Georgia Power

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

PUBLIC DISCLOSURE

April 21, 2025

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 March 2025

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 March 2025. 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 January, February, and March 2025. 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

ALL CUSTOMER CLASSES	Definition	2020 APR	2020 MAY	2020 JUNE	2020 JULY	2020 AUGUST	2020 SEPTEMBER	2020 OCTOBER	2020 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	335,316	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	396,960	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	7,543	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	2024	2025	2025	2025
ALL CUSTOMER CLASSES	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**
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	2,804,123	2,805,753	2,803,132	2,804,658
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	$ 829,042,169	$ 728,361,796	$ 829,998,156	**REDACTED**	**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	$ 1,081,613,300	$ 859,923,368	$ 938,760,130	**REDACTED**	**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	1,429	1,440	1,616	1,865
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	$ 1,432,674	$ 928,980	$ 1,020,217	$ 1,124,310
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	1,625	1,279	1,457	1,683
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	$ 318,914	$ 249,264	$ 266,829	$ 313,288
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	478,996	431,062	442,339	414,114
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	476,987	428,374	438,481	412,296
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	168,549	110,062	82,344	66,159
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	93,101	60,721	34,234	25,503
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	40,396	39,291	22,988	15,915
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	$ 93,254,871	$ 98,630,789	$ 119,348,930	$ 107,973,753
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	$ 26,190,657	$ 18,339,272	$ 15,483,139	$ 12,448,140
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	$ 17,514,910	$ 9,776,889	$ 5,494,709	$ 4,297,618
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	$ 13,886,355	$ 16,649,531	$ 11,941,879	$ 9,122,181
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	$ 150,846,793	$ 143,396,480	$ 152,268,658	$ 133,841,692
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	75,943	214,251	334,367	423,828
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	$ 572,778	$ 1,503,181	$ 2,156,716	$ 2,363,638
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	476,569	451,827	484,371	459,386
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	6	17,423	30,791	24,268
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	7	9,238	20,885	17,033
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	10,460	9,035	9,193	10,471
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	$ 2,895,298	$ 2,214,671	$ 2,760,674	$ 4,315,372
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	394	571	415	506
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	394	3,061	3,055	3,280

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	-	-	-	-	-	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	2024	2025	2025	2025
RESIDENTIAL CLASS ONLY	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**	**JUNE**	**JULY**	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**
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	2,452,491	2,454,138	2,451,792	2,452,986
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	$ 339,266,759	$ 288,833,449	$ 373,203,153	**REDACTED**	**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	$ 440,922,516	$ 335,585,969	$ 394,888,578	**REDACTED**	**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	841	873	945	1,218
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	$ 140,397	$ 144,707	$ 189,306	$ 218,348
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	1,573	1,209	1,403	1,627
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	$ 282,289	$ 215,014	$ 245,784	$ 290,283
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	445,845	400,573	415,330	389,394
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	444,233	398,716	412,761	387,993
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	156,909	99,017	74,650	60,534
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	85,869	54,050	29,788	22,651
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	36,575	34,784	19,875	13,688
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	$ 65,915,560	$ 70,732,848	$ 89,663,830	$ 84,610,502
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	$ 19,356,949	$ 10,922,943	$ 9,598,469	$ 8,798,454
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	$ 13,807,723	$ 6,471,261	$ 3,121,341	$ 2,725,282
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	$ 9,007,786	$ 10,843,629	$ 7,197,002	$ 5,159,676
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	$ 108,088,018	$ 98,970,679	$ 109,580,642	$101,293,913
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	68,221	193,550	312,494	399,620
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	$ 368,404	$ 944,075	$ 1,509,228	$ 1,816,166
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	448,483	425,429	460,282	436,804
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	-	14,638	27,534	21,765
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	-	7,479	18,209	15,018
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	10,143	8,782	8,921	10,136
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	394	571	415	506
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	394	3,061	3,055	3,280