 1,436,210 | $ 1,269,761 | $ 592,617 | $ 533,471 | $ 284,033 | $ 978,355 | $ 949,545 | $ 837,405 | $ 905,623 | $ 903,293 | $ 1,111,000 |
| Number of disconnection notices issued | 363,188 | 356,970 | 363,221 | 402,741 | 424,446 | 427,018 | 422,219 | 415,622 | 377,241 | 329,938 | 369,350 | 338,016 | 352,464 | 369,293 | 377,572 | 387,712 |
| Number of installment payment plans (A) established | - | - | - | - | - | - | - | - | - | - | | | | | | |
| Dollars associated with installment payment plans (A) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | | | | |
| Number of installment payment plans (B) established | - | - | - | - | - | - | - | - | - | - | | | | | | |
| Dollars associated with installment payment plans (B) established | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | | | | |
| Number of installment payment plans (A) billed in full | - | - | - | - | - | - | - | - | - | - | | | | | | |
| Number of failed installment payment plans (A) | | | | | | | | | | | | | | | | |
| Number of disconnections for nonpayment | 18,967 | 17,375 | 18,335 | 18,518 | 24,891 | 27,173 | 24,274 | 24,581 | 17,662 | 14,832 | 17,803 | 17,051 | 12,925 | 15,741 | 19,533 | 15,932 |
| Number of service reconnections after disconnection for nonpayment | 14,491 | 13,591 | 14,428 | 14,287 | 18,434 | 20,498 | 18,865 | 20,488 | 14,549 | 10,208 | 12,420 | 12,487 | 9,390 | 11,261 | 14,543 | 11,852 |
| Gross number of accounts written off as uncollectible | 9,590 | 8,787 | 8,147 | 7,435 | 9,760 | 11,460 | 11,898 | 11,704 | 10,026 | 9,249 | 8,473 | 9,857 | 9,884 | 9,192 | 8,946 | 9,187 |
| Number of accounts from PrePay to Post Pay | 357 | 311 | 655 | 741 | 759 | 527 | 294 | 262 | 418 | 531 | 547 | 437 | 234 | 307 | 607 | 879 |
| Number of accounts from Post Pay to PrePay | 1,676 | 1,225 | 1,181 | 1,582 | 2,982 | 2,776 | 1,910 | 2,171 | 1,412 | 1,277 | 1,397 | 1,348 | 1,105 | 1,278 | 1,396 | 1,292 |

**PSC Monthly Bad Debt Report**

| | 2023 | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 | 2024 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RESIDENTIAL CLASS ONLY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** | **DECEMBER** | **JANUARY** | **FEBRUARY** | **MARCH** | **APRIL** | **MAY** | **JUNE** | **JULY** | **AUGUST** | **SEPTEMBER** | **OCTOBER** | **NOVEMBER** |
| Number of customers | 2,393,114 | 2,395,344 | 2,398,759 | 2,402,245 | 2,405,579 | 2,410,561 | 2,412,278 | 2,413,611 | 2,418,385 | 2,422,839 | 2,427,272 | 2,428,352 | 2,434,385 | 2,437,617 | 2,443,912 | 2,449,617 |
| Dollar amount billed | $ 513,313,716 | $ 477,364,847 | $ 301,225,700 | $ 273,520,386 | $ 333,271,203 | $ 409,460,491 | $ 373,098,095 | $ 316,826,886 | $286,479,648 | $316,630,492 | $468,788,597 | $582,982,266 | $559,763,232 | $505,056,649 | **REDACTED** | **REDACTED** |
| Total receipts | $ 480,767,112 | $ 494,664,803 | $ 428,401,380 | $ 338,032,358 | $ 339,832,443 | $ 357,066,633 | $ 417,675,148 | $ 390,602,315 | $349,745,323 | $358,499,582 | $394,492,392 | $510,700,996 | $567,092,797 | $554,104,236 | **REDACTED** | **REDACTED** |
| Number of customers charged a security deposit | 1,120 | 1,114 | 1,118 | 1,081 | 979 | 950 | 1,127 | 1,144 | 1,094 | 985 | 1,071 | 897 | 1,293 | 1,402 | 1,108 | 883 |
| Dollar value of security deposits charged for a new account | $ 183,896 | $ 225,940 | $ 188,895 | $ 181,213 | $ 164,326 | $ 154,246 | $ 185,612 | $ 188,896 | $ 177,304 | $ 164,793 | $ 178,093 | $ 148,495 | $ 217,207 | $ 234,525 | $ 191,875 | $ 152,835 |
| Number accounts that transferred a security deposit to a new premise | 2,162 | 1,762 | 1,944 | 1,662 | 1,564 | 1,745 | 1,731 | 1,899 | 1,935 | 1,801 | 1,705 | 1,922 | 1,909 | 1,575 | 1,650 | 1,569 |
| Dollar value of security deposits transferred to a new premise | $ 394,293 | $ 325,496 | $ 358,918 | $ 304,113 | $ 291,358 | $ 316,615 | $ 307,773 | $ 349,095 | $ 353,744 | $ 333,355 | $ 306,986 | $ 346,727 | $ 342,905 | $ 279,350 | $ 297,064 | $ 276,135 |
| Total number of accounts past due | 376,509 | 399,170 | 406,031 | 304,831 | 399,232 | 418,734 | 415,855 | 401,242 | 403,254 | 396,856 | 387,490 | 403,722 | 425,209 | 432,087 | 486,250 | 388,855 |
| 30 - 60 days past due | 375,887 | 398,446 | 404,691 | 294,609 | 398,429 | 417,951 | 414,191 | 399,800 | 401,796 | 394,867 | 386,627 | 402,441 | 423,925 | 431,287 | 485,155 | 335,365 |
| 60 - 90 days past due | 54,370 | 59,610 | 63,475 | 57,251 | 72,337 | 75,111 | 69,990 | 64,607 | 66,592 | 64,052 | 63,217 | 64,239 | 63,920 | 66,855 | 156,820 | 192,808 |
| 90 - 120 days past due | 11,892 | 13,029 | 13,420 | 15,559 | 19,791 | 21,911 | 19,871 | 16,888 | 15,705 | 15,994 | 16,350 | 16,913 | 16,023 | 16,367 | 28,623 | 79,312 |
| 120+ days past due | 4,332 | 4,634 | 5,067 | 5,616 | 7,230 | 9,403 | 10,024 | 8,287 | 7,346 | 6,934 | 6,861 | 7,237 | 6,985 | 7,004 | 9,193 | 18,325 |
| 30 - 60 days past due | $ 67,561,133 | $ 80,243,060 | $ 79,862,091 | $ 43,210,714 | $ 53,411,642 | $ 63,565,079 | $ 74,904,666 | $ 69,676,517 | $ 60,972,243 | $ 54,833,362 | $ 55,321,783 | $ 74,986,680 | $ 94,775,466 | $ 96,979,360 | $ 102,515,501 | $ 52,815,039 |
| 60 - 90 days past due | $ 4,952,332 | $ 6,319,181 | $ 7,328,971 | $ 6,815,755 | $ 6,882,570 | $ 6,785,235 | $ 6,767,229 | $ 7,165,394 | $ 7,162,319 | $ 6,034,159 | $ 5,434,420 | $ 5,918,857 | $ 7,373,050 | $ 8,984,639 | $ 29,546,675 | $ 34,052,035 |
| 90 - 120 days past due | $ 811,705 | $ 1,099,909 | $ 1,271,896 | $ 1,665,985 | $ 2,209,814 | $ 2,006,357 | $ 1,641,959 | $ 1,485,949 | $ 1,601,879 | $ 1,627,559 | $ 1,446,257 | $ 1,444,334 | $ 1,399,858 | $ 1,738,218 | $ 3,625,215 | $ 14,383,241 |
| 120+ days past due | $ 707,380 | $ 757,517 | $ 880,046 | $ 1,079,561 | $ 1,464,765 | $ 2,113,978 | $ 2,245,730 | $ 1,927,487 | $ 1,691,724 | $ 1,616,048 | $ 1,654,180 | $ 1,639,941 | $ 1,536,575 | $ 1,527,142 | $ 2,075,987 | $ 4,082,284 |
| Total dollar value of accounts past due | $ 74,032,551 | $ 88,419,668 | $ 89,343,003 | $ 52,772,016 | $ 63,968,790 | $ 74,470,649 | $ 85,559,583 | $ 80,255,346 | $ 71,428,166 | $ 64,111,129 | $ 63,856,639 | $ 83,989,813 | $ 105,084,950 | $ 109,229,359 | $ 137,763,377 | $ 105,332,598 |
| Number of customers charged a late payment fee | 364,661 | 398,037 | 402,120 | 185,124 | 243,573 | 94,158 | 355,330 | 381,695 | 375,238 | 338,700 | 362,399 | 374,507 | 431,760 | 436,611 | (190) | 162 |
| Dollar value of late payment fees charged | $ 1,368,003 | $ 1,629,768 | $ 1,644,944 | $ 676,772 | $ 840,708 | $ 365,184 | $ 1,417,180 | $ 1,479,374 | $ 1,350,831 | $ 1,159,629 | $ 1,228,534 | $ 1,479,702 | $ 1,948,724 | $ 2,004,345 | $ (946) | $ 868 |
| Number of disconnection notices issued | 396,650 | 420,957 | 432,724 | 443,657 | 425,317 | 439,226 | 446,657 | 421,370 | 427,664 | 423,249 | 415,860 | 432,573 | 453,343 | 459,432 | 464,957 | 480,058 |
| Number of installment payment plans (A) established | | | | | | | | | | | | | | | | |
| Dollars associated with installment payment plans (A) established | | | | | | | | | | | | | | | | |
| Number of installment payment plans (B) established | | | | | | | | | | | | | | | | |
| Dollars associated with installment payment plans (B) established | | | | | | | | | | | | | | | | |
| Number of installment payment plans (A) billed in full | | | | | | | | | | | | | | | | |
| Number of failed installment payment plans (A) | | | | | | | | | | | | | | | | |
| Number of disconnections for nonpayment | 16,792 | 23,840 | 25,626 | 23,938 | 18,978 | 13,521 | 23,093 | 22,523 | 24,417 | 23,160 | 20,474 | 18,673 | 21,607 | 19,390 | 146 | 5 |
| Number of service reconnections after disconnection for nonpayment | 11,784 | 16,325 | 18,485 | 19,173 | 14,347 | 9,982 | 16,484 | 16,914 | 18,808 | 18,113 | 15,941 | 13,212 | 14,967 | 13,676 | 219 | 8 |
| Gross number of accounts written off as uncollectible | 11,089 | 12,243 | 12,781 | 12,967 | 11,248 | 11,551 | 11,551 | 9,921 | 11,282 | 11,264 | 10,291 | 10,031 | 12,131 | 12,723 | 14,805 | 15,589 |
| Number of accounts from PrePay to Post Pay | 1,025 | 728 | 350 | 299 | 415 | 832 | 660 | 436 | 280 | 280 | 678 | 946 | 799 | 597 | 275 | 58 |
| Number of accounts from Post Pay to PrePay | 1,985 | 2,948 | 3,426 | 3,064 | 1,697 | 1,442 | 2,193 | 1,816 | 1,949 | 1,294 | 900 | 1,290 | 2,366 | 2,748 | 265 | 71 |