Georgia Power

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

PUBLIC DISCLOSURE

March 20, 2026

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 February 2026

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 February 2026. 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 and February 2026. 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
Number of customers
Dollar amount billed
Total receipts
Number of customers charged a security deposit for a new account
Dollar value of security deposits charged for a new account
Number accounts that transferred a security deposit to a new premise
Dollar value of security deposits transferred to a new premise
Total number of accounts past due
30 - 60 days past due
60 - 90 days past due
90 - 120 days past due
120+ days past due
30 - 60 days past due
60 - 90 days past due
90 - 120 days past due
120+ days past due
Total dollar value of accounts past due
Number of customers charged a late payment fee
Dollar value of late payment fees charged
Number of disconnection notices issued
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
Number of service reconnections after disconnection for nonpayment
Gross number of all accounts written off as uncollectible
Net dollar value of accounts written off as uncollectible
Number of accounts from PrePay to Post Pay
Number of accounts from Post Pay to PrePay

PSC Monthly Bad Debt Report

ALL CUSTOMER CLASSES	Definition
Number of customers	Number of Customers - All Classes
Dollar amount billed	Revenue - Total Electric Service
Total receipts	Sum of Payments
Number of customers charged a security deposit for a new account	Count of security deposits charged for new accounts
Dollar value of security deposits charged for a new account	Sum of security deposit dollars charged for new accounts
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to new premise
Dollar value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise
Total number of accounts past due	Number of Accounts 30+ days in Arrears
30 - 60 days past due	Number of Accounts in 30-60 Day Arrears
60 - 90 days past due	Number of Accounts in 60-90 Day Arrears
90 - 120 days past due	Number of Accounts in 90-120 Day Arrears
120+ days past due	Number of Accounts in 120+ Days Arrears
30 - 60 days past due	Dollars of Accounts in 30-60 Day Arrears
60 - 90 days past due	Dollars of Accounts in 60-90 Day Arrears
90 - 120 days past due	Dollars of Accounts in 90-120 Day Arrears
120+ days past due	Dollars of Accounts in 120+ Days Arrears
Total dollar value of accounts past due	Total Dollars of Accounts in Arrears
Number of customers charged a late payment fee	Number of Accounts billed late payment charge
Dollar value of late payment fees charged	Dollars of Accounts billed late payment charge
Number of disconnection notices issued	Disconnect messages issued on bill
Number of installment payment plans (A) established	Installment payment plans established
Dollars associated with installment payment plans (A) established	Dollars associated with installment payment plans established
Number of installment payment plans (B) established	Installment payment plans (B) established on customers who self-identified as shel
Dollars associated with installment payment plans (B) established	Dollars associated with installment payment plans (B) established on customers wh
Number of installment payment plans (A) billed in full	Count of installment payment plan businesses that final billed (does not indicate pa
Number of failed installment payment plans (A)	Count of installment payment plans recorded in bad debt
Number of disconnections for nonpayment	Number of accounts disconnected for nonpayment
Number of service reconnections after disconnection for nonpayment	Number of accounts with restored service after disconnect for nonpayment
Gross number of all accounts written off as uncollectible	Total accounts reported as Charge Off (Gross)
Net dollar value of accounts written off as uncollectible	Net Charge Off
Number of accounts from PrePay to Post Pay	Accounts transitioning from PrePay to Post Pay
Number of accounts from Post Pay to PrePay	Accounts transitioning from Post Pay to PrePay

PSC Monthly Bad Debt Report

ALL CUSTOMER CLASSES	2020 APR	2020 MAY	2020 JUNE	2020 JULY
Number of customers	2,603,894	2,609,476	2,613,933	2,616,668
Dollar amount billed	$ 534,166,504	$ 546,449,772	$ 660,476,216	$ 777,186,872
Total receipts	$ 618,076,819	$ 620,714,909	$ 658,237,393	$ 715,600,602
Number of customers charged a security deposit for a new account	1,597	1,816	1,640	1,926
Dollar value of security deposits charged for a new account	$ 764,642	$ 751,775	$ 612,815	$ 746,196
Number accounts that transferred a security deposit to a new premise	9,915	10,364	10,536	7,745
Dollar value of security deposits transferred to a new premise	$ 1,473,385	$ 1,428,682	$ 1,202,473	$ 1,192,726
Total number of accounts past due	485,341	452,738	433,925	372,173
30 - 60 days past due	482,495	448,843	429,328	368,827
60 - 90 days past due	152,201	164,851	171,448	95,257
90 - 120 days past due	29,442	72,952	91,061	52,974
120+ days past due	4,636	18,461	43,375	30,930
30 - 60 days past due	$ 77,657,240	$ 64,989,060	$ 60,691,953	$ 58,509,902
60 - 90 days past due	$ 19,621,261	$ 22,160,595	$ 20,586,753	$ 11,284,821
90 - 120 days past due	$ 3,039,687	$ 8,955,213	$ 11,530,631	$ 6,170,155
120+ days past due	$ 1,539,164	$ 3,066,318	$ 7,607,774	$ 7,470,511
Total dollar value of accounts past due	$ 101,857,351	$ 99,171,183	$ 100,417,113	$ 83,435,389
Number of customers charged a late payment fee	-	-	-	-
Dollar value of late payment fees charged	$ -	$ -	$ -	$ -
Number of disconnection notices issued	441,524	371,711	419,657	343,721
Number of installment payment plans (A) established	-	-	27,689	56,371
Dollars associated with installment payment plans (A) established	$ -	$ -	$ 16,190,126	$ 31,134,157
Number of installment payment plans (B) established	-	-	-	-
Dollars associated with installment payment plans (B) established	$ -	$ -	$ -	$ -
Number of installment payment plans (A) billed in full	-	-	-	111
Number of failed installment payment plans (A)	-	-	-	1
Number of disconnections for nonpayment	-	-	-	15,223
Number of service reconnections after disconnection for nonpayment	-	-	-	9,816
Gross number of all accounts written off as uncollectible	9,199	8,038	4,631	4,960
Net dollar value of accounts written off as uncollectible	$ 943,300	$ 669,781	$ 31,896	$ 91,020
Number of accounts from PrePay to Post Pay	250	258	426	2,523
Number of accounts from Post Pay to PrePay	119	83	101	778

PSC Monthly Bad Debt Report

	2020	2020	2020	2020
ALL CUSTOMER CLASSES	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**
Number of customers	2,620,192	2,624,760	2,629,842	2,632,262
Dollar amount billed	$ 809,239,741	$ 772,862,524	$ 599,803,112	$ 556,550,801
Total receipts	$ 854,564,450	$ 897,365,337	$ 738,772,517	$ 643,583,179
Number of customers charged a security deposit for a new account	2,050	1,900	2,020	1,893
Dollar value of security deposits charged for a new account	$ 1,020,347	$ 1,132,333	$ 987,462	$ 979,959
Number accounts that transferred a security deposit to a new premise	8,038	8,033	8,188	6,932
Dollar value of security deposits transferred to a new premise	$ 868,859	$ 860,620	$ 1,052,141	$ 877,778
Total number of accounts past due	367,082	401,148	406,629	485,361
30 - 60 days past due	365,112	400,051	405,171	481,640
60 - 90 days past due	40,708	39,463	42,860	60,092
90 - 120 days past due	11,915	5,312	6,899	10,219
120+ days past due	8,116	1,962	1,800	2,875
30 - 60 days past due	$ 68,957,334	$ 76,539,892	$ 71,035,897	$ 64,323,498
60 - 90 days past due	$ 5,390,060	$ 5,115,119	$ 5,494,386	$ 7,059,995
90 - 120 days past due	$ 2,006,827	$ 1,069,664	$ 1,035,598	$ 1,393,188
120+ days past due	$ 3,565,776	$ 1,462,203	$ 1,029,419	$ 992,564
Total dollar value of accounts past due	$ 79,919,995	$ 84,186,879	$ 78,595,301	$ 73,769,245
Number of customers charged a late payment fee	-	14,762	357,967	313,633
Dollar value of late payment fees charged	$ -	$ 53,994	$ 1,519,041	$ 1,187,544
Number of disconnection notices issued	345,303	389,268	393,772	398,517
Number of installment payment plans (A) established	29,646	21,781	-	-
Dollars associated with installment payment plans (A) established	$ 16,030,123	$ 10,556,536	$ -	$ -
Number of installment payment plans (B) established	-	-	-	-
Dollars associated with installment payment plans (B) established	$ -	$ -	$ -	$ -
Number of installment payment plans (A) billed in full	1,126	4,707	3,332	2,546
Number of failed installment payment plans (A)	40	364	1,375	1,445
Number of disconnections for nonpayment	24,929	18,633	20,313	17,215
Number of service reconnections after disconnection for nonpayment	19,458	14,806	16,727	13,569
Gross number of all accounts written off as uncollectible	5,601	9,505	11,173	8,816
Net dollar value of accounts written off as uncollectible	$ 545,532	$ 2,384,465	$ 3,040,820	$ 1,222,478
Number of accounts from PrePay to Post Pay	4,287	501	168	157
Number of accounts from Post Pay to PrePay	751	1,624	1,686	1,790

PSC Monthly Bad Debt Report

	2020	2021	2021	2021
ALL CUSTOMER CLASSES	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**
Number of customers	2,635,402	2,639,760	2,642,999	2,647,099
Dollar amount billed	$ 604,370,234	$ 638,668,758	$ 610,583,476	$ 583,732,918
Total receipts	$ 642,525,659	$ 735,453,276	$ 702,803,727	$ 716,661,954
Number of customers charged a security deposit for a new account	1,674	1,933	1,714	1,984
Dollar value of security deposits charged for a new account	$ 1,172,230	$ 1,020,430	$ 1,160,680	$ 814,640
Number accounts that transferred a security deposit to a new premise	2,776	2,165	2,347	2,834
Dollar value of security deposits transferred to a new premise	$ 574,605	$ 453,642	$ 490,955	$ 593,244
Total number of accounts past due	504,536	491,449	407,173	407,694
30 - 60 days past due	502,564	489,087	388,371	402,966
60 - 90 days past due	81,182	76,216	78,130	55,998
90 - 120 days past due	14,955	20,672	22,003	19,841
120+ days past due	5,216	6,938	11,079	11,663
30 - 60 days past due	$ 65,132,288	$ 70,742,946	$ 56,607,877	$ 57,264,283
60 - 90 days past due	$ 7,834,299	$ 7,656,268	$ 8,407,564	$ 5,675,507
90 - 120 days past due	$ 1,942,832	$ 2,218,104	$ 2,300,183	$ 2,364,565
120+ days past due	$ 1,631,965	$ 2,273,365	$ 3,106,975	$ 3,758,493
Total dollar value of accounts past due	$ 76,541,383	$ 82,890,684	$ 70,422,599	$ 69,062,847
Number of customers charged a late payment fee	311,065	322,914	355,035	313,297
Dollar value of late payment fees charged	$ 1,168,073	$ 1,247,064	$ 1,471,746	$ 1,268,950
Number of disconnection notices issued	393,480	383,729	407,460	370,498
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	2,153	1,097	2,046	107,064
Number of failed installment payment plans (A)	2,297	1,193	1,458	1,273
Number of disconnections for nonpayment	18,062	17,308	18,790	19,979
Number of service reconnections after disconnection for nonpayment	13,077	11,488	13,350	15,101
Gross number of all accounts written off as uncollectible	8,045	8,446	7,415	8,505
Net dollar value of accounts written off as uncollectible	$ 2,059,537	$ 1,763,256	$ 700,810	$ 957,583
Number of accounts from PrePay to Post Pay	291	423	255	548
Number of accounts from Post Pay to PrePay	1,855	1,307	1,552	1,306

PSC Monthly Bad Debt Report

	2021	2021	2021	2021
ALL CUSTOMER CLASSES	**APRIL**	**MAY**	**JUNE**	**JULY**
Number of customers	2,651,534	2,655,359	2,658,003	2,659,883
Dollar amount billed	$ 545,186,814	$ 551,944,931	$ 694,858,754	$ 779,522,095
Total receipts	$ 645,819,034	$ 647,315,217	$ 694,642,624	$ 797,823,999
Number of customers charged a security deposit for a new account	2,107	2,073	2,266	2,603
Dollar value of security deposits charged for a new account	$ 876,368	$ 1,231,158	$ 1,373,429	$ 1,173,116
Number accounts that transferred a security deposit to a new premise	2,515	2,122	2,503	2,304
Dollar value of security deposits transferred to a new premise	$ 527,376	$ 442,324	$ 523,203	$ 494,928
Total number of accounts past due	427,213	392,483	370,601	389,794
30 - 60 days past due	425,272	380,799	363,317	386,956
60 - 90 days past due	58,763	53,659	48,915	43,980
90 - 120 days past due	18,130	17,447	14,216	8,104
120+ days past due	11,042	9,273	8,137	4,180
30 - 60 days past due	$ 59,996,814	$ 54,423,072	$ 48,822,981	$ 61,172,748
60 - 90 days past due	$ 5,996,862	$ 5,331,877	$ 5,693,240	$ 3,814,528
90 - 120 days past due	$ 2,500,231	$ 3,091,189	$ 2,600,253	$ 1,240,738
120+ days past due	$ 4,163,327	$ 4,050,907	$ 4,266,857	$ 2,073,126
Total dollar value of accounts past due	$ 72,657,234	$ 66,897,045	$ 61,383,332	$ 68,301,141
Number of customers charged a late payment fee	306,451	298,463	289,726	337,961
Dollar value of late payment fees charged	$ 1,211,966	$ 1,244,455	$ 1,187,226	$ 1,389,258
Number of disconnection notices issued	352,129	355,316	345,822	365,703
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	10,954	-	-	-
Number of failed installment payment plans (A)	912	812	629	352
Number of disconnections for nonpayment	17,099	18,387	20,838	21,393
Number of service reconnections after disconnection for nonpayment	13,240	14,796	15,481	15,484
Gross number of all accounts written off as uncollectible	8,359	7,396	6,754	6,601
Net dollar value of accounts written off as uncollectible	$ 1,354,911	$ 1,448,371	$ 446,377	$ 802,300
Number of accounts from PrePay to Post Pay	279	143	354	435
Number of accounts from Post Pay to PrePay	961	721	587	1,720

PSC Monthly Bad Debt Report

	2021	2021	2021	2021
ALL CUSTOMER CLASSES	**AUGUST**	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**
Number of customers	2,663,750	2,665,348	2,667,865	2,670,816
Dollar amount billed	$ 875,306,935	$ 816,211,094	$ 649,815,539	$ 606,122,421
Total receipts	$ 889,016,100	$ 919,357,513	$ 835,254,511	$ 747,339,578
Number of customers charged a security deposit for a new account	2,590	2,245	2,306	2,577
Dollar value of security deposits charged for a new account	$ 1,253,619	$ 1,106,860	$ 1,006,353	$ 1,121,963
Number accounts that transferred a security deposit to a new premise	2,276	1,927	1,886	1,932
Dollar value of security deposits transferred to a new premise	$ 488,791	$ 412,272	$ 409,655	$ 441,150
Total number of accounts past due	411,197	431,430	453,115	427,778
30 - 60 days past due	409,494	429,853	451,135	426,330
60 - 90 days past due	46,356	50,069	57,571	55,885
90 - 120 days past due	6,801	7,145	8,049	8,883
120+ days past due	2,349	2,330	2,444	2,574
30 - 60 days past due	$ 72,986,034	$ 82,511,792	$ 83,278,565	$ 65,380,967
60 - 90 days past due	$ 4,186,483	$ 5,585,883	$ 6,278,163	$ 6,297,011
90 - 120 days past due	$ 685,693	$ 799,392	$ 847,006	$ 1,192,887
120+ days past due	$ 870,614	$ 768,303	$ 558,846	$ 600,430
Total dollar value of accounts past due	$ 78,728,824	$ 89,665,371	$ 90,962,581	$ 73,471,295
Number of customers charged a late payment fee	365,448	394,569	410,739	363,644
Dollar value of late payment fees charged	$ 1,505,937	$ 1,769,981	$ 1,879,837	$ 1,434,776
Number of disconnection notices issued	379,666	399,056	418,048	405,666
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)	545			
Number of disconnections for nonpayment	22,838	25,755	27,595	24,973
Number of service reconnections after disconnection for nonpayment	16,338	18,166	20,150	18,568
Gross number of all accounts written off as uncollectible	8,992	9,354	9,535	9,789
Net dollar value of accounts written off as uncollectible	$ 1,974,915	$ 2,348,585	$ 1,664,249	$ 1,858,673
Number of accounts from PrePay to Post Pay	415	390	197	187
Number of accounts from Post Pay to PrePay	2,481	3,040	3,189	2,608

PSC Monthly Bad Debt Report

	2021	2022	2022	2022
ALL CUSTOMER CLASSES	**DECEMBER**	**JANUARY**	**FEBRUARY**	**MARCH**
Number of customers	2,672,926	2,676,745	2,678,540	2,682,477
Dollar amount billed	$ 630,272,457	$ 663,591,955	$ 684,878,236	$ 614,523,769
Total receipts	$ 688,310,972	$ 724,508,341	$ 769,599,088	$ 743,040,622
Number of customers charged a security deposit for a new account	2,179	2,156	2,113	2,055
Dollar value of security deposits charged for a new account	$ 1,351,403	$ 873,990	$ 879,207	$ 803,652
Number accounts that transferred a security deposit to a new premise	1,574	1,534	1,609	2,095
Dollar value of security deposits transferred to a new premise	$ 330,157	$ 333,763	$ 337,048	$ 420,835
Total number of accounts past due	421,928	429,078	428,458	405,675
30 - 60 days past due	419,699	426,767	425,804	404,218
60 - 90 days past due	61,988	61,745	59,757	48,614
90 - 120 days past due	10,520	12,346	12,376	10,105
120+ days past due	3,165	4,079	4,813	4,205
30 - 60 days past due	$ 58,683,591	$ 69,299,269	$ 66,414,341	$ 66,767,359
60 - 90 days past due	$ 5,841,149	$ 5,845,742	$ 5,497,110	$ 4,650,800
90 - 120 days past due	$ 1,241,355	$ 1,340,176	$ 1,141,707	$ 969,156
120+ days past due	$ 716,982	$ 1,033,968	$ 1,063,693	$ 976,625
Total dollar value of accounts past due	$ 66,483,077	$ 77,519,156	$ 74,116,851	$ 73,363,941
Number of customers charged a late payment fee	343,016	360,803	380,821	355,621
Dollar value of late payment fees charged	$ 1,282,933	$ 1,420,221	$ 1,482,269	$ 1,449,650
Number of disconnection notices issued	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	-	-	-	-
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	26,561	11,266	24,124	18,869
Number of service reconnections after disconnection for nonpayment	19,340	8,605	17,945	14,264
Gross number of all accounts written off as uncollectible	9,943	9,096	8,460	9,340
Net dollar value of accounts written off as uncollectible	$ 1,903,667	$ 1,436,410	$ 926,720	$ 1,075,562
Number of accounts from PrePay to Post Pay	222	551	690	644
Number of accounts from Post Pay to PrePay	1,919	1,417	2,026	1,566

PSC Monthly Bad Debt Report

ALL CUSTOMER CLASSES	2022 APRIL	2022 MAY	2022 JUNE
Number of customers	2,685,547	2,687,272	2,691,260
Dollar amount billed	$ 607,831,653	$ 673,415,639	$ 934,877,210
Total receipts	$ 724,526,636	$ 717,503,855	$ 825,872,201
Number of customers charged a security deposit for a new account	2,116	2,246	2,159
Dollar value of security deposits charged for a new account	$ 1,002,832	$ 970,819	$ 975,354
Number accounts that transferred a security deposit to a new premise	1,823	1,847	1,961
Dollar value of security deposits transferred to a new premise	$ 381,730	$ 379,604	$ 405,137
Total number of accounts past due	399,565	381,586	398,093
30 - 60 days past due	398,083	380,092	396,534
60 - 90 days past due	54,091	53,469	65,659
90 - 120 days past due	9,637	10,118	12,167
120+ days past due	4,062	3,601	4,010
30 - 60 days past due	$ 60,665,911	$ 54,925,953	$ 62,151,311
60 - 90 days past due	$ 5,982,194	$ 5,444,631	$ 7,049,264
90 - 120 days past due	$ 1,230,328	$ 1,204,302	$ 1,405,004
120+ days past due	$ 922,664	$ 917,555	$ 1,113,776
Total dollar value of accounts past due	$ 68,801,096	$ 62,492,441	$ 71,719,353
Number of customers charged a late payment fee	338,854	309,239	336,359
Dollar value of late payment fees charged	$ 1,386,109	$ 1,172,732	$ 1,356,722
Number of disconnection notices issued	380,385	373,458	380,814
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
Number of service reconnections after disconnection for nonpayment	15,757	14,776	15,838
Gross number of all accounts written off as uncollectible	9,866	9,075	8,400
Net dollar value of accounts written off as uncollectible	$ 1,564,498	$ 1,482,307	$ 1,178,248
Number of accounts from PrePay to Post Pay	357	311	655
Number of accounts from Post Pay to PrePay	1,676	1,225	1,181

PSC Monthly Bad Debt Report

	2022	2022	2022
ALL CUSTOMER CLASSES	**JULY**	**AUGUST**	**SEPTEMBER**
Number of customers	2,693,769	2,697,837	2,700,953
Dollar amount billed	$ 1,071,532,870	$ 1,011,517,765	$ 945,429,949
Total receipts	$ 1,120,880,822	$ 1,097,074,546	$ 1,044,785,473
Number of customers charged a security deposit for a new account	2,184	2,146	2,025
Dollar value of security deposits charged for a new account	$ 1,138,631	$ 1,197,735	$ 801,072
Number accounts that transferred a security deposit to a new premise	1,777	2,183	1,746
Dollar value of security deposits transferred to a new premise	$ 354,401	$ 455,137	$ 351,225
Total number of accounts past due	430,465	449,574	455,303
30 - 60 days past due	428,478	447,479	453,530
60 - 90 days past due	61,161	64,758	67,393
90 - 120 days past due	13,254	13,282	12,572
120+ days past due	4,672	5,290	4,901
30 - 60 days past due	$ 84,661,369	$ 95,851,667	$ 89,118,869
60 - 90 days past due	$ 6,594,669	$ 7,582,656	$ 9,381,115
90 - 120 days past due	$ 2,002,089	$ 1,625,252	$ 1,775,403
120+ days past due	$ 1,244,917	$ 1,397,777	$ 1,283,429
Total dollar value of accounts past due	$ 94,503,044	$ 106,457,351	$ 101,558,815
Number of customers charged a late payment fee	388,991	420,530	418,085
Dollar value of late payment fees charged	$ 1,770,405	$ 1,985,965	$ 1,972,148
Number of disconnection notices issued	421,496	444,294	445,858
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	20,594	27,604	29,648
Number of service reconnections after disconnection for nonpayment	15,926	20,570	22,464
Gross number of all accounts written off as uncollectible	7,647	9,998	11,766
Net dollar value of accounts written off as uncollectible	$ 1,100,484	$ 1,442,897	$ 2,063,243
Number of accounts from PrePay to Post Pay	741	759	527
Number of accounts from Post Pay to PrePay	1,582	2,982	2,776

PSC Monthly Bad Debt Report

	2022	2022	2022	2023
ALL CUSTOMER CLASSES	**OCTOBER**	**NOVEMBER**	**DECEMBER**	**JANUARY**
Number of customers	2,704,609	2,708,441	2,712,780	2,716,089
Dollar amount billed	$ 705,494,361	$ 624,952,565	$ 685,265,335	$ 759,090,217
Total receipts	$ 935,528,684	$ 740,389,913	$ 726,800,945	$ 838,716,699
Number of customers charged a security deposit for a new account	2,101	1,903	1,736	1,947
Dollar value of security deposits charged for a new account	$ 1,079,426	$ 832,168	$ 840,390	$ 720,118
Number accounts that transferred a security deposit to a new premise	1,816	1,795	1,593	1,797
Dollar value of security deposits transferred to a new premise	$ 366,694	$ 356,324	$ 306,382	$ 369,334
Total number of accounts past due	435,535	339,279	429,243	398,821
30 - 60 days past due	430,025	322,807	427,317	396,950
60 - 90 days past due	68,408	70,331	71,383	65,204
90 - 120 days past due	12,479	15,072	17,131	17,636
120+ days past due	4,636	4,929	6,276	7,545
30 - 60 days past due	$ 84,430,507	$ 51,919,816	$ 68,176,292	$ 67,699,183
60 - 90 days past due	$ 8,611,255	$ 9,494,013	$ 8,293,810	$ 7,906,695
90 - 120 days past due	$ 1,738,066	$ 2,105,244	$ 2,760,178	$ 2,571,176
120+ days past due	$ 1,394,766	$ 1,426,161	$ 2,127,349	$ 2,520,456
Total dollar value of accounts past due	$ 96,174,593	$ 64,945,234	$ 81,357,629	$ 80,697,510
Number of customers charged a late payment fee	382,574	196,852	179,325	90,240
Dollar value of late payment fees charged	$ 1,770,280	$ 850,571	$ 779,177	$ 483,159
Number of disconnection notices issued	441,418	437,517	398,385	350,259
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	26,488	26,756	19,154	16,537
Number of service reconnections after disconnection for nonpayment	20,657	22,275	15,723	11,441
Gross number of all accounts written off as uncollectible	12,227	12,040	10,333	9,539
Net dollar value of accounts written off as uncollectible	$ 2,793,316	$ 2,675,387	$ 2,084,179	$ 1,573,753
Number of accounts from PrePay to Post Pay	294	262	418	531
Number of accounts from Post Pay to PrePay	1,910	2,171	1,412	1,277

PSC Monthly Bad Debt Report

	2023	2023	2023	2023
ALL CUSTOMER CLASSES	**FEBRUARY**	**MARCH**	**APRIL**	**MAY**
Number of customers	2,719,185	2,723,390	2,726,952	2,729,946
Dollar amount billed	$ 657,530,511	$ 613,217,812	$ 606,838,659	$ 604,381,488
Total receipts	$ 790,682,631	$ 713,035,090	$ 629,711,501	$ 710,561,083
Number of customers charged a security deposit for a new account	1,745	1,994	1,729	1,617
Dollar value of security deposits charged for a new account	$ 843,886	$ 805,639	$ 706,725	$ 953,246
Number accounts that transferred a security deposit to a new premise	1,782	2,116	1,778	2,002
Dollar value of security deposits transferred to a new premise	$ 340,257	$ 425,502	$ 346,880	$ 397,164
Total number of accounts past due	398,328	338,241	357,641	366,000
30 - 60 days past due	395,688	337,612	356,784	365,029
60 - 90 days past due	59,276	41,441	51,970	51,335
90 - 120 days past due	14,424	10,368	9,984	12,058
120+ days past due	6,733	4,470	4,162	4,135
30 - 60 days past due	$ 70,445,569	$ 53,389,237	$ 55,461,248	$ 57,572,780
60 - 90 days past due	$ 6,690,960	$ 5,721,712	$ 6,832,288	$ 5,920,143
90 - 120 days past due	$ 1,826,387	$ 1,211,772	$ 1,414,259	$ 1,720,056
120+ days past due	$ 2,364,253	$ 1,491,374	$ 1,400,455	$ 1,524,348
Total dollar value of accounts past due	$ 81,327,170	$ 61,814,095	$ 65,108,251	$ 66,737,328
Number of customers charged a late payment fee	310,264	318,820	297,744	321,594
Dollar value of late payment fees charged	$ 1,414,369	$ 1,403,719	$ 1,242,272	$ 1,318,293
Number of disconnection notices issued	389,560	356,218	371,969	389,155
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	19,871	18,976	14,368	17,790
Number of service reconnections after disconnection for nonpayment	13,991	13,982	10,437	12,854
Gross number of all accounts written off as uncollectible	8,710	10,149	10,206	9,558
Net dollar value of accounts written off as uncollectible	$ 1,128,406	$ 1,538,215	$ 2,169,714	$ 1,880,667
Number of accounts from PrePay to Post Pay	547	437	234	307
Number of accounts from Post Pay to PrePay	1,397	1,348	1,105	1,278

PSC Monthly Bad Debt Report

	2023
ALL CUSTOMER CLASSES	**JUNE**
Number of customers	2,733,431
Dollar amount billed	$ 793,540,598
Total receipts	$ 768,895,110
Number of customers charged a security deposit for a new account	1,830
Dollar value of security deposits charged for a new account	$ 986,839
Number accounts that transferred a security deposit to a new premise	2,038
Dollar value of security deposits transferred to a new premise	$ 389,221
Total number of accounts past due	370,906
30 - 60 days past due	370,352
60 - 90 days past due	57,727
90 - 120 days past due	13,110
120+ days past due	4,735
30 - 60 days past due	$ 59,066,930
60 - 90 days past due	$ 6,084,400
90 - 120 days past due	$ 1,654,211
120+ days past due	$ 1,832,948
Total dollar value of accounts past due	$ 68,638,489
Number of customers charged a late payment fee	322,560
Dollar value of late payment fees charged	$ 1,287,556
Number of disconnection notices issued	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	21,567
Number of service reconnections after disconnection for nonpayment	16,173
Gross number of all accounts written off as uncollectible	9,228
Net dollar value of accounts written off as uncollectible	$ 1,406,642
Number of accounts from PrePay to Post Pay	607
Number of accounts from Post Pay to PrePay	1,396

PSC Monthly Bad Debt Report

	2023	2023	2023
ALL CUSTOMER CLASSES	**JULY**	**AUGUST**	**SEPTEMBER**
Number of customers	2,736,418	2,741,506	2,743,774
Dollar amount billed	$ 983,979,306	$ 1,123,690,891	$ 1,065,911,718
Total receipts	$ 942,098,126	$ 1,126,237,315	$ 1,154,864,556
Number of customers charged a security deposit for a new account	1,917	1,882	1,841
Dollar value of security deposits charged for a new account	$ 835,695	$ 829,056	$ 1,128,115
Number accounts that transferred a security deposit to a new premise	1,971	2,217	1,814
Dollar value of security deposits transferred to a new premise	$ 418,700	$ 424,321	$ 348,136
Total number of accounts past due	390,095	399,888	423,995
30 - 60 days past due	389,146	398,799	422,843
60 - 90 days past due	56,757	59,446	64,838
90 - 120 days past due	13,446	13,685	14,992
120+ days past due	5,077	5,146	5,521
30 - 60 days past due	$ 73,172,279	$ 88,617,925	$ 107,034,378
60 - 90 days past due	$ 6,252,548	$ 7,928,683	$ 9,242,206
90 - 120 days past due	$ 1,849,976	$ 1,873,212	$ 2,128,879
120+ days past due	$ 2,069,322	$ 2,407,888	$ 2,341,103
Total dollar value of accounts past due	$ 83,344,125	$ 100,827,707	$ 120,746,566
Number of customers charged a late payment fee	361,559	386,179	421,302
Dollar value of late payment fees charged	$ 1,566,147	$ 1,873,438	$ 2,177,624
Number of disconnection notices issued	408,204	416,300	442,086
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
Number of service reconnections after disconnection for nonpayment	13,283	13,382	17,423
Gross number of all accounts written off as uncollectible	9,472	11,381	12,560
Net dollar value of accounts written off as uncollectible	$ 1,310,457	$ 1,735,050	$ 2,281,686
Number of accounts from PrePay to Post Pay	879	1,025	728
Number of accounts from Post Pay to PrePay	1,292	1,985	2,948

PSC Monthly Bad Debt Report

	2023	2023	2023
ALL CUSTOMER CLASSES	**OCTOBER**	**NOVEMBER**	**DECEMBER**
Number of customers	2,747,390	2,750,844	2,754,203
Dollar amount billed	$ 752,151,874	$ 696,776,688	$ 752,916,924
Total receipts	$ 1,008,391,908	$ 830,142,473	$ 843,256,705
Number of customers charged a security deposit for a new account	1,801	1,731	1,690
Dollar value of security deposits charged for a new account	$ 947,019	$ 829,883	$ 1,332,201
Number accounts that transferred a security deposit to a new premise	1,996	1,721	1,590
Dollar value of security deposits transferred to a new premise	$ 385,278	$ 346,433	$ 311,888
Total number of accounts past due	432,148	325,166	426,693
30 - 60 days past due	430,326	313,867	425,563
60 - 90 days past due	69,445	62,522	79,067
90 - 120 days past due	15,516	17,868	22,352
120+ days past due	6,045	6,650	8,483
30 - 60 days past due	$ 108,784,552	$ 60,833,309	$ 73,450,290
60 - 90 days past due	$ 11,121,749	$ 10,735,685	$ 10,911,487
90 - 120 days past due	$ 2,662,658	$ 3,150,597	$ 3,975,898
120+ days past due	$ 2,575,845	$ 2,781,653	$ 3,173,771
Total dollar value of accounts past due	$ 125,144,806	$ 77,501,244	$ 91,511,447
Number of customers charged a late payment fee	426,862	200,191	261,912
Dollar value of late payment fees charged	$ 2,253,964	$ 1,041,380	$ 1,175,939
Number of disconnection notices issued	455,376	468,239	448,276
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	27,482	25,698	20,535
Number of service reconnections after disconnection for nonpayment	19,875	20,500	15,555
Gross number of all accounts written off as uncollectible	13,122	13,349	11,511
Net dollar value of accounts written off as uncollectible	$ 3,034,711	$ 3,824,860	$ 3,055,904
Number of accounts from PrePay to Post Pay	350	299	415
Number of accounts from Post Pay to PrePay	3,426	3,064	1,697

PSC Monthly Bad Debt Report

	2024	2024	2024	2024
ALL CUSTOMER CLASSES	**JANUARY**	**FEBRUARY**	**MARCH**	**APRIL**
Number of customers	2,759,457	2,761,501	2,763,238	2,768,342
Dollar amount billed	$ 875,262,512	$ 837,869,298	$ 728,043,789	$ 686,954,722
Total receipts	$ 835,845,993	$ 966,199,845	$ 851,486,930	$ 832,117,865
Number of customers charged a security deposit for a new account	1,696	1,781	1,887	1,801
Dollar value of security deposits charged for a new account	$ 1,125,771	$ 791,795	$ 1,024,440	$ 851,851
Number accounts that transferred a security deposit to a new premise	1,834	1,790	1,969	1,998
Dollar value of security deposits transferred to a new premise	$ 353,386	$ 338,188	$ 376,171	$ 382,024
Total number of accounts past due	447,317	440,148	429,505	432,296
30 - 60 days past due	446,117	437,392	427,416	430,146
60 - 90 days past due	82,526	76,209	69,973	73,473
90 - 120 days past due	25,124	22,583	19,372	17,529
120+ days past due	11,078	11,738	9,864	8,847
30 - 60 days past due	$ 86,017,811	$ 93,863,725	$ 93,820,460	$ 91,002,253
60 - 90 days past due	$ 10,215,855	$ 10,163,591	$ 10,505,602	$ 11,166,911
90 - 120 days past due	$ 3,402,565	$ 3,184,944	$ 2,870,190	$ 3,015,112
120+ days past due	$ 4,326,248	$ 4,960,150	$ 4,709,708	$ 4,197,812
Total dollar value of accounts past due	$ 103,962,479	$ 112,172,410	$ 111,905,961	$ 109,382,088
Number of customers charged a late payment fee	102,383	377,340	412,040	406,593
Dollar value of late payment fees charged	$ 548,721	$ 1,894,487	$ 2,234,219	$ 2,147,140
Number of disconnection notices issued	463,001	469,281	444,012	451,262
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	15,797	25,433	24,882	26,820
Number of service reconnections after disconnection for nonpayment	11,643	18,373	18,856	20,692
Gross number of all accounts written off as uncollectible	11,969	9,748	10,330	11,747
Net dollar value of accounts written off as uncollectible	$ 3,245,629	$ 2,062,599	$ 2,118,982	$ 3,311,600
Number of accounts from PrePay to Post Pay	832	660	436	280
Number of accounts from Post Pay to PrePay	1,442	2,193	1,816	1,949

PSC Monthly Bad Debt Report

	2024	2024	2024
ALL CUSTOMER CLASSES	**MAY**	**JUNE**	**JULY**
Number of customers	2,773,235	2,778,156	2,779,350
Dollar amount billed	$ 758,073,003	$ 1,002,588,216	$ 1,231,556,886
Total receipts	$ 869,982,889	$ 935,980,346	$ 1,193,442,560
Number of customers charged a security deposit for a new account	1,677	1,691	1,454
Dollar value of security deposits charged for a new account	$ 1,212,778	$ 862,490	$ 730,425
Number accounts that transferred a security deposit to a new premise	1,874	1,750	1,977
Dollar value of security deposits transferred to a new premise	$ 362,085	$ 328,451	$ 368,703
Total number of accounts past due	424,860	413,968	427,871
30 - 60 days past due	422,157	412,273	425,617
60 - 90 days past due	70,984	69,956	70,439
90 - 120 days past due	18,557	19,177	19,465
120+ days past due	8,510	8,477	8,757
30 - 60 days past due	$ 77,201,779	$ 82,561,485	$ 96,275,946
60 - 90 days past due	$ 11,135,806	$ 10,236,286	$ 9,665,886
90 - 120 days past due	$ 3,043,115	$ 3,079,454	$ 2,824,225
120+ days past due	$ 4,118,406	$ 4,321,335	$ 4,129,641
Total dollar value of accounts past due	$ 95,499,106	$ 100,198,559	$ 112,895,699
Number of customers charged a late payment fee	368,848	388,690	396,598
Dollar value of late payment fees charged	$ 1,916,115	$ 1,741,913	$ 1,937,416
Number of disconnection notices issued	446,583	437,342	454,395
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	25,317	22,531	20,850
Number of service reconnections after disconnection for nonpayment	19,937	17,569	14,868
Gross number of all accounts written off as uncollectible	11,633	10,636	10,447
Net dollar value of accounts written off as uncollectible	$ 3,495,534	$ 3,334,243	$ 2,488,096
Number of accounts from PrePay to Post Pay	280	678	946
Number of accounts from Post Pay to PrePay	1,294	900	1,290

PSC Monthly Bad Debt Report

	2024	2024	2024
ALL CUSTOMER CLASSES	**AUGUST**	**SEPTEMBER**	**OCTOBER**
Number of customers	2,785,099	2,788,542	2,795,019
Dollar amount billed	$ 1,261,420,594	$ 1,159,736,158	$ 829,042,169
Total receipts	$ 1,320,718,605	$ 1,392,080,570	$ 1,081,613,300
Number of customers charged a security deposit for a new account	2,058	2,157	1,653
Dollar value of security deposits charged for a new account	$ 1,312,469	$ 1,571,178	$ 893,785
Number accounts that transferred a security deposit to a new premise	1,980	1,631	1,701
Dollar value of security deposits transferred to a new premise	$ 376,293	$ 305,630	$ 317,114
Total number of accounts past due	449,112	458,349	518,022
30 - 60 days past due	447,137	457,174	516,170
60 - 90 days past due	69,856	72,928	165,855
90 - 120 days past due	18,402	18,781	32,012
120+ days past due	8,179	8,253	10,729
30 - 60 days past due	$ 127,285,704	$ 135,572,701	$ 129,957,916
60 - 90 days past due	$ 10,903,385	$ 13,530,328	$ 35,306,154
90 - 120 days past due	$ 2,746,369	$ 3,010,527	$ 5,487,488
120+ days past due	$ 3,977,893	$ 3,806,945	$ 4,726,418
Total dollar value of accounts past due	$ 144,913,351	$ 155,920,501	$ 175,477,976
Number of customers charged a late payment fee	455,836	460,524	961
Dollar value of late payment fees charged	$ 2,575,522	$ 3,483,202	$ 39,686
Number of disconnection notices issued	475,215	481,603	490,590
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	23,633	21,101	238
Number of service reconnections after disconnection for nonpayment	16,544	15,067	340
Gross number of all accounts written off as uncollectible	12,479	12,930	15,410
Net dollar value of accounts written off as uncollectible	$ 2,703,178	$ 4,016,201	$ 5,218,900
Number of accounts from PrePay to Post Pay	799	597	275
Number of accounts from Post Pay to PrePay	2,366	2,748	265

PSC Monthly Bad Debt Report

	2024	2024
ALL CUSTOMER CLASSES	**NOVEMBER**	**DECEMBER**
Number of customers	2,801,079	2,804,123
Dollar amount billed	$ 728,361,796	$ 829,998,156
Total receipts	$ 859,923,368	$ 938,760,130
Number of customers charged a security deposit for a new account	1,441	1,429
Dollar value of security deposits charged for a new account	$ 975,205	$ 1,432,674
Number accounts that transferred a security deposit to a new premise	1,615	1,625
Dollar value of security deposits transferred to a new premise	$ 293,425	$ 318,914
Total number of accounts past due	414,933	478,996
30 - 60 days past due	358,020	476,987
60 - 90 days past due	204,604	168,549
90 - 120 days past due	84,775	93,101
120+ days past due	20,693	40,396
30 - 60 days past due	$ 73,220,770	$ 93,254,871
60 - 90 days past due	$ 40,547,458	$ 26,190,657
90 - 120 days past due	$ 17,057,085	$ 17,514,910
120+ days past due	$ 7,615,925	$ 13,886,355
Total dollar value of accounts past due	$ 138,441,239	$ 150,846,793
Number of customers charged a late payment fee	943	75,943
Dollar value of late payment fees charged	$ 44,314	$ 572,778
Number of disconnection notices issued	509,625	476,569
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	5	6
Number of service reconnections after disconnection for nonpayment	8	7
Gross number of all accounts written off as uncollectible	16,121	10,460
Net dollar value of accounts written off as uncollectible	$ 5,066,803	$ 2,895,298
Number of accounts from PrePay to Post Pay	58	394
Number of accounts from Post Pay to PrePay	71	394

PSC Monthly Bad Debt Report

	2025	2025
ALL CUSTOMER CLASSES	**JANUARY**	**FEBRUARY**
Number of customers	2,805,753	2,803,132
Dollar amount billed	$ 982,713,946	$ 965,577,623
Total receipts	$ 948,334,588	$ 1,181,265,581
Number of customers charged a security deposit for a new account	1,440	1,616
Dollar value of security deposits charged for a new account	$ 928,980	$ 1,020,217
Number accounts that transferred a security deposit to a new premise	1,279	1,457
Dollar value of security deposits transferred to a new premise	$ 249,264	$ 266,829
Total number of accounts past due	431,062	442,339
30 - 60 days past due	428,374	438,481
60 - 90 days past due	110,062	82,344
90 - 120 days past due	60,721	34,234
120+ days past due	39,291	22,988
30 - 60 days past due	$ 98,630,789	$ 119,348,930
60 - 90 days past due	$ 18,339,272	$ 15,483,139
90 - 120 days past due	$ 9,776,889	$ 5,494,709
120+ days past due	$ 16,649,531	$ 11,941,879
Total dollar value of accounts past due	$ 143,396,480	$ 152,268,658
Number of customers charged a late payment fee	214,251	334,367
Dollar value of late payment fees charged	$ 1,503,181	$ 2,156,716
Number of disconnection notices issued	451,827	484,371
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	17,423	30,791
Number of service reconnections after disconnection for nonpayment	9,238	20,885
Gross number of all accounts written off as uncollectible	9,035	9,193
Net dollar value of accounts written off as uncollectible	$ 2,214,671	$ 2,760,674
Number of accounts from PrePay to Post Pay	571	415
Number of accounts from Post Pay to PrePay	3,061	3,055

PSC Monthly Bad Debt Report

	2025	2025
ALL CUSTOMER CLASSES	**MARCH**	**APRIL**
Number of customers	2,804,658	2,807,705
Dollar amount billed	$ 820,677,606	$ 794,237,643
Total receipts	$ 1,025,272,746	$ 1,010,669,978
Number of customers charged a security deposit for a new account	1,865	1,984
Dollar value of security deposits charged for a new account	$ 1,124,310	$ 847,398
Number accounts that transferred a security deposit to a new premise	1,683	1,689
Dollar value of security deposits transferred to a new premise	$ 313,288	$ 313,964
Total number of accounts past due	414,114	412,921
30 - 60 days past due	412,296	410,976
60 - 90 days past due	66,159	64,272
90 - 120 days past due	25,503	24,135
120+ days past due	15,915	14,454
30 - 60 days past due	$ 107,973,753	$ 93,200,926
60 - 90 days past due	$ 12,448,140	$ 13,069,293
90 - 120 days past due	$ 4,297,618	$ 4,436,163
120+ days past due	$ 9,122,181	$ 8,469,512
Total dollar value of accounts past due	$ 133,841,692	$ 119,175,894
Number of customers charged a late payment fee	423,828	415,014
Dollar value of late payment fees charged	$ 2,363,638	$ 2,200,884
Number of disconnection notices issued	459,386	457,870
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	24,268	27,050
Number of service reconnections after disconnection for nonpayment	17,033	19,152
Gross number of all accounts written off as uncollectible	10,471	16,860
Net dollar value of accounts written off as uncollectible	$ 4,315,372	$ 9,883,898
Number of accounts from PrePay to Post Pay	506	240
Number of accounts from Post Pay to PrePay	3,280	3,143

PSC Monthly Bad Debt Report

ALL CUSTOMER CLASSES	2025 MAY	2025 JUNE
Number of customers	2,812,457	2,816,696
Dollar amount billed	$ 834,016,581	$ 1,024,477,211
Total receipts	$ 1,043,070,318	$ 1,054,778,319
Number of customers charged a security deposit for a new account	2,091	1,883
Dollar value of security deposits charged for a new account	$ 974,038	$ 1,019,759
Number accounts that transferred a security deposit to a new premise	1,524	1,696
Dollar value of security deposits transferred to a new premise	$ 289,362	$ 316,255
Total number of accounts past due	403,506	403,877
30 - 60 days past due	401,473	402,002
60 - 90 days past due	71,556	71,169
90 - 120 days past due	23,719	24,374
120+ days past due	13,199	13,689
30 - 60 days past due	$ 84,824,782	$ 84,476,589
60 - 90 days past due	$ 12,087,547	$ 10,577,818
90 - 120 days past due	$ 4,664,861	$ 4,385,144
120+ days past due	$ 8,152,039	$ 8,572,584
Total dollar value of accounts past due	$ 109,729,228	$ 108,012,135
Number of customers charged a late payment fee	402,196	406,837
Dollar value of late payment fees charged	$ 1,966,454	$ 2,003,011
Number of disconnection notices issued	451,475	451,867
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	24,158	23,745
Number of service reconnections after disconnection for nonpayment	18,282	17,904
Gross number of all accounts written off as uncollectible	12,380	13,094
Net dollar value of accounts written off as uncollectible	$ 5,947,836	$ 5,366,514
Number of accounts from PrePay to Post Pay	290	562
Number of accounts from Post Pay to PrePay	2,782	2,121

PSC Monthly Bad Debt Report

	2025	2025
ALL CUSTOMER CLASSES	**JULY**	**AUGUST**
Number of customers	2,819,939	2,824,187
Dollar amount billed	$ 1,297,994,467	$ 1,361,968,270
Total receipts	$ 1,215,650,272	$ 1,471,242,111
Number of customers charged a security deposit for a new account	1,869	2,333
Dollar value of security deposits charged for a new account	$ 1,883,747	$ 2,122,434
Number accounts that transferred a security deposit to a new premise	1,824	1,804
Dollar value of security deposits transferred to a new premise	$ 333,143	$ 333,416
Total number of accounts past due	412,644	429,308
30 - 60 days past due	410,482	427,320
60 - 90 days past due	66,926	66,507
90 - 120 days past due	23,445	22,859
120+ days past due	13,418	13,113
30 - 60 days past due	$ 95,558,902	$ 130,563,535
60 - 90 days past due	$ 10,330,223	$ 11,253,147
90 - 120 days past due	$ 3,841,115	$ 3,650,870
120+ days past due	$ 8,388,793	$ 8,502,497
Total dollar value of accounts past due	$ 118,119,032	$ 153,970,049
Number of customers charged a late payment fee	428,204	452,176
Dollar value of late payment fees charged	$ 2,287,441	$ 2,864,575
Number of disconnection notices issued	458,391	469,198
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	21,343	27,761
Number of service reconnections after disconnection for nonpayment	16,050	18,965
Gross number of all accounts written off as uncollectible	12,474	13,216
Net dollar value of accounts written off as uncollectible	$ 4,887,479	$ 4,532,123
Number of accounts from PrePay to Post Pay	931	701
Number of accounts from Post Pay to PrePay	2,207	3,053

PSC Monthly Bad Debt Report

	2025	2025
ALL CUSTOMER CLASSES	**SEPTEMBER**	**OCTOBER**
Number of customers	2,826,506	2,829,961
Dollar amount billed	$ 1,083,427,547	$ 894,746,046
Total receipts	$ 1,335,116,952	$ 1,157,597,512
Number of customers charged a security deposit for a new account	2,190	2,099
Dollar value of security deposits charged for a new account	$ 1,515,437	$ 1,155,268
Number accounts that transferred a security deposit to a new premise	1,737	1,717
Dollar value of security deposits transferred to a new premise	$ 326,498	$ 315,045
Total number of accounts past due	434,190	430,951
30 - 60 days past due	432,959	428,519
60 - 90 days past due	65,637	68,129
90 - 120 days past due	20,038	19,362
120+ days past due	11,581	10,433
30 - 60 days past due	$ 122,490,744	$ 104,803,662
60 - 90 days past due	$ 13,291,831	$ 14,060,273
90 - 120 days past due	$ 3,455,307	$ 3,877,840
120+ days past due	$ 7,968,921	$ 7,824,128
Total dollar value of accounts past due	$ 147,206,803	$ 130,565,902
Number of customers charged a late payment fee	456,410	446,026
Dollar value of late payment fees charged	$ 2,672,896	$ 2,517,990
Number of disconnection notices issued	485,929	472,510
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	29,093	30,690
Number of service reconnections after disconnection for nonpayment	20,632	22,684
Gross number of all accounts written off as uncollectible	13,148	14,511
Net dollar value of accounts written off as uncollectible	$ 4,474,084	$ 5,053,988
Number of accounts from PrePay to Post Pay	521	371
Number of accounts from Post Pay to PrePay	3,604	3,367

PSC Monthly Bad Debt Report

	2025	2025
ALL CUSTOMER CLASSES	**NOVEMBER**	**DECEMBER**
Number of customers	2,831,416	2,833,531
Dollar amount billed	$ 786,860,870	$ 880,139,332
Total receipts	$ 1,016,597,842	$ 970,045,944
Number of customers charged a security deposit for a new account	1,889	1,778
Dollar value of security deposits charged for a new account	$ 1,579,491	$ 1,277,181
Number accounts that transferred a security deposit to a new premise	1,422	1,541
Dollar value of security deposits transferred to a new premise	$ 267,504	$ 288,895
Total number of accounts past due	318,966	435,053
30 - 60 days past due	301,034	434,048
60 - 90 days past due	65,868	69,381
90 - 120 days past due	19,621	21,288
120+ days past due	10,209	10,872
30 - 60 days past due	$ 67,396,872	$ 86,618,430
60 - 90 days past due	$ 12,324,230	$ 12,348,710
90 - 120 days past due	$ 4,205,184	$ 4,145,651
120+ days past due	$ 7,887,054	$ 8,406,329
Total dollar value of accounts past due	$ 91,813,340	$ 111,519,120
Number of customers charged a late payment fee	249,734	121,900
Dollar value of late payment fees charged	$ 1,414,519	$ 872,856
Number of disconnection notices issued	486,287	473,147
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	33,550	21,641
Number of service reconnections after disconnection for nonpayment	27,003	17,412
Gross number of all accounts written off as uncollectible	13,692	12,611
Net dollar value of accounts written off as uncollectible	$ 5,477,602	$ 4,628,136
Number of accounts from PrePay to Post Pay	297	543
Number of accounts from Post Pay to PrePay	2,552	1,905

PSC Monthly Bad Debt Report

	2026	2026
ALL CUSTOMER CLASSES	**JANUARY**	**FEBRUARY**
Number of customers	2,839,015	2,839,009
Dollar amount billed	**REDACTED**	**REDACTED**
Total receipts	**REDACTED**	**REDACTED**
Number of customers charged a security deposit for a new account	2,037	1,801
Dollar value of security deposits charged for a new account	$ 1,274,666	$ 1,016,933
Number accounts that transferred a security deposit to a new premise	1,320	1,484
Dollar value of security deposits transferred to a new premise	$ 251,555	$ 267,265
Total number of accounts past due	445,598	355,220
30 - 60 days past due	444,975	339,367
60 - 90 days past due	76,313	72,514
90 - 120 days past due	24,024	22,987
120+ days past due	12,347	12,588
30 - 60 days past due	$ 100,833,482	$ 83,160,578
60 - 90 days past due	$ 12,582,003	$ 13,315,135
90 - 120 days past due	$ 4,631,181	$ 4,995,702
120+ days past due	$ 9,621,790	$ 10,581,971
Total dollar value of accounts past due	$ 127,668,456	$ 112,053,387
Number of customers charged a late payment fee	217,784	167,972
Dollar value of late payment fees charged	$ 1,365,754	$ 1,240,422
Number of disconnection notices issued	476,479	476,479
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	15,642	37,778
Number of service reconnections after disconnection for nonpayment	11,918	27,966
Gross number of all accounts written off as uncollectible	11,725	10,141
Net dollar value of accounts written off as uncollectible	$ 3,562,774	$ 2,451,977
Number of accounts from PrePay to Post Pay	599	880
Number of accounts from Post Pay to PrePay	1,335	2,605

PSC Monthly Bad Debt Report

RESIDENTIAL CLASS ONLY
Number of customers
Dollar amount billed
Total receipts
Number of customers charged a security deposit for a new account
Dollar value of security deposits charged for a new account
Number accounts that transferred a security deposit to a new premise
Dollar value of security deposits transferred to a new premise
Total number of accounts past due
30 - 60 days past due
60 - 90 days past due
90 - 120 days past due
120+ days past due
30 - 60 days past due
60 - 90 days past due
90 - 120 days past due
120+ days past due
Total dollar value of accounts past due
Number of customers charged a late payment fee
Dollar value of late payment fees charged
Number of disconnection notices issued
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
Number of service reconnections after disconnection for nonpayment
Gross number of accounts written off as uncollectible
Number of accounts from PrePay to Post Pay
Number of accounts from Post Pay to PrePay

PSC Monthly Bad Debt Report

RESIDENTIAL CLASS ONLY	Definition
Number of customers	Number of Residential Customers
Dollar amount billed	Residential Revenue
Total receipts	Residential Sum of Payments
Number of customers charged a security deposit for a new account	Count of security deposits charged for new accounts
Dollar value of security deposits charged for a new account	Sum of security deposit dollars charged for new accounts
Number accounts that transferred a security deposit to a new premise	Count of accounts that transferred a security deposit to a new premise
Dollar value of security deposits transferred to a new premise	Sum of security deposit dollars transferred to a new premise
Total number of accounts past due	Number of Residential Accounts 30+ days in Arrears
30 - 60 days past due	Number of Residential Accounts in 30-60 Day Arrears
60 - 90 days past due	Number of Residential Accounts in 60-90 Day Arrears
90 - 120 days past due	Number of Residential Accounts in 90-120 Day Arrears
120+ days past due	Number of Residential Accounts in 120+ Days Arrears
30 - 60 days past due	Dollars of Residential Accounts in 30-60 Day Arrears
60 - 90 days past due	Dollars of Residential Accounts in 60-90 Day Arrears
90 - 120 days past due	Dollars of Residential Accounts in 90-120 Day Arrears
120+ days past due	Dollars of Residential Accounts in 120+ Days Arrears
Total dollar value of accounts past due	Total Dollars of Residential Accounts in Arrears
Number of customers charged a late payment fee	Number of Residential Accounts billed late payment charge
Dollar value of late payment fees charged	Dollars of Residential Accounts billed late payment charge
Number of disconnection notices issued	Number of Residential disconnect messages issued on bill
Number of installment payment plans (A) established	Number of Residential installment payment plans established
Dollars associated with installment payment plans (A) established	Dollars associated with Residential installment payment plans established
Number of installment payment plans (B) established	Number of Residential installment payment plans (B) established
Dollars associated with installment payment plans (B) established	Dollars associated with Residential installment payment plans (B) established
Number of installment payment plans (A) billed in full	Count of Residential installment payment plan businesses that final billed (doe
Number of failed installment payment plans (A)	Count of Residential installment payment plans recorded in bad debt
Number of disconnections for nonpayment	Number of Residential accounts disconnected for nonpayment
Number of service reconnections after disconnection for nonpayment	Number of Residential accounts with restored service after disconnect for non
Gross number of accounts written off as uncollectible	Total accounts reported as Charge Off (Gross)
Number of accounts from PrePay to Post Pay	Residential accounts transitioning from PrePay to Post Pay
Number of accounts from Post Pay to PrePay	Residential accounts transitioning from Post Pay to PrePay

PSC Monthly Bad Debt Report

	2020	2020	2020
RESIDENTIAL CLASS ONLY	**APR**	**MAY**	**JUNE**
Number of customers	2,267,594	2,273,185	2,277,482
Dollar amount billed	$ 224,293,003	$ 232,222,139	$ 320,244,149
Total receipts	$ 262,420,341	$ 269,081,270	$ 286,415,108
Number of customers charged a security deposit for a new account	1,182	1,282	1,107
Dollar value of security deposits charged for a new account	$ 207,312	$ 233,730	$ 179,035
Number accounts that transferred a security deposit to a new premise	8,470	9,406	4,907
Dollar value of security deposits transferred to a new premise	$ 1,058,482	$ 1,149,778	$ 548,717
Total number of accounts past due	449,088	417,351	402,299
30 - 60 days past due	446,793	413,915	398,225
60 - 90 days past due	142,798	151,368	158,146
90 - 120 days past due	26,763	67,110	82,782
120+ days past due	3,601	16,375	39,319
30 - 60 days past due	$ 55,506,406	$ 46,264,658	$ 42,298,839
60 - 90 days past due	$ 16,506,946	$ 16,768,584	$ 15,331,624
90 - 120 days past due	$ 2,284,124	$ 7,349,937	$ 8,886,025
120+ days past due	$ 309,147	$ 1,658,821	$ 5,342,839
Total dollar value of accounts past due	$ 74,606,622	$ 72,041,998	$ 71,859,328
Number of customers charged a late payment fee	-	-	-
Dollar value of late payment fees charged	$ -	$ -	$ -
Number of disconnection notices issued	438,882	350,199	397,657
Number of installment payment plans (A) established	-	-	26,937
Dollars associated with installment payment plans (A) established	$ -	$ -	$ 13,001,978
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	-	-	-
Number of service reconnections after disconnection for nonpayment	-	-	-
Gross number of accounts written off as uncollectible	8,831	7,684	4,473
Number of accounts from PrePay to Post Pay	250	258	426
Number of accounts from Post Pay to PrePay	119	83	101

PSC Monthly Bad Debt Report

	2020	2020	2020
RESIDENTIAL CLASS ONLY	**JULY**	**AUGUST**	**SEPTEMBER**
Number of customers	2,279,582	2,282,827	2,286,941
Dollar amount billed	$ 385,710,671	$ 401,084,269	$ 371,042,233
Total receipts	$ 340,383,734	$ 394,704,288	$ 410,546,643
Number of customers charged a security deposit for a new account	1,202	1,209	1,087
Dollar value of security deposits charged for a new account	$ 211,482	$ 258,582	$ 191,587
Number accounts that transferred a security deposit to a new premise	7,791	8,133	8,110
Dollar value of security deposits transferred to a new premise	$ 1,153,018	$ 1,151,531	$ 1,215,569
Total number of accounts past due	344,897	344,629	378,446
30 - 60 days past due	342,244	343,322	377,645
60 - 90 days past due	86,358	35,698	35,716
90 - 120 days past due	47,145	9,321	3,991
120+ days past due	26,861	6,185	1,266
30 - 60 days past due	$ 44,299,656	$ 52,738,351	$ 62,016,369
60 - 90 days past due	$ 7,592,993	$ 2,591,350	$ 2,964,284
90 - 120 days past due	$ 4,142,457	$ 619,961	$ 219,772
120+ days past due	$ 4,674,192	$ 1,172,817	$ 162,370
Total dollar value of accounts past due	$ 60,709,298	$ 57,122,479	$ 65,362,795
Number of customers charged a late payment fee	-	-	14,148
Dollar value of late payment fees charged	$ -	$ -	$ 45,829
Number of disconnection notices issued	325,173	328,179	371,821
Number of installment payment plans (A) established	54,627	28,762	21,423
Dollars associated with installment payment plans (A) established	$ 27,899,985	$ 13,413,590	$ 8,774,262
Number of installment payment plans (B) established	-	-	-
Dollars associated with installment payment plans (B) established	$ -	$ -	$ -
Number of installment payment plans (A) billed in full	91	1,070	4,536
Number of failed installment payment plans (A)	1	38	358
Number of disconnections for nonpayment	13,640	22,210	16,727
Number of service reconnections after disconnection for nonpayment	8,881	17,454	13,213
Gross number of accounts written off as uncollectible	4,923	4,433	8,642
Number of accounts from PrePay to Post Pay	2,523	4,287	501
Number of accounts from Post Pay to PrePay	778	751	1,624

PSC Monthly Bad Debt Report

	2020	2020
RESIDENTIAL CLASS ONLY	**OCTOBER**	**NOVEMBER**
Number of customers	2,291,382	2,293,334
Dollar amount billed	$ 241,878,777	$ 226,179,453
Total receipts	$ 325,532,543	$ 280,224,306
Number of customers charged a security deposit for a new account	1,157	1,118
Dollar value of security deposits charged for a new account	$ 197,936	$ 202,088
Number accounts that transferred a security deposit to a new premise	8,180	7,001
Dollar value of security deposits transferred to a new premise	$ 1,270,596	$ 1,031,586
Total number of accounts past due	382,331	457,786
30 - 60 days past due	381,189	456,205
60 - 90 days past due	38,974	53,496
90 - 120 days past due	5,727	8,840
120+ days past due	1,267	2,325
30 - 60 days past due	$ 57,278,640	$ 49,458,284
60 - 90 days past due	$ 4,076,497	$ 5,341,116
90 - 120 days past due	$ 531,143	$ 978,578
120+ days past due	$ 167,789	$ 335,182
Total dollar value of accounts past due	$ 62,054,068	$ 56,113,161
Number of customers charged a late payment fee	341,223	295,347
Dollar value of late payment fees charged	$ 1,174,786	$ 851,776
Number of disconnection notices issued	377,588	381,279
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	3,248	2,453
Number of failed installment payment plans (A)	1,320	1,399
Number of disconnections for nonpayment	18,513	15,897
Number of service reconnections after disconnection for nonpayment	15,067	12,460
Gross number of accounts written off as uncollectible	10,054	7,995
Number of accounts from PrePay to Post Pay	168	157
Number of accounts from Post Pay to PrePay	1,686	1,790

PSC Monthly Bad Debt Report

	2020	2021	2021
RESIDENTIAL CLASS ONLY	**DECEMBER**	**JANUARY**	**FEBRUARY**
Number of customers	2,296,077	2,300,194	2,302,948
Dollar amount billed	$ 271,249,044	$ 303,302,172	$ 279,461,049
Total receipts	$ 291,625,863	$ 336,829,441	$ 319,607,916
Number of customers charged a security deposit for a new account	1,000	1,096	975
Dollar value of security deposits charged for a new account	$ 186,155	$ 226,495	$ 174,445
Number accounts that transferred a security deposit to a new premise	2,701	2,095	2,265
Dollar value of security deposits transferred to a new premise	$ 544,295	$ 422,737	$ 454,979
Total number of accounts past due	476,618	464,609	387,780
30 - 60 days past due	474,854	462,694	370,161
60 - 90 days past due	75,622	71,219	74,015
90 - 120 days past due	13,275	18,918	20,473
120+ days past due	4,529	6,207	10,314
30 - 60 days past due	$ 49,229,306	$ 53,917,544	$ 47,619,232
60 - 90 days past due	$ 5,937,687	$ 5,386,875	$ 6,373,013
90 - 120 days past due	$ 1,521,239	$ 1,761,024	$ 1,850,813
120+ days past due	$ 851,511	$ 1,495,373	$ 2,290,357
Total dollar value of accounts past due	$ 57,539,743	$ 62,560,816	$ 58,133,414
Number of customers charged a late payment fee	294,087	303,423	336,971
Dollar value of late payment fees charged	$ 829,135	$ 908,367	$ 1,097,518
Number of disconnection notices issued	376,649	366,525	389,465
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	1,157	1,065	2,035
Number of failed installment payment plans (A)	2,208	1,145	1,367
Number of disconnections for nonpayment	16,343	15,233	16,858
Number of service reconnections after disconnection for nonpayment	11,805	10,143	11,992
Gross number of accounts written off as uncollectible	7,847	8,164	7,169
Number of accounts from PrePay to Post Pay	291	423	255
Number of accounts from Post Pay to PrePay	1,855	1,307	1,552

PSC Monthly Bad Debt Report

	2021	2021	2021
RESIDENTIAL CLASS ONLY	**MARCH**	**APRIL**	**MAY**
Number of customers	2,306,600	2,310,317	2,313,560
Dollar amount billed	$ 253,970,569	$ 226,593,617	$ 224,501,258
Total receipts	$ 324,572,023	$ 279,608,724	$ 273,749,289
Number of customers charged a security deposit for a new account	1,230	1,256	1,218
Dollar value of security deposits charged for a new account	$ 241,195	$ 202,592	$ 227,241
Number accounts that transferred a security deposit to a new premise	2,744	2,431	2,052
Dollar value of security deposits transferred to a new premise	$ 548,294	$ 495,341	$ 415,669
Total number of accounts past due	387,897	405,404	370,647
30 - 60 days past due	383,479	403,771	359,345
60 - 90 days past due	52,640	54,986	50,447
90 - 120 days past due	18,627	17,097	16,479
120+ days past due	10,980	10,565	8,935
30 - 60 days past due	$ 48,328,477	$ 46,985,796	$ 39,757,473
60 - 90 days past due	$ 4,653,639	$ 4,693,951	$ 4,037,274
90 - 120 days past due	$ 1,982,563	$ 2,136,579	$ 2,576,132
120+ days past due	$ 2,898,036	$ 3,446,417	$ 3,414,968
Total dollar value of accounts past due	$ 57,862,715	$ 57,262,743	$ 49,785,848
Number of customers charged a late payment fee	296,632	290,469	282,210
Dollar value of late payment fees charged	$ 950,661	$ 956,805	$ 892,291
Number of disconnection notices issued	354,206	336,070	338,995
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
Dollars associated with installment payment plans (B) established	$ -	$ 1,464,322	$ 1,720,813
Number of installment payment plans (A) billed in full	104,250	10,839	-
Number of failed installment payment plans (A)	1,256	1,020	781
Number of disconnections for nonpayment	17,965	15,179	16,706
Number of service reconnections after disconnection for nonpayment	13,639	11,900	13,557
Gross number of accounts written off as uncollectible	8,001	7,867	6,933
Number of accounts from PrePay to Post Pay	548	279	143
Number of accounts from Post Pay to PrePay	1,306	961	721

PSC Monthly Bad Debt Report

	2021	2021	2021
RESIDENTIAL CLASS ONLY	**JUNE**	**JULY**	**AUGUST**
Number of customers	2,315,579	2,317,209	2,320,810
Dollar amount billed	$ 321,746,685	$ 363,088,187	$ 397,837,549
Total receipts	$ 301,149,374	$ 352,303,478	$ 391,088,178
Number of customers charged a security deposit for a new account	1,416	1,749	1,723
Dollar value of security deposits charged for a new account	$ 262,329	$ 303,010	$ 272,524
Number accounts that transferred a security deposit to a new premise	2,431	2,225	2,198
Dollar value of security deposits transferred to a new premise	$ 492,703	$ 448,060	$ 442,342
Total number of accounts past due	348,643	367,609	388,506
30 - 60 days past due	341,705	365,248	387,137
60 - 90 days past due	44,779	40,007	42,584
90 - 120 days past due	13,162	6,852	5,670
120+ days past due	7,773	3,764	1,943
30 - 60 days past due	$ 36,562,903	$ 48,370,561	$ 57,317,886
60 - 90 days past due	$ 3,046,559	$ 2,392,856	$ 2,930,365
90 - 120 days past due	$ 1,322,547	$ 463,904	$ 315,870
120+ days past due	$ 3,465,533	$ 1,456,078	$ 358,096
Total dollar value of accounts past due	$ 44,397,543	$ 52,683,399	$ 60,922,217
Number of customers charged a late payment fee	273,023	320,918	347,522
Dollar value of late payment fees charged	$ 839,193	$ 1,056,527	$ 1,197,286
Number of disconnection notices issued	329,606	349,135	362,751
Number of installment payment plans (A) established	-	-	-
Dollars associated with installment payment plans (A) established	$ -	$ -	$ -
Number of installment payment plans (B) established	1,431	249	-
Dollars associated with installment payment plans (B) established	$ 1,072,505	$ 286,477	$ -
Number of installment payment plans (A) billed in full	-	-	-
Number of failed installment payment plans (A)	605	345	543
Number of disconnections for nonpayment	19,124	19,381	20,746
Number of service reconnections after disconnection for nonpayment	14,297	14,204	14,931
Gross number of accounts written off as uncollectible	6,498	6,389	8,797
Number of accounts from PrePay to Post Pay	354	435	415
Number of accounts from Post Pay to PrePay	587	1,720	2,481

PSC Monthly Bad Debt Report

	2021	2021	2021
RESIDENTIAL CLASS ONLY	**SEPTEMBER**	**OCTOBER**	**NOVEMBER**
Number of customers	2,322,328	2,324,842	2,327,258
Dollar amount billed	$ 370,567,763	$ 250,185,889	$ 234,434,553
Total receipts	$ 402,890,056	$ 343,728,355	$ 295,053,352
Number of customers charged a security deposit for a new account	1,465	1,527	1,741
Dollar value of security deposits charged for a new account	$ 263,142	$ 259,748	$ 277,734
Number accounts that transferred a security deposit to a new premise	1,861	1,817	1,870
Dollar value of security deposits transferred to a new premise	$ 377,459	$ 366,980	$ 380,110
Total number of accounts past due	405,596	426,845	403,520
30 - 60 days past due	404,353	425,309	402,253
60 - 90 days past due	45,793	53,268	51,989
90 - 120 days past due	6,014	6,923	7,787
120+ days past due	1,871	2,046	2,186
30 - 60 days past due	$ 63,770,668	$ 65,372,848	$ 47,999,093
60 - 90 days past due	$ 3,426,152	$ 4,359,281	$ 4,291,695
90 - 120 days past due	$ 408,132	$ 515,807	$ 648,677
120+ days past due	$ 258,826	$ 292,024	$ 320,460
Total dollar value of accounts past due	$ 67,863,779	$ 70,539,961	$ 53,259,924
Number of customers charged a late payment fee	373,729	387,163	344,407
Dollar value of late payment fees charged	$ 1,338,666	$ 1,371,451	$ 1,075,830
Number of disconnection notices issued	381,216	398,312	387,429
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	23,156	25,301	22,715
Number of service reconnections after disconnection for nonpayment	16,735	18,624	17,305
Gross number of accounts written off as uncollectible	9,103	9,302	9,509
Number of accounts from PrePay to Post Pay	390	197	187
Number of accounts from Post Pay to PrePay	3,040	3,189	2,608

PSC Monthly Bad Debt Report

	2021	2022	2022
RESIDENTIAL CLASS ONLY	**DECEMBER**	**JANUARY**	**FEBRUARY**
Number of customers	2,329,283	2,333,036	2,334,252
Dollar amount billed	$ 267,894,785	$ 295,604,824	$ 312,353,342
Total receipts	$ 287,026,623	$ 310,959,791	$ 347,702,969
Number of customers charged a security deposit for a new account	1,428	1,408	1,350
Dollar value of security deposits charged for a new account	$ 225,513	$ 217,205	$ 209,371
Number accounts that transferred a security deposit to a new premise	1,525	1,471	1,562
Dollar value of security deposits transferred to a new premise	$ 305,282	$ 299,710	$ 314,473
Total number of accounts past due	395,102	401,781	403,195
30 - 60 days past due	393,138	399,821	401,170
60 - 90 days past due	56,924	56,466	55,134
90 - 120 days past due	9,126	10,725	10,964
120+ days past due	2,633	3,409	4,188
30 - 60 days past due	$ 43,647,028	$ 49,639,720	$ 52,905,055
60 - 90 days past due	$ 4,016,738	$ 3,930,363	$ 4,089,827
90 - 120 days past due	$ 728,498	$ 753,764	$ 750,697
120+ days past due	$ 359,111	$ 511,721	$ 659,925
Total dollar value of accounts past due	$ 48,751,373	$ 54,835,566	$ 58,405,505
Number of customers charged a late payment fee	323,916	340,407	359,402
Dollar value of late payment fees charged	$ 978,024	$ 1,052,781	$ 1,144,397
Number of disconnection notices issued	376,659	376,648	384,179
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	24,684	9,445	22,284
Number of service reconnections after disconnection for nonpayment	18,279	7,247	16,470
Gross number of accounts written off as uncollectible	9,567	8,879	8,212
Number of accounts from PrePay to Post Pay	222	551	690
Number of accounts from Post Pay to PrePay	1,919	1,417	2,026

PSC Monthly Bad Debt Report

	2022
RESIDENTIAL CLASS ONLY	**MARCH**
Number of customers	2,337,847
Dollar amount billed	$ 257,682,148
Total receipts	$ 318,841,233
Number of customers charged a security deposit for a new account	1,313
Dollar value of security deposits charged for a new account	$ 216,945
Number accounts that transferred a security deposit to a new premise	2,028
Dollar value of security deposits transferred to a new premise	$ 398,989
Total number of accounts past due	382,574
30 - 60 days past due	381,372
60 - 90 days past due	44,777
90 - 120 days past due	8,850
120+ days past due	3,627
30 - 60 days past due	$ 53,981,008
60 - 90 days past due	$ 3,228,473
90 - 120 days past due	$ 652,229
120+ days past due	$ 591,864
Total dollar value of accounts past due	$ 58,453,573
Number of customers charged a late payment fee	337,229
Dollar value of late payment fees charged	$ 1,111,804
Number of disconnection notices issued	362,643
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	17,201
Number of service reconnections after disconnection for nonpayment	12,910
Gross number of accounts written off as uncollectible	9,005
Number of accounts from PrePay to Post Pay	644
Number of accounts from Post Pay to PrePay	1,566

PSC Monthly Bad Debt Report

	2022	2022	2022
RESIDENTIAL CLASS ONLY	**APRIL**	**MAY**	**JUNE**
Number of customers	2,340,488	2,341,972	2,345,570
Dollar amount billed	$ 240,577,229	$ 257,252,492	$ 376,488,508
Total receipts	$ 285,706,509	$ 277,659,910	$ 310,419,010
Number of customers charged a security deposit for a new account	1,402	1,457	1,342
Dollar value of security deposits charged for a new account	$ 236,682	$ 238,239	$ 233,339
Number accounts that transferred a security deposit to a new premise	1,753	1,778	1,901
Dollar value of security deposits transferred to a new premise	$ 349,155	$ 351,969	$ 378,502
Total number of accounts past due	376,464	359,590	373,510
30 - 60 days past due	375,255	358,415	372,187
60 - 90 days past due	49,592	49,084	60,877
90 - 120 days past due	8,506	8,958	10,823
120+ days past due	3,536	3,185	3,544
30 - 60 days past due	$ 45,837,254	$ 40,842,374	$ 42,586,842
60 - 90 days past due	$ 3,804,882	$ 3,493,688	$ 4,850,162
90 - 120 days past due	$ 610,612	$ 689,434	$ 773,695
120+ days past due	$ 576,561	$ 526,901	$ 533,563
Total dollar value of accounts past due	$ 50,829,308	$ 45,552,396	$ 48,744,262
Number of customers charged a late payment fee	320,267	291,980	318,335
Dollar value of late payment fees charged	$ 980,844	$ 865,290	$ 945,337
Number of disconnection notices issued	363,188	356,970	363,221
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
Number of service reconnections after disconnection for nonpayment	14,491	13,591	14,428
Gross number of accounts written off as uncollectible	9,590	8,787	8,147
Number of accounts from PrePay to Post Pay	357	311	655
Number of accounts from Post Pay to PrePay	1,676	1,225	1,181

PSC Monthly Bad Debt Report

	2022	2022	2022
RESIDENTIAL CLASS ONLY	**JULY**	**AUGUST**	**SEPTEMBER**
Number of customers	2,347,882	2,351,695	2,354,584
Dollar amount billed	$ 429,788,616	$ 406,206,594	$ 377,578,776
Total receipts	$ 407,618,480	$ 418,494,179	$ 426,328,565
Number of customers charged a security deposit for a new account	1,463	1,349	1,317
Dollar value of security deposits charged for a new account	$ 257,141	$ 230,600	$ 232,442
Number accounts that transferred a security deposit to a new premise	1,709	2,094	1,685
Dollar value of security deposits transferred to a new premise	$ 323,636	$ 411,097	$ 322,128
Total number of accounts past due	404,974	424,477	430,909
30 - 60 days past due	403,405	422,798	429,403
60 - 90 days past due	56,394	59,922	62,563
90 - 120 days past due	11,834	11,831	11,210
120+ days past due	4,142	4,685	4,305
30 - 60 days past due	$ 59,562,322	$ 70,275,067	$ 69,992,841
60 - 90 days past due	$ 4,104,279	$ 5,261,084	$ 5,773,920
90 - 120 days past due	$ 881,557	$ 819,737	$ 873,605
120+ days past due	$ 615,181	$ 738,747	$ 634,761
Total dollar value of accounts past due	$ 65,163,338	$ 77,094,634	$ 77,275,127
Number of customers charged a late payment fee	368,763	399,124	397,437
Dollar value of late payment fees charged	$ 1,238,996	$ 1,462,543	$ 1,436,210
Number of disconnection notices issued	402,741	424,446	427,018
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	18,518	24,891	27,173
Number of service reconnections after disconnection for nonpayment	14,287	18,434	20,498
Gross number of accounts written off as uncollectible	7,435	9,760	11,460
Number of accounts from PrePay to Post Pay	741	759	527
Number of accounts from Post Pay to PrePay	1,582	2,982	2,776

PSC Monthly Bad Debt Report

	2022	2022	2022
RESIDENTIAL CLASS ONLY	**OCTOBER**	**NOVEMBER**	**DECEMBER**
Number of customers	2,358,486	2,362,390	2,366,818
Dollar amount billed	$ 256,666,760	$ 237,740,594	$ 282,473,724
Total receipts	$ 358,697,307	$ 305,845,940	$ 300,537,081
Number of customers charged a security deposit for a new account	1,358	1,238	1,131
Dollar value of security deposits charged for a new account	$ 230,213	$ 203,983	$ 185,715
Number accounts that transferred a security deposit to a new premise	1,752	1,738	1,545
Dollar value of security deposits transferred to a new premise	$ 336,704	$ 328,439	$ 288,207
Total number of accounts past due	410,736	318,389	400,550
30 - 60 days past due	405,895	303,215	398,863
60 - 90 days past due	63,420	65,332	65,676
90 - 120 days past due	10,940	13,486	15,381
120+ days past due	3,983	4,292	5,504
30 - 60 days past due	$ 62,931,335	$ 36,760,898	$ 45,458,842
60 - 90 days past due	$ 5,843,185	$ 6,343,587	$ 5,613,911
90 - 120 days past due	$ 934,646	$ 1,179,753	$ 1,417,583
120+ days past due	$ 622,147	$ 743,969	$ 956,508
Total dollar value of accounts past due	$ 70,331,313	$ 45,028,207	$ 53,446,844
Number of customers charged a late payment fee	362,168	183,706	165,906
Dollar value of late payment fees charged	$ 1,269,761	$ 592,617	$ 533,471
Number of disconnection notices issued	422,219	415,622	377,241
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	24,274	24,581	17,662
Number of service reconnections after disconnection for nonpayment	18,865	20,488	14,549
Gross number of accounts written off as uncollectible	11,898	11,704	10,026
Number of accounts from PrePay to Post Pay	294	262	418
Number of accounts from Post Pay to PrePay	1,910	2,171	1,412

PSC Monthly Bad Debt Report

	2023	2023	2023
RESIDENTIAL CLASS ONLY	**JANUARY**	**FEBRUARY**	**MARCH**
Number of customers	2,370,264	2,373,128	2,376,920
Dollar amount billed	$ 328,835,998	$ 290,264,768	$ 259,837,816
Total receipts	$ 345,267,132	$ 353,553,793	$ 310,192,413
Number of customers charged a security deposit for a new account	1,206	1,030	1,217
Dollar value of security deposits charged for a new account	$ 189,561	$ 166,750	$ 208,439
Number accounts that transferred a security deposit to a new premise	1,724	1,738	2,035
Dollar value of security deposits transferred to a new premise	$ 330,124	$ 324,062	$ 376,592
Total number of accounts past due	370,212	372,756	317,593
30 - 60 days past due	368,542	370,800	317,171
60 - 90 days past due	59,025	53,687	37,588
90 - 120 days past due	15,454	12,596	9,062
120+ days past due	6,580	5,875	3,877
30 - 60 days past due	$ 46,466,311	$ 53,238,225	$ 39,904,209
60 - 90 days past due	$ 4,544,136	$ 4,255,892	$ 3,676,108
90 - 120 days past due	$ 1,196,469	$ 890,809	$ 697,423
120+ days past due	$ 1,155,020	$ 1,088,537	$ 692,797
Total dollar value of accounts past due	$ 53,361,937	$ 59,473,462	$ 44,970,537
Number of customers charged a late payment fee	82,151	290,683	297,700
Dollar value of late payment fees charged	$ 284,033	$ 978,355	$ 949,545
Number of disconnection notices issued	329,938	369,350	338,016
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	14,832	17,803	17,051
Number of service reconnections after disconnection for nonpayment	10,208	12,420	12,487
Gross number of accounts written off as uncollectible	9,249	8,473	9,857
Number of accounts from PrePay to Post Pay	531	547	437
Number of accounts from Post Pay to PrePay	1,277	1,397	1,348

PSC Monthly Bad Debt Report

	2023	2023	2023
RESIDENTIAL CLASS ONLY	**APRIL**	**MAY**	**JUNE**
Number of customers	2,380,148	2,382,830	2,385,787
Dollar amount billed	$ 255,102,457	$ 249,771,462	$ 357,546,242
Total receipts	$ 263,547,884	$ 294,224,939	$ 318,553,907
Number of customers charged a security deposit for a new account	1,085	855	1,068
Dollar value of security deposits charged for a new account	$ 186,145	$ 147,212	$ 173,619
Number accounts that transferred a security deposit to a new premise	1,711	1,930	1,989
Dollar value of security deposits transferred to a new premise	$ 320,308	$ 356,059	$ 363,684
Total number of accounts past due	334,327	343,733	346,640
30 - 60 days past due	333,805	343,049	346,294
60 - 90 days past due	47,337	46,893	52,547
90 - 120 days past due	8,961	10,868	11,740
120+ days past due	3,648	3,735	4,269
30 - 60 days past due	$ 39,458,973	$ 42,654,498	$ 41,569,290
60 - 90 days past due	$ 3,987,621	$ 3,491,084	$ 4,000,837
90 - 120 days past due	$ 765,173	$ 824,084	$ 848,323
120+ days past due	$ 607,245	$ 619,459	$ 673,750
Total dollar value of accounts past due	$ 44,819,013	$ 47,589,124	$ 47,092,198
Number of customers charged a late payment fee	276,970	300,442	301,116
Dollar value of late payment fees charged	$ 837,405	$ 905,623	$ 903,293
Number of disconnection notices issued	352,464	369,293	377,572
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	12,925	15,741	19,533
Number of service reconnections after disconnection for nonpayment	9,390	11,261	14,543
Gross number of accounts written off as uncollectible	9,884	9,192	8,946
Number of accounts from PrePay to Post Pay	234	307	607
Number of accounts from Post Pay to PrePay	1,105	1,278	1,396

PSC Monthly Bad Debt Report

	2023
RESIDENTIAL CLASS ONLY	**JULY**
Number of customers	2,388,540
Dollar amount billed	$ 456,825,698
Total receipts	$ 408,751,326
Number of customers charged a security deposit for a new account	1,209
Dollar value of security deposits charged for a new account	$ 200,785
Number accounts that transferred a security deposit to a new premise	1,906
Dollar value of security deposits transferred to a new premise	$ 358,855
Total number of accounts past due	365,412
30 - 60 days past due	364,910
60 - 90 days past due	51,599
90 - 120 days past due	11,701
120+ days past due	4,378
30 - 60 days past due	$ 54,874,068
60 - 90 days past due	$ 3,845,099
90 - 120 days past due	$ 838,952
120+ days past due	$ 694,064
Total dollar value of accounts past due	$ 60,252,184
Number of customers charged a late payment fee	339,007
Dollar value of late payment fees charged	$ 1,111,000
Number of disconnection notices issued	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	15,932
Number of service reconnections after disconnection for nonpayment	11,852
Gross number of accounts written off as uncollectible	9,187
Number of accounts from PrePay to Post Pay	879
Number of accounts from Post Pay to PrePay	1,292

PSC Monthly Bad Debt Report

	2023	2023	2023
RESIDENTIAL CLASS ONLY	**AUGUST**	**SEPTEMBER**	**OCTOBER**
Number of customers	2,393,114	2,395,344	2,398,759
Dollar amount billed	$ 513,313,716	$ 477,364,847	$ 301,225,700
Total receipts	$ 480,767,112	$ 494,664,803	$ 428,401,380
Number of customers charged a security deposit for a new account	1,120	1,114	1,118
Dollar value of security deposits charged for a new account	$ 183,896	$ 225,940	$ 188,895
Number accounts that transferred a security deposit to a new premise	2,162	1,762	1,944
Dollar value of security deposits transferred to a new premise	$ 394,293	$ 325,496	$ 358,918
Total number of accounts past due	376,509	399,170	406,031
30 - 60 days past due	375,887	398,446	404,691
60 - 90 days past due	54,370	59,610	63,475
90 - 120 days past due	11,892	13,029	13,420
120+ days past due	4,332	4,634	5,067
30 - 60 days past due	$ 67,561,133	$ 80,243,060	$ 79,862,091
60 - 90 days past due	$ 4,952,332	$ 6,319,181	$ 7,328,971
90 - 120 days past due	$ 811,705	$ 1,099,909	$ 1,271,896
120+ days past due	$ 707,380	$ 757,517	$ 880,046
Total dollar value of accounts past due	$ 74,032,551	$ 88,419,668	$ 89,343,003
Number of customers charged a late payment fee	364,661	398,037	402,120
Dollar value of late payment fees charged	$ 1,368,003	$ 1,629,768	$ 1,644,944
Number of disconnection notices issued	396,650	420,957	432,724
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
Number of service reconnections after disconnection for nonpayment	11,784	16,325	18,485
Gross number of accounts written off as uncollectible	11,089	12,243	12,781
Number of accounts from PrePay to Post Pay	1,025	728	350
Number of accounts from Post Pay to PrePay	1,985	2,948	3,426

PSC Monthly Bad Debt Report

	2023	2023	2024
RESIDENTIAL CLASS ONLY	**NOVEMBER**	**DECEMBER**	**JANUARY**
Number of customers	2,402,245	2,405,579	2,410,561
Dollar amount billed	$ 273,520,386	$ 333,271,203	$ 409,460,491
Total receipts	$ 338,032,358	$ 339,832,443	$ 357,066,633
Number of customers charged a security deposit for a new account	1,081	979	950
Dollar value of security deposits charged for a new account	$ 181,213	$ 164,326	$ 154,246
Number accounts that transferred a security deposit to a new premise	1,662	1,564	1,745
Dollar value of security deposits transferred to a new premise	$ 304,113	$ 291,358	$ 316,615
Total number of accounts past due	304,831	399,232	418,734
30 - 60 days past due	294,609	398,429	417,951
60 - 90 days past due	57,251	72,337	75,111
90 - 120 days past due	15,559	19,791	21,911
120+ days past due	5,616	7,230	9,403
30 - 60 days past due	$ 43,210,714	$ 53,411,642	$ 63,565,079
60 - 90 days past due	$ 6,815,755	$ 6,882,570	$ 6,785,235
90 - 120 days past due	$ 1,665,985	$ 2,209,814	$ 2,006,357
120+ days past due	$ 1,079,561	$ 1,464,765	$ 2,113,978
Total dollar value of accounts past due	$ 52,772,016	$ 63,968,790	$ 74,470,649
Number of customers charged a late payment fee	185,124	243,573	94,158
Dollar value of late payment fees charged	$ 676,772	$ 840,708	$ 365,184
Number of disconnection notices issued	443,657	425,317	439,226
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	23,938	18,978	13,521
Number of service reconnections after disconnection for nonpayment	19,173	14,347	9,982
Gross number of accounts written off as uncollectible	12,967	11,248	11,551
Number of accounts from PrePay to Post Pay	299	415	832
Number of accounts from Post Pay to PrePay	3,064	1,697	1,442

PSC Monthly Bad Debt Report

	2024	2024	2024
RESIDENTIAL CLASS ONLY	**FEBRUARY**	**MARCH**	**APRIL**
Number of customers	2,412,278	2,413,611	2,418,385
Dollar amount billed	$ 373,098,095	$ 316,826,886	$ 286,479,648
Total receipts	$ 417,675,148	$ 390,602,315	$ 349,745,323
Number of customers charged a security deposit for a new account	1,127	1,144	1,094
Dollar value of security deposits charged for a new account	$ 185,612	$ 188,896	$ 177,304
Number accounts that transferred a security deposit to a new premise	1,731	1,899	1,935
Dollar value of security deposits transferred to a new premise	$ 307,773	$ 349,095	$ 353,744
Total number of accounts past due	415,855	401,242	403,254
30 - 60 days past due	414,191	399,800	401,796
60 - 90 days past due	69,990	64,607	66,592
90 - 120 days past due	19,871	16,888	15,705
120+ days past due	10,024	8,287	7,346
30 - 60 days past due	$ 74,904,666	$ 69,676,517	$ 60,972,243
60 - 90 days past due	$ 6,767,229	$ 7,165,394	$ 7,162,319
90 - 120 days past due	$ 1,641,959	$ 1,485,949	$ 1,601,879
120+ days past due	$ 2,245,730	$ 1,927,487	$ 1,691,724
Total dollar value of accounts past due	$ 85,559,583	$ 80,255,346	$ 71,428,166
Number of customers charged a late payment fee	355,330	381,695	375,238
Dollar value of late payment fees charged	$ 1,417,180	$ 1,479,374	$ 1,350,831
Number of disconnection notices issued	446,657	421,370	427,664
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	23,093	22,523	24,417
Number of service reconnections after disconnection for nonpayment	16,484	16,914	18,808
Gross number of accounts written off as uncollectible	11,551	9,921	11,282
Number of accounts from PrePay to Post Pay	660	436	280
Number of accounts from Post Pay to PrePay	2,193	1,816	1,949

PSC Monthly Bad Debt Report

	2024	2024	2024
RESIDENTIAL CLASS ONLY	**MAY**	**JUNE**	**JULY**
Number of customers	2,422,839	2,427,272	2,428,352
Dollar amount billed	$ 316,630,492	$ 468,788,597	$ 582,982,266
Total receipts	$ 358,499,582	$ 394,492,392	$ 510,700,996
Number of customers charged a security deposit for a new account	985	1,071	897
Dollar value of security deposits charged for a new account	$ 164,793	$ 178,093	$ 148,495
Number accounts that transferred a security deposit to a new premise	1,801	1,705	1,922
Dollar value of security deposits transferred to a new premise	$ 333,355	$ 306,986	$ 346,727
Total number of accounts past due	396,856	387,490	403,722
30 - 60 days past due	394,867	386,627	402,441
60 - 90 days past due	64,052	63,217	64,239
90 - 120 days past due	15,994	16,350	16,913
120+ days past due	6,934	6,861	7,237
30 - 60 days past due	$ 54,833,362	$ 55,321,783	$ 74,986,680
60 - 90 days past due	$ 6,034,159	$ 5,434,420	$ 5,918,857
90 - 120 days past due	$ 1,627,559	$ 1,446,257	$ 1,444,334
120+ days past due	$ 1,616,048	$ 1,654,180	$ 1,639,941
Total dollar value of accounts past due	$ 64,111,129	$ 63,856,639	$ 83,989,813
Number of customers charged a late payment fee	338,700	362,399	374,507
Dollar value of late payment fees charged	$ 1,159,629	$ 1,228,534	$ 1,479,702
Number of disconnection notices issued	423,249	415,860	432,573
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	23,160	20,474	18,673
Number of service reconnections after disconnection for nonpayment	18,113	15,941	13,212
Gross number of accounts written off as uncollectible	11,264	10,291	10,031
Number of accounts from PrePay to Post Pay	280	678	946
Number of accounts from Post Pay to PrePay	1,294	900	1,290

PSC Monthly Bad Debt Report

	2024	2024	2024
RESIDENTIAL CLASS ONLY	**AUGUST**	**SEPTEMBER**	**OCTOBER**
Number of customers	2,434,385	2,437,617	2,443,912
Dollar amount billed	$ 559,763,232	$ 505,056,649	$ 339,266,759
Total receipts	$ 567,092,797	$ 554,104,236	$ 440,922,516
Number of customers charged a security deposit for a new account	1,293	1,402	1,108
Dollar value of security deposits charged for a new account	$ 217,207	$ 234,525	$ 191,875
Number accounts that transferred a security deposit to a new premise	1,909	1,575	1,650
Dollar value of security deposits transferred to a new premise	$ 342,905	$ 279,350	$ 297,064
Total number of accounts past due	425,209	432,087	486,250
30 - 60 days past due	423,925	431,287	485,155
60 - 90 days past due	63,920	66,855	156,820
90 - 120 days past due	16,023	16,367	28,623
120+ days past due	6,985	7,004	9,193
30 - 60 days past due	$ 94,775,466	$ 96,979,360	$ 102,515,501
60 - 90 days past due	$ 7,373,050	$ 8,984,639	$ 29,546,675
90 - 120 days past due	$ 1,399,858	$ 1,738,218	$ 3,625,215
120+ days past due	$ 1,536,575	$ 1,527,142	$ 2,075,987
Total dollar value of accounts past due	$ 105,084,950	$ 109,229,359	$ 137,763,377
Number of customers charged a late payment fee	431,760	436,611	(190)
Dollar value of late payment fees charged	$ 1,948,724	$ 2,004,345	$ (946)
Number of disconnection notices issued	453,343	459,432	464,957
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	21,607	19,390	146
Number of service reconnections after disconnection for nonpayment	14,967	13,676	219
Gross number of accounts written off as uncollectible	12,131	12,723	14,805
Number of accounts from PrePay to Post Pay	799	597	275
Number of accounts from Post Pay to PrePay	2,366	2,748	265

PSC Monthly Bad Debt Report

	2024	2024	2025
RESIDENTIAL CLASS ONLY	**NOVEMBER**	**DECEMBER**	**JANUARY**
Number of customers	2,449,617	2,452,491	2,454,138
Dollar amount billed	$ 288,833,449	$ 373,203,153	$ 461,809,333
Total receipts	$ 335,585,969	$ 394,888,578	$ 435,573,693
Number of customers charged a security deposit for a new account	883	841	873
Dollar value of security deposits charged for a new account	$ 152,835	$ 140,397	$ 144,707
Number accounts that transferred a security deposit to a new premise	1,569	1,573	1,209
Dollar value of security deposits transferred to a new premise	$ 276,135	$ 282,289	$ 215,014
Total number of accounts past due	388,855	445,845	400,573
30 - 60 days past due	335,365	444,233	398,716
60 - 90 days past due	192,808	156,909	99,017
90 - 120 days past due	79,312	85,869	54,050
120+ days past due	18,325	36,575	34,784
30 - 60 days past due	$ 52,815,039	$ 65,915,560	$ 70,732,848
60 - 90 days past due	$ 34,052,035	$ 19,356,949	$ 10,922,943
90 - 120 days past due	$ 14,383,241	$ 13,807,723	$ 6,471,261
120+ days past due	$ 4,082,284	$ 9,007,786	$ 10,843,629
Total dollar value of accounts past due	$ 105,332,598	$ 108,088,018	$ 98,970,679
Number of customers charged a late payment fee	162	68,221	193,550
Dollar value of late payment fees charged	$ 868	$ 368,404	$ 944,075
Number of disconnection notices issued	480,058	448,483	425,429
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	5	-	14,638
Number of service reconnections after disconnection for nonpayment	8	-	7,479
Gross number of accounts written off as uncollectible	15,589	10,143	8,782
Number of accounts from PrePay to Post Pay	58	394	571
Number of accounts from Post Pay to PrePay	71	394	3,061

PSC Monthly Bad Debt Report

	2025	2025	2025
RESIDENTIAL CLASS ONLY	**FEBRUARY**	**MARCH**	**APRIL**
Number of customers	2,451,792	2,452,986	2,456,511
Dollar amount billed	$ 425,921,341	$ 352,873,364	$ 316,311,018
Total receipts	$ 519,112,597	$ 460,993,667	$ 418,031,022
Number of customers charged a security deposit for a new account	945	1,218	1,249
Dollar value of security deposits charged for a new account	$ 189,306	$ 218,348	$ 216,829
Number accounts that transferred a security deposit to a new premise	1,403	1,627	1,636
Dollar value of security deposits transferred to a new premise	$ 245,784	$ 290,283	$ 289,524
Total number of accounts past due	415,330	389,394	389,140
30 - 60 days past due	412,761	387,993	387,627
60 - 90 days past due	74,650	60,534	58,342
90 - 120 days past due	29,788	22,651	21,610
120+ days past due	19,875	13,688	12,566
30 - 60 days past due	$ 89,663,830	$ 84,610,502	$ 74,374,177
60 - 90 days past due	$ 9,598,469	$ 8,798,454	$ 8,482,625
90 - 120 days past due	$ 3,121,341	$ 2,725,282	$ 3,145,882
120+ days past due	$ 7,197,002	$ 5,159,676	$ 4,778,615
Total dollar value of accounts past due	$ 109,580,642	$ 101,293,913	$ 90,781,300
Number of customers charged a late payment fee	312,494	399,620	391,114
Dollar value of late payment fees charged	$ 1,509,228	$ 1,816,166	$ 1,663,955
Number of disconnection notices issued	460,282	436,804	436,551
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	27,534	21,765	24,557
Number of service reconnections after disconnection for nonpayment	18,209	15,018	17,085
Gross number of accounts written off as uncollectible	8,921	10,136	16,243
Number of accounts from PrePay to Post Pay	415	506	240
Number of accounts from Post Pay to PrePay	3,055	3,280	3,143

PSC Monthly Bad Debt Report

	2025	2025
RESIDENTIAL CLASS ONLY	**MAY**	**JUNE**
Number of customers	2,460,224	2,464,195
Dollar amount billed	$ 337,584,963	$ 460,472,478
Total receipts	$ 388,215,960	$ 440,407,677
Number of customers charged a security deposit for a new account	1,441	1,167
Dollar value of security deposits charged for a new account	$ 341,137	$ 219,461
Number accounts that transferred a security deposit to a new premise	1,464	1,629
Dollar value of security deposits transferred to a new premise	$ 259,183	$ 291,793
Total number of accounts past due	380,913	380,595
30 - 60 days past due	379,491	379,356
60 - 90 days past due	65,406	65,132
90 - 120 days past due	21,099	21,479
120+ days past due	11,464	11,912
30 - 60 days past due	$ 65,137,745	$ 63,620,292
60 - 90 days past due	$ 8,509,955	$ 7,638,994
90 - 120 days past due	$ 3,128,704	$ 2,684,147
120+ days past due	$ 4,591,045	$ 4,740,139
Total dollar value of accounts past due	$ 81,367,449	$ 78,683,573
Number of customers charged a late payment fee	380,169	382,989
Dollar value of late payment fees charged	$ 1,534,356	$ 1,525,352
Number of disconnection notices issued	430,675	429,621
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	21,883	20,902
Number of service reconnections after disconnection for nonpayment	16,399	15,529
Gross number of accounts written off as uncollectible	11,891	12,439
Number of accounts from PrePay to Post Pay	290	562
Number of accounts from Post Pay to PrePay	2,782	2,121

PSC Monthly Bad Debt Report

	2025	2025
RESIDENTIAL CLASS ONLY	**JULY**	**AUGUST**
Number of customers	2,467,206	2,471,323
Dollar amount billed	$ 593,952,761	$ 575,140,076
Total receipts	$ 526,935,586	$ 606,632,408
Number of customers charged a security deposit for a new account	1,116	1,597
Dollar value of security deposits charged for a new account	$ 196,923	$ 292,204
Number accounts that transferred a security deposit to a new premise	1,773	1,752
Dollar value of security deposits transferred to a new premise	$ 313,378	$ 307,436
Total number of accounts past due	384,936	405,424
30 - 60 days past due	383,620	404,236
60 - 90 days past due	60,378	60,433
90 - 120 days past due	20,460	19,753
120+ days past due	11,514	11,149
30 - 60 days past due	$ 73,997,649	$ 91,671,096
60 - 90 days past due	$ 6,729,260	$ 7,431,697
90 - 120 days past due	$ 2,276,962	$ 2,042,546
120+ days past due	$ 4,480,291	$ 4,270,872
Total dollar value of accounts past due	$ 87,484,161	$ 105,416,211
Number of customers charged a late payment fee	399,757	427,408
Dollar value of late payment fees charged	$ 1,723,393	$ 2,037,709
Number of disconnection notices issued	434,094	446,602
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	17,555	24,433
Number of service reconnections after disconnection for nonpayment	12,817	16,164
Gross number of accounts written off as uncollectible	12,094	12,849
Number of accounts from PrePay to Post Pay	931	701
Number of accounts from Post Pay to PrePay	2,207	3,053

PSC Monthly Bad Debt Report

	2025	2025
RESIDENTIAL CLASS ONLY	**SEPTEMBER**	**OCTOBER**
Number of customers	2,473,581	2,476,915
Dollar amount billed	$ 488,806,000	$ 358,507,322
Total receipts	$ 570,237,306	$ 479,327,251
Number of customers charged a security deposit for a new account	1,416	1,310
Dollar value of security deposits charged for a new account	$ 255,192	$ 237,914
Number accounts that transferred a security deposit to a new premise	1,684	1,667
Dollar value of security deposits transferred to a new premise	$ 295,130	$ 295,433
Total number of accounts past due	409,375	408,252
30 - 60 days past due	408,525	406,862
60 - 90 days past due	59,470	61,559
90 - 120 days past due	17,126	16,398
120+ days past due	9,683	8,489
30 - 60 days past due	$ 93,913,789	$ 84,059,358
60 - 90 days past due	$ 8,166,864	$ 8,312,185
90 - 120 days past due	$ 1,918,770	$ 2,072,309
120+ days past due	$ 3,735,327	$ 3,328,715
Total dollar value of accounts past due	$ 107,734,751	$ 97,772,568
Number of customers charged a late payment fee	431,857	421,841
Dollar value of late payment fees charged	$ 2,071,847	$ 1,912,703
Number of disconnection notices issued	462,348	450,351
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	25,507	26,911
Number of service reconnections after disconnection for nonpayment	17,685	19,489
Gross number of accounts written off as uncollectible	12,789	14,067
Number of accounts from PrePay to Post Pay	521	371
Number of accounts from Post Pay to PrePay	3,604	3,367

PSC Monthly Bad Debt Report

	2025	2025
RESIDENTIAL CLASS ONLY	**NOVEMBER**	**DECEMBER**
Number of customers	2,478,405	2,480,484
Dollar amount billed	$ 315,295,812	$ 387,404,957
Total receipts	$ 406,277,356	$ 406,176,518
Number of customers charged a security deposit for a new account	1,077	1,098
Dollar value of security deposits charged for a new account	$ 199,792	$ 205,570
Number accounts that transferred a security deposit to a new premise	1,378	1,492
Dollar value of security deposits transferred to a new premise	$ 240,787	$ 264,555
Total number of accounts past due	299,914	409,165
30 - 60 days past due	283,285	408,598
60 - 90 days past due	60,261	62,958
90 - 120 days past due	16,759	18,521
120+ days past due	8,257	8,793
30 - 60 days past due	$ 49,282,654	$ 66,013,993
60 - 90 days past due	$ 7,847,342	$ 7,181,786
90 - 120 days past due	$ 2,132,591	$ 2,178,191
120+ days past due	$ 3,355,117	$ 3,552,194
Total dollar value of accounts past due	$ 62,617,704	$ 78,926,165
Number of customers charged a late payment fee	233,390	111,551
Dollar value of late payment fees charged	$ 980,252	$ 505,307
Number of disconnection notices issued	461,504	449,563
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	29,861	18,329
Number of service reconnections after disconnection for nonpayment	23,789	14,594
Gross number of accounts written off as uncollectible	13,229	12,235
Number of accounts from PrePay to Post Pay	297	543
Number of accounts from Post Pay to PrePay	2,552	1,905

PSC Monthly Bad Debt Report

	2026	2026
RESIDENTIAL CLASS ONLY	**JANUARY**	**FEBRUARY**
Number of customers	2,485,549	2,485,364
Dollar amount billed	**REDACTED**	**REDACTED**
Total receipts	**REDACTED**	**REDACTED**
Number of customers charged a security deposit for a new account	1,194	1,051
Dollar value of security deposits charged for a new account	$ 216,828	$ 192,863
Number accounts that transferred a security deposit to a new premise	1,273	1,435
Dollar value of security deposits transferred to a new premise	$ 228,405	$ 251,335
Total number of accounts past due	418,849	335,676
30 - 60 days past due	418,404	322,075
60 - 90 days past due	68,919	66,093
90 - 120 days past due	20,444	19,393
120+ days past due	10,028	10,192
30 - 60 days past due	$ 74,742,122	$ 61,830,619
60 - 90 days past due	$ 7,370,427	$ 7,664,037
90 - 120 days past due	$ 2,128,813	$ 2,038,710
120+ days past due	$ 3,969,314	$ 4,272,104
Total dollar value of accounts past due	$ 88,210,676	$ 75,805,470
Number of customers charged a late payment fee	201,887	155,461
Dollar value of late payment fees charged	$ 887,661	$ 728,418
Number of disconnection notices issued	452,808	452,808
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	12,382	34,646
Number of service reconnections after disconnection for nonpayment	9,149	25,373
Gross number of accounts written off as uncollectible	11,304	9,849
Number of accounts from PrePay to Post Pay	599	880
Number of accounts from Post Pay to PrePay	1,335	2,605