



# 2021 Customer Response

# COVID IMPACT PROJECTION

## APRIL 14, 2020

Description	Projection		Actual
	Low	High	
Gross Margin (12/31/2020)	3,600,000	5,600,000	3,821,000
Accounts Receivable (1/31/2021)	816,000	3,952,000	2,258,000



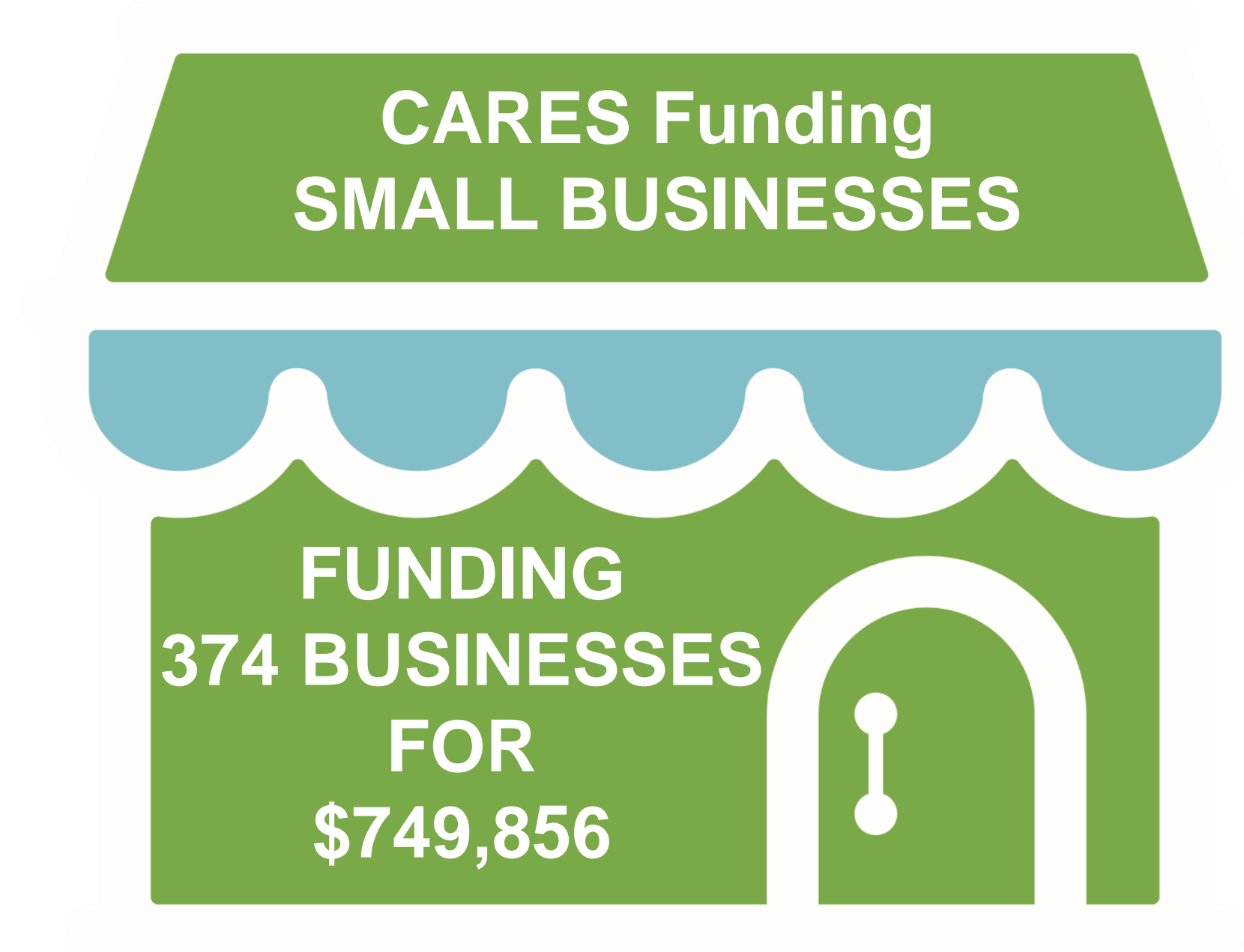
# ACCOUNTS RECEIVABLE STATISTICS

(INCLUDES: WATER, SEWER, ELECTRIC & STORM WATER)

<u>Description</u>	<u>Residential</u>			<u>Commercial (Non Residential)</u>		
	2/29/2020	1/31/2021	Increase (Decrease)	2/29/2020	1/31/2021	Increase (Decrease)
% Current	92.0%	74.1%	-18.0%	94.6%	81.1%	-13.5%
% Past Due	17.5%	28.5%	10.9%	5.8%	19.3%	13.4%
Amount Past Due	\$968,491	\$2,044,831	\$1,076,340	\$379,705	\$1,561,779	\$1,182,074
# Customers Past Due	6,349	6,636	287	385	814	429
Average Balance Past Due	\$153	\$308	\$156	\$986	\$1,919	\$932
# Customers > \$1,500 Past Due	17	272	255	38	124	86
# Customers > \$5,000 Past Due	0	6	6	13	49	36



# OUTREACH IN DIFFICULT TIMES



# DEVELOPING PARTNERSHIPS WAS KEY





# 2021 RESOURCE LANDSCAPE



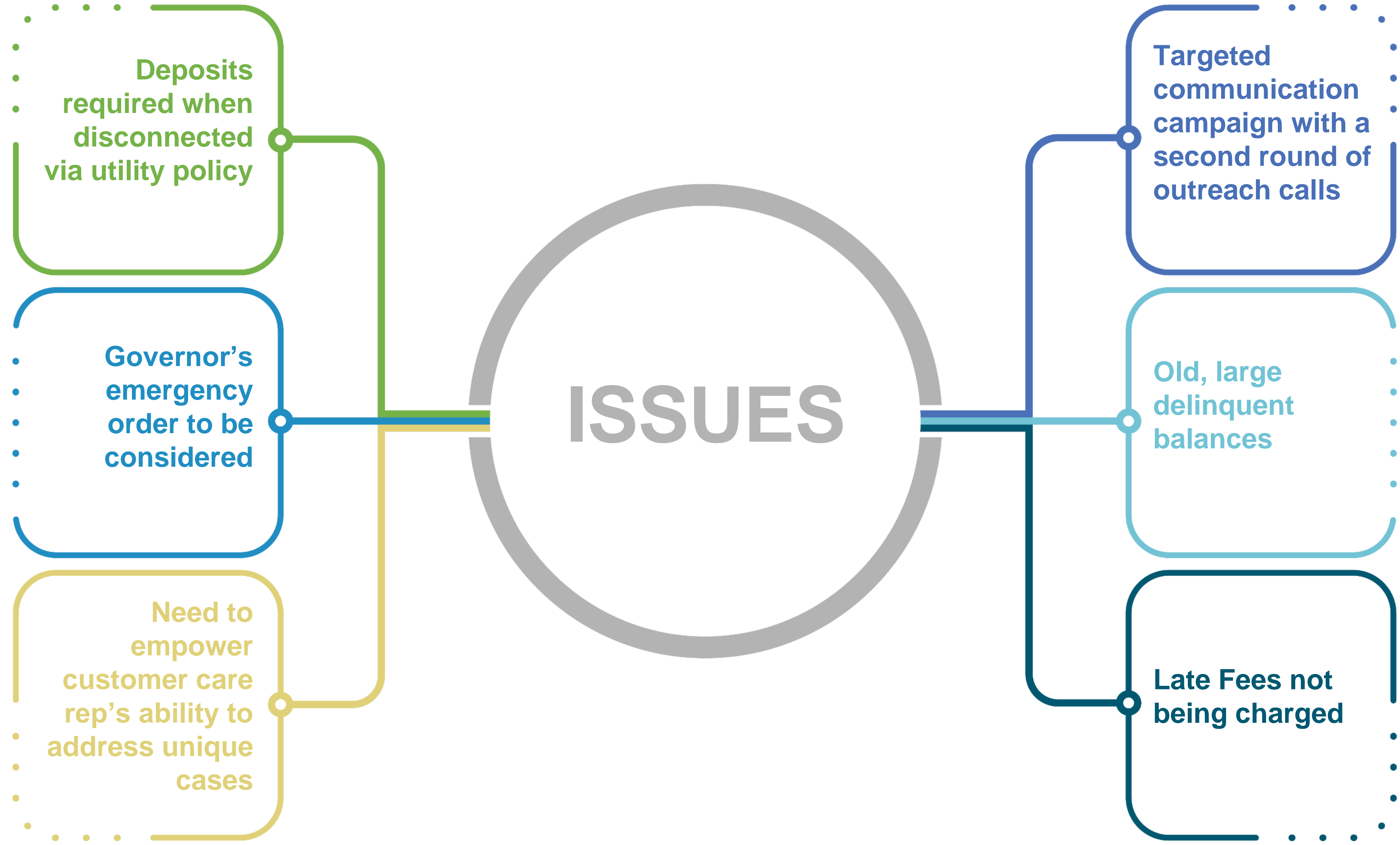
RESOURCES WILL  
BE DIFFERENT  
THAN IN 2020

FUNDING  
AVAILABILITY WILL BE  
LESS FLEXIBLE TO  
ASSIST DELINQUENT  
BALANCES

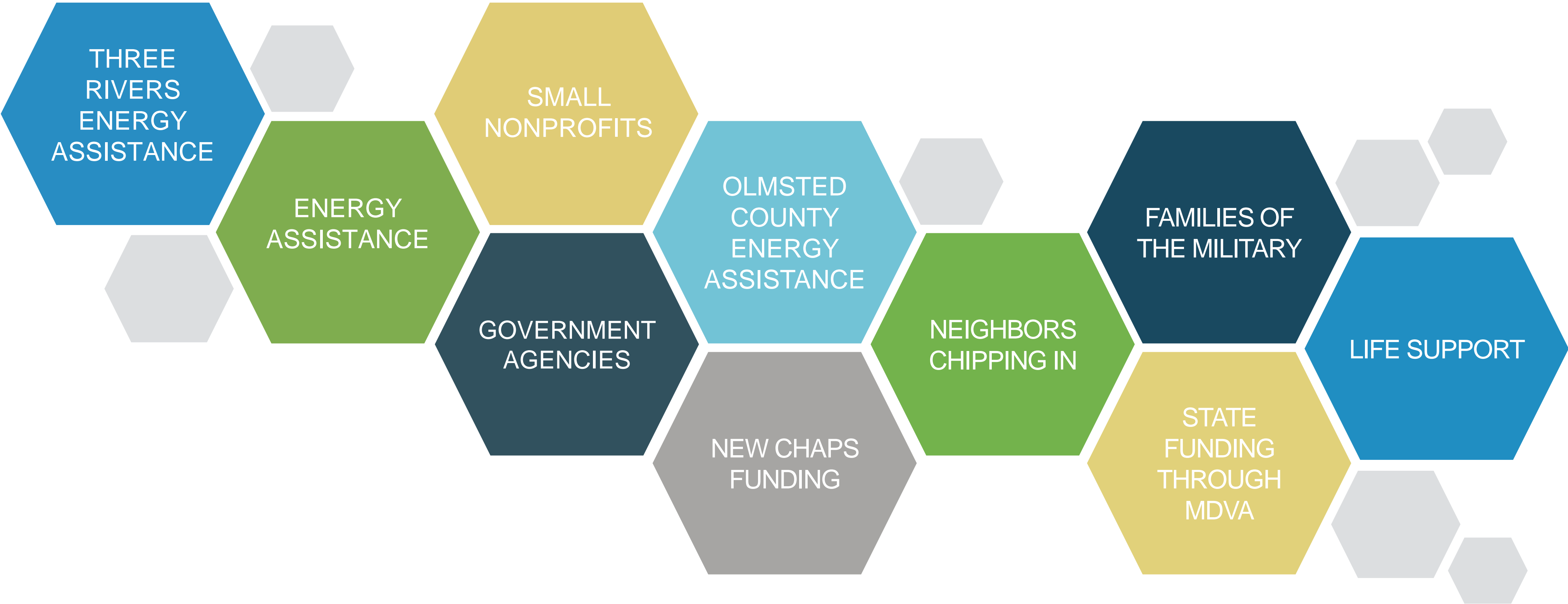
STATE FUNDING  
HAS BEEN MOVED  
TO STATEWIDE  
SINGLE ELIGIBILITY  
GROUP

AN AGENCY  
RESOURCE PAGE  
WILL BE  
AVAILABLE ON  
RPU.ORG





# RESIDENTIAL RESOURCES





# 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**