2021 Customer Response
## COVID IMPACT PROJECTION
### APRIL 14, 2020

<table>
<thead>
<tr>
<th>Description</th>
<th>Projection</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td>Gross Margin (12/31/2020)</td>
<td>3,600,000</td>
<td>5,600,000</td>
</tr>
<tr>
<td>Accounts Receivable (1/31/2021)</td>
<td>816,000</td>
<td>3,952,000</td>
</tr>
</tbody>
</table>
# Accounts Receivable Statistics

(Includes: Water, Sewer, Electric & Storm Water)

<table>
<thead>
<tr>
<th>Description</th>
<th>Residential</th>
<th>Commercial (Non Residential)</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2/29/2020</td>
<td>1/31/2021</td>
<td>Increase (Decrease)</td>
</tr>
<tr>
<td>% Current</td>
<td>92.0%</td>
<td>74.1%</td>
<td>-18.0%</td>
</tr>
<tr>
<td>% Past Due</td>
<td>17.5%</td>
<td>28.5%</td>
<td>10.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Past Due</td>
<td>$968,491</td>
<td>$2,044,831</td>
<td>$1,076,340</td>
</tr>
<tr>
<td># Customers Past Due</td>
<td>6,349</td>
<td>6,636</td>
<td>287</td>
</tr>
<tr>
<td>Average Balance Past Due</td>
<td>$153</td>
<td>$308</td>
<td>$156</td>
</tr>
<tr>
<td># Customers &gt; $1,500 Past Due</td>
<td>17</td>
<td>272</td>
<td>255</td>
</tr>
<tr>
<td># Customers &gt; $5,000 Past Due</td>
<td>0</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

Rochester Public Utilities | 4000 East River Road NE, Rochester, MN, 55906
OUTREACH IN DIFFICULT TIMES

MAY - DECEMBER
5,000+ CUSTOMERS CALLED AND REDIRECTED TO BENEFITS

CARES Funding
SMALL BUSINESSES
FUNDING
374 BUSINESSES FOR
$749,856

CARES Funding
RESIDENTIAL CUSTOMERS
FUNDING
191 RESIDENTIAL CUSTOMERS FOR
$123,701
DEVELOPING PARTNERSHIPS WAS KEY
2021 RESOURCE LANDSCAPE

**Resources will be different than in 2020**

**Funding availability will be less flexible to assist delinquent balances**

**State funding has been moved to statewide single eligibility group**

**An agency resource page will be available on rpu.org**

State funding has been moved to statewide single eligibility group.
ISSUES

- Governor's emergency order to be considered
- Old, large delinquent balances
- Late Fees not being charged
- Deposits required when disconnected via utility policy
- Need to empower customer care rep’s ability to address unique cases
- Targeted communication campaign with a second round of outreach calls
RESIDENTIAL RESOURCES

- THREE RIVERS ENERGY ASSISTANCE
- SMALL NONPROFITS
- OLMSTED COUNTY ENERGY ASSISTANCE
- GOVERNMENT AGENCIES
- NEIGHBORS CHIPPING IN
- NEW CHAPS FUNDING
- FAMILIES OF THE MILITARY
- STATE FUNDING THROUGH MDVA
- LIFE SUPPORT

- RESOURCES
- THREE RIVERS
- ENERGY ASSISTANCE
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COMMERCIAL RESOURCES

SBA - Paycheck Protection Program

*resumed January 11, 2021*

- First and Second Draw PPP Loans extended and applications accepted until March 31, 2021
- The details are loans available can be provided by discussing loans with your lender.

Olmsted County State of Minnesota Small Business Relief Grant Program/RAEDI

- Available grants up to $25,000.
- This is now closed and grants awarded.

City of Rochester - Liquor License Relief Program

- Supplement to the License Grant Program and option to defer any fee payments for 2021-22 Licenses until August 1, 2021 (or pay quarterly with 10% down).
- Delay the 40% increase scheduled for April 2021 until April 2022.
WHERE ARE WE AT?

Stay in tune with the changing landscape of assistance.

Maintain connections with key partners.

Continue to conduct outreach to help customers connect to financial help.

Increase public education and “personalized outreach”.

Ramp up communication and personalized calls to high-debt, highly delinquent customers.
THANK YOU