

**5a. Customers disconnected for nonpayment**

Date	Number of Customers
Apr-Jun 2020	-
Jul-Sept 2020	447
Oct-Dec 2020	276
<b>Total</b>	<b>723</b>

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

Date	Number of Customers	Arrears Balance
As of Jun 30, 2020	10,419	\$ 1,378,604
As of Sept 30, 2020	10,039	\$ 886,299
As of Dec 31, 2020	9,609	\$ 894,948

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

Date	Number of Payment Agreements Established	Payment Agreement Balance when Established	Average Length of Payment Agreements (in months)
Apr-Jun 2020	129	\$ 50,555	10
Jul-Sept 2020	1,095	\$ 455,609	11
Oct-Dec 2020	846	\$ 300,373	10
<b>Total</b>	<b>2,070</b>	<b>\$ 806,537</b>	