

Resuming Utility Disconnection

- Resume Utility Disconnections – January 2021
- Community Outreach Initiatives – Nov & Dec 2020
 - On Bill Message
 - Social Media
 - Utility Bill Insert
 - Utility Lobby Signs
- Payment Plans (Available now – promote in Outreach)
 - 30, 60, 90 day payment arrangements
 - Apply deposit to outstanding balance
- Promote Utility Assistance through Community Action
- Additional Customer Communication
 - Additional language in Delinquent Notices about payment options
 - Robo Calls 2 days prior to disconnections (Initiate Jan 2021)
 - Individual Communication for frequently disconnected customers (Nov – Dec 2020)

Utility Assistance Program Summary

- Fiscal Year 2021 funding allocation to the Utility Assistance Program \$120,000
- Changes to Community Action funding criteria went into effect August 2020 to accommodate financial impacts due to emergency situations our customers experience
- Summary of fiscal year 2020 funding allocation follows:

Month	Total \$	Count
10/1/2019	\$1,358.65	4
11/1/2019	\$5,270.31	15
12/1/2019	\$3,024.24	14
1/1/2020	\$2,875.34	10
2/1/2020	\$7,192.96	34
3/1/2020	\$2,430.97	16
4/1/2020	\$1,432.38	4
5/1/2020	\$2,763.25	10
6/1/2020	\$1,943.63	5
7/1/2020	\$1,568.41	4
8/1/2020	\$1,146.56	1
9/1/2020	\$8,371.46	19
Total	\$39,378.16	136