

5a. Customers disconnected for nonpayment

Date	Number of Customers
Apr-Jun 2020	-
Jul-Sept 2020	447
Total	447

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

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
Apr-Jun 2020	129	\$ 50,555	10
Jul-Sept 2020	1,095	\$ 455,609	11
Total	1,224	\$ 506,164	