



**COVID-19
BTU
Customer Operations Update**

September 8, 2020

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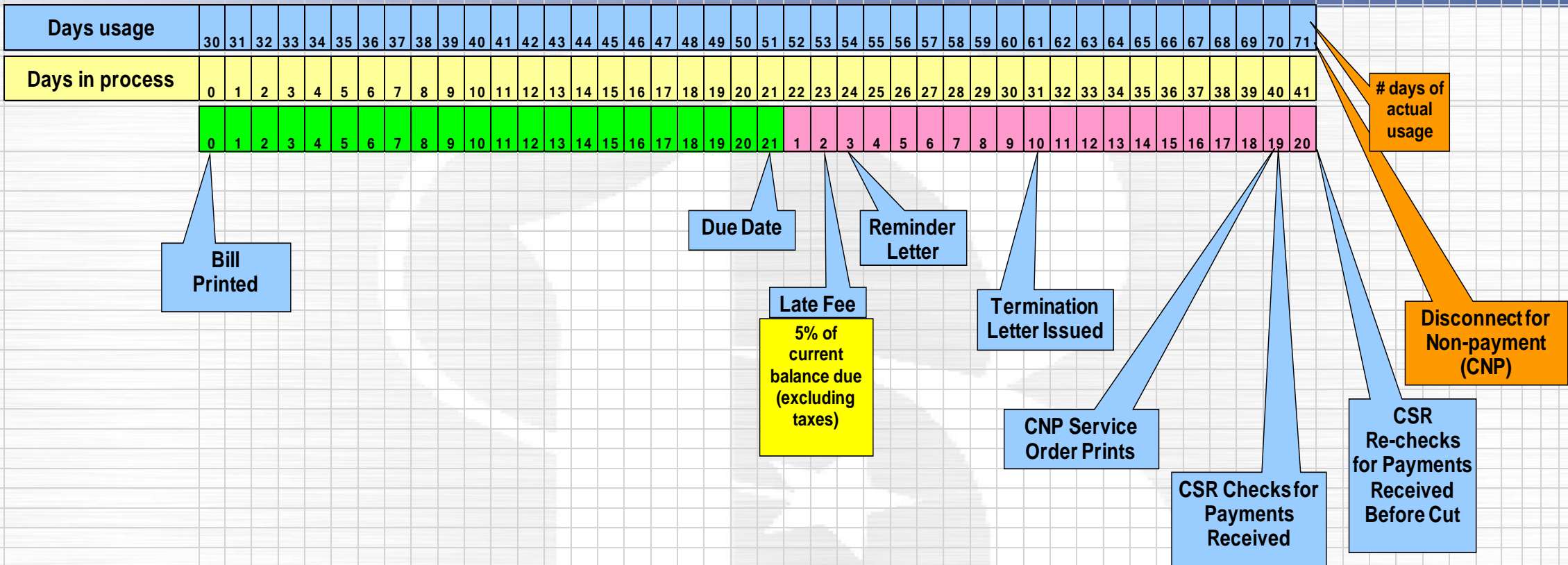
COVID-19 – Initial Actions Taken

- **Mid-March**
 - Stopped disconnections for non-payment
 - Stopped mailing termination notices and collection letters
 - Stopped assessing late penalties
 - Closed the lobby
 - Limited staffing, call center and drive-through open
- **BTU Board approved fuel rate reduction to immediately benefit customers**
 - Approx. 50% reduction, equated to an average 15% savings on bills
 - April – June, 3 month reduction
 - Savings to customers totaled \$4.9 million
- **Other actions to benefit customers**
 - Applied partial deposits for eligible customers
 - Created online payment arrangement request form

Actions Benefiting Customers & Necessary Steps

- Mailed special pre-termination letters one month prior to mailing termination letters; encouraged customers to contact BTU and/or pledge organizations (listed org names and numbers)
- Coordinated dates with City of College Station to resume normal operations at both utilities
- Direct mail, press releases and media coverage explain various ways BTU is working to help customers
- Began disconnections on July 20th, after a four month moratorium

Billing Timeline



A Look at the Numbers

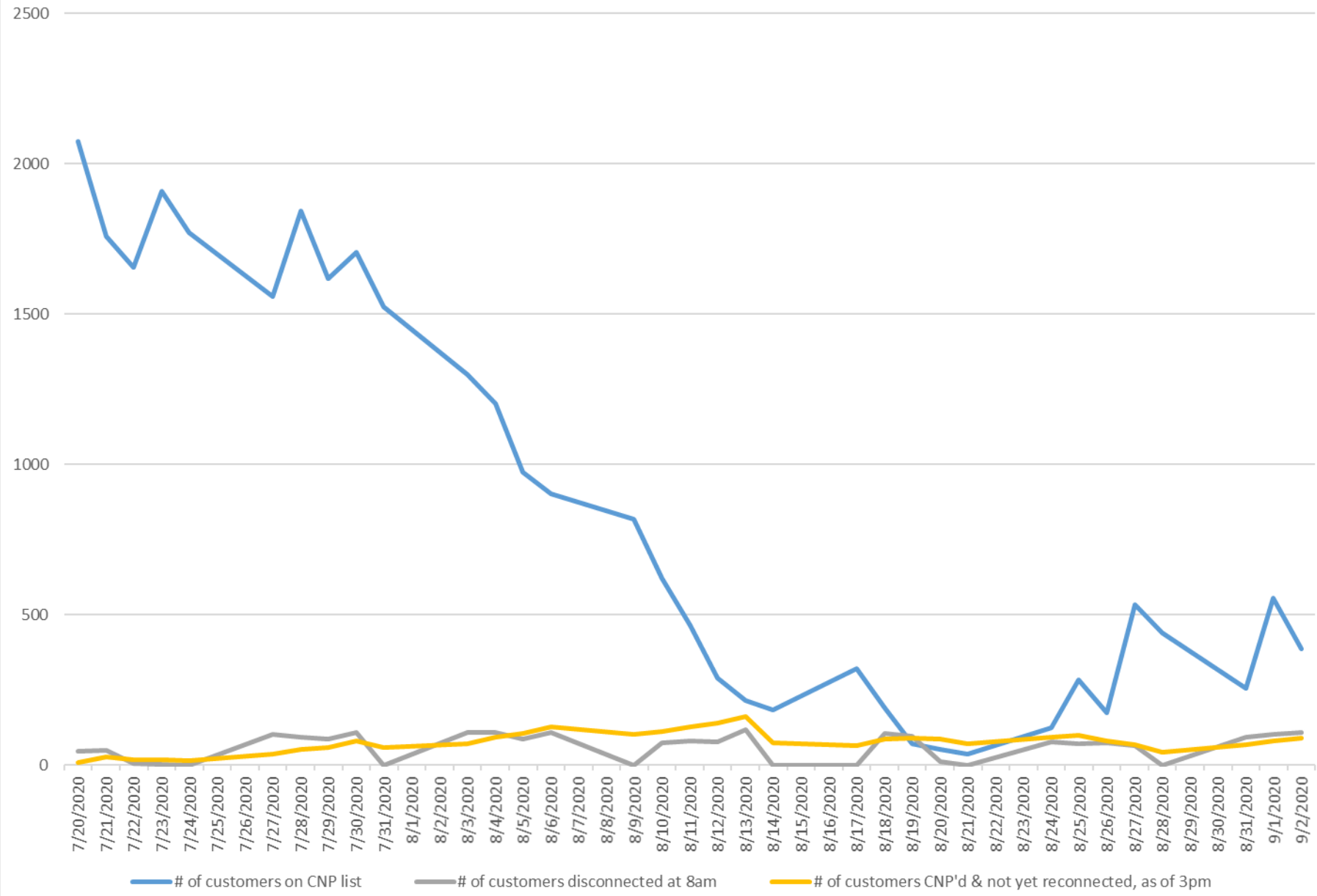
Past Due Balances

- As of 7/15, 2,116 accounts with past due balances, totaled \$700,000
- As of 9/2, 387 accounts on the CNP list, totaling \$108,000
- Normal number of accounts on the CNP list pre-COVID, averaged 300-400; we are back to normal numbers

Payment Arrangements and Pledges

- Payment arrangements pre-COVID, 5-10 was typical; as of 9/2, 276 active PA's
- Pledges received May – August; 2,869 accounts, totaling \$524,100

Customers on CNP List



Ongoing Activities

- Continuing to work with customers in need of payment plans, these are unique to each customer
- Encouraging customers to utilize local pledge organizations
- When customers are disconnected for non-payment we only apply fees that cover the disconnection and reconnection costs, a total of \$25. Not asking for additional deposits to be paid
- Have received VERY few complaints from customers, several have expressed their gratitude about the options we offer and our desire to work with them