

**5a. Customers disconnected for nonpayment**

Date	Number of Customers
Jan-Mar 2021	70
Apr-Jun 2021	714
<b>Total</b>	<b>784</b>

**5b. Number of customers in arrears and arrears balance at the end of each quarter**

Date	Number of Customers	Arrears Balance
As of Mar 31, 2021	7,905	\$ 1,015,597
As of Jun 30, 2021	9,966	\$ 1,021,040

**5c. Number of payment agreements established, average length and total dollars amounts associated**

Date	Number of Payment Agreements Established	Payment Agreement Balance when Established	Average Length of Payment Agreements (in months)
Jan-Mar 2021	679	\$ 219,801	10
Apr-Jun 2021	729	\$ 234,521	10
<b>Total</b>	<b>1,408</b>	<b>\$ 454,322</b>	