

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
NASHVILLE, TENNESSEE

IN RE:)
)
ONGOING REQUEST FOR)
INFORMATION RELATED TO)
MEASURES TAKEN DURING THE)
CORONAVIRUS COVID-19 PUBLIC)
HEALTH EMERGENCY)
)

**ATMOS ENERGY CORPORATION'S OCTOBER 15, 2020 REPORT OF
EMERGENCY OPERATIONAL AND RESPONSE PLANS**

Pursuant to the Tennessee Public Utility Commission's March 19, 2020, Request and the Chairman's Motion to Lift Moratorium on Disconnections Subject to Conditions as granted at the August 10, 2020, Commission Conference, Atmos Energy Corporation submits the following report regarding its emergency operational and response plans and measures that have been instituted to ensure the continuity of safe and reliable service and to assist its customers during this time.

1. The Company has not yet resumed disconnections for non-payment. When the Company resumes disconnections, it will send out a letter with the required elements from the Chairman's Motion of August 11, 2020 in Docket No. 20-00047.

2. Pursuant to the Chairman's Motion, the Company reports the following statistics for the period beginning September 1, 2020 and ending September 30, 2020, which are set forth in more detail in the spreadsheets attached as **Exhibit 1**:

**a. Aggregate number of customers disconnected for nonpayment of service
by customer class:**

- i. Residential customers: None to date
- ii. Commercial customers: None to date

iii. Other customer classes: None to date

b. Aggregate number of customers who have entered a payment arrangement by customer class:

i. Residential customers: 952

ii. Commercial customers: 5

iii. Other customer classes: 1

c. Aggregate number and amount of delinquent customer accounts by customer class:

i. Residential customers:

1. Aggregate Number: 13,055

2. Aggregate Amount: \$341,901

ii. Commercial customers:

1. Aggregate Number: 1,015

2. Aggregate Amount: \$105,065

iii. Other customer classes:

1. Aggregate Number: 51

2. Aggregate Amount: \$45,876

d. Aggregate number and amount of delinquent customer accounts written off to bad debt expense, or allowance for bad debt, by customer class:

i. Residential customers

1. Aggregate Number: None to date

2. Aggregate Amount: None to date

ii. Commercial customers:

1. Aggregate Number: None to date

2. Aggregate Amount: None to date

iii. Other customer classes:

1. Aggregate Number: None to date

2. Aggregate Amount: None to date

3. In light of the Governor's extension of the public health emergency through October 30, 2020, Atmos Energy continues to employ the temporary safety measures outlined in its previous reports. This includes the use of the "soft close" procedure outlined in the Company's April 6, 2020 letter filed in Docket No. 20-00047. As set forth in that letter, the Company had been successfully using this procedure in other states, including Colorado, Kansas, Louisiana, Texas, Kentucky, and Virginia, before the pandemic. It has worked well in Tennessee over the past six months. In addition to successfully limiting interactions between customers and employees, this procedure has also limited operations and maintenance expenses. Accordingly, the Company is considering seeking permission to amend its tariff so it can employ this option even after the conclusion of this public health emergency.

4. Atmos Energy also continues to take the following additional steps set forth in its prior reports: (i) having its employees wear face coverings when interacting with the public; (ii) recommending that customers take measures to avoid increased scam activity; (iii) ensuring that its critical teams continue to work from off-site locations; (iv) following a safety protocol when dispatching technicians to locations where there is a known quarantine, isolation, or other monitoring situation related to the coronavirus; (v) treating its employees and contractors as essential critical infrastructure workers needed to maintain critical natural gas services, and (vi) supporting the call to limit the spread of COVID-19 while ensuring the safety of the communities, its customers, and employees.

5. Atmos Energy continues to monitor the latest recommendations from the Centers for Disease Control and Prevention.

6. For the safety of its customers, employees, and the communities it serves, Atmos Energy intends to continue the temporary measures described in this report for at least sixty days after the declaration of emergency has passed.

Respectfully submitted,

NEAL & HARWELL, PLC



By: _____

Erik C. Lybeck, #35233
1201 Demonbreun Street, Ste. 1000
Nashville, TN 37203
(615) 244-1713 – Telephone
(615) 726-0573 – Facsimile
elybeck@nealharwell.com

Counsel for Atmos Energy Corporation

Attachment

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020
*****IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE**

<u>ADID</u>	March 2019						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$3,148,124.27	\$198,152.89	\$22,803.77	\$7,571.92	-\$65,634.03	\$3,311,018.82	934	210
Commercial Tennessee Reduced Rate	\$62,917.15	\$197.83	-\$1,068.53	\$0.00	-\$2.14	\$62,044.31	4	0
Industrial Sales	\$641,062.17	\$69,258.67	-\$11,659.06	\$31,922.45	\$75,845.15	\$806,429.38	19	4
Industrial Tennessee Reduced Rate	\$279,464.54	\$10,253.62	\$2.08	\$0.00	\$0.00	\$289,720.24	6	1
Non Billing Meters	\$0.00	\$0.00	-\$0.80	\$0.00	-\$1,958.68	-\$1,959.48	0	0
Public Authority Sales	\$33,979.24	\$268.60	\$0.00	\$0.00	\$0.00	\$34,247.84	2	0
Residential	\$3,979,764.77	\$656,400.08	\$135,386.08	\$19,538.07	-\$209,653.51	\$4,581,435.49	12,877	4,059
Residential Customer with Commercial Tax	\$29,170.81	\$6,911.43	\$1,430.42	\$469.95	-\$18,249.31	\$19,733.30	185	82
Transportation	\$969,371.00	\$164,411.63	\$15,593.64	\$21,077.39	-\$3,190.93	\$1,167,262.73	22	9
Total	\$9,143,853.95	\$1,105,854.75	\$162,487.60	\$80,579.78	-\$222,843.45	\$10,269,932.63	14,049	4,365

<u>ADID</u>	April 2019						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$1,691,803.25	\$119,596.38	\$5,155.23	\$9,206.77	-\$50,704.71	\$1,775,056.92	1,054	246
Commercial Tennessee Reduced Rate	\$33,203.71	-\$55.96	\$3,682.02	-\$85.00	\$40.49	\$36,785.26	10	4
Industrial Sales	\$219,837.43	\$31,224.12	\$37,313.36	-\$5,942.72	\$112,804.19	\$395,236.38	19	7
Industrial Tennessee Reduced Rate	\$195,970.08	\$11,296.08	-\$269.12	\$0.00	\$42.63	\$207,039.67	8	1
Non Billing Meters	\$0.00	\$0.00	\$0.00	-\$0.80	-\$1,958.68	-\$1,959.48	0	0
Public Authority Sales	\$22,917.38	\$0.00	-\$619.20	\$0.00	\$0.00	\$22,298.18	0	0
Residential	\$2,380,836.14	\$617,283.87	\$135,998.06	\$48,473.59	-\$180,747.55	\$3,001,844.11	14,681	4,548
Residential Customer with Commercial Tax	\$17,761.62	\$7,480.93	\$2,340.84	\$1,139.26	-\$4,805.36	\$23,917.29	238	110
Transportation	\$893,932.21	\$60,356.60	\$63,884.47	\$9,797.99	\$25,765.94	\$1,053,737.21	17	11
Total	\$5,456,261.82	\$847,182.02	\$247,485.66	\$62,589.09	-\$99,563.05	\$6,513,955.54	16,027	4,927

<u>ADID</u>	May 2019						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$1,050,759.26	\$78,252.21	\$5,911.04	\$10,876.97	-\$47,843.25	\$1,097,956.23	1,097	334
Commercial Tennessee Reduced Rate	\$25,181.89	\$1,749.57	-\$160.18	\$1,810.99	-\$87.14	\$28,495.13	7	3
Industrial Sales	\$376,375.32	\$49,711.24	\$36,426.78	\$36,383.18	\$65,915.37	\$564,811.89	21	6
Industrial Tennessee Reduced Rate	\$87,803.43	-\$2,942.87	\$17,644.00	-\$1.05	\$0.00	\$102,503.51	7	3
Non Billing Meters	\$0.00	\$0.00	\$0.00	-\$4.79	-\$2,191.03	-\$2,195.82	0	0
Public Authority Sales	\$14,905.03	-\$0.54	\$0.00	\$0.00	\$0.00	\$14,904.49	0	0
Residential	\$1,492,608.99	\$343,810.30	\$181,181.67	\$55,551.27	-\$152,100.39	\$1,921,051.84	15,346	5,882
Residential Customer with Commercial Tax	\$10,655.00	\$2,856.95	\$1,759.98	\$2,182.42	-\$3,156.09	\$14,298.26	209	133
Transportation	\$779,431.51	\$93,790.87	\$35,964.87	\$29,261.15	\$24,306.39	\$962,754.79	23	10
Total	\$3,837,720.43	\$567,227.73	\$278,728.16	\$136,060.14	-\$115,156.14	\$4,704,580.32	16,710	6,371

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020

***IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE

ADID

June 2019								
A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days	
Commercial Sales	\$1,232,335.82	\$50,047.66	\$4,926.25	-\$140.30	-\$29,978.02	\$1,257,191.41	956	375
Commercial Tennessee Reduced Rate	\$81,095.51	\$62.18	\$0.00	\$170.57	-\$87.14	\$81,241.12	5	1
Industrial Sales	\$352,152.95	\$4,276.45	\$33,495.03	\$37,603.11	\$92,051.20	\$519,578.74	11	5
Industrial Tennessee Reduced Rate	\$114,577.94	\$7,946.25	\$2,923.36	\$6,068.47	\$0.00	\$131,516.02	7	1
Non Billing Meters	\$0.00	\$0.00	-\$352.32	\$0.00	-\$2,243.91	-\$2,596.23	0	0
Public Authority Sales	\$14,737.80	\$3,878.13	\$0.00	\$0.00	\$0.00	\$18,615.93	1	0
Residential	\$1,584,331.78	\$192,075.92	\$102,593.89	\$93,703.62	-\$110,515.45	\$1,862,189.76	13,946	6,511
Residential Customer with Commercial Tax	\$12,017.99	\$2,168.02	\$754.26	\$1,650.48	-\$3,627.39	\$12,963.36	206	101
Transportation	\$835,021.18	\$75,345.16	\$30,848.07	\$15,843.66	\$33,354.64	\$990,412.71	21	14
Total	\$4,226,270.97	\$335,799.77	\$175,188.54	\$154,899.61	-\$21,046.07	\$4,871,112.82	15,153	7,008

ADID

July 2019								
A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days	
Commercial Sales	\$889,842.17	\$45,335.05	\$2,907.96	\$3,894.58	-\$34,726.43	\$907,253.33	954	340
Commercial Tennessee Reduced Rate	\$23,305.37	\$63.60	-\$780.36	\$0.00	\$103.89	\$22,692.50	10	2
Industrial Sales	\$314,626.81	\$33,883.04	\$4,544.30	\$36,266.61	\$107,116.51	\$496,437.27	14	4
Industrial Tennessee Reduced Rate	\$100,571.53	\$10,867.49	\$307.25	\$2,923.36	\$6,068.47	\$120,738.10	11	1
Non Billing Meters	\$0.00	\$0.00	\$0.00	\$0.00	-\$2,655.90	-\$2,655.90	0	0
Public Authority Sales	\$13,680.77	-\$2.38	\$0.00	\$0.00	\$0.00	\$13,678.39	0	0
Residential	\$1,285,810.70	\$186,136.28	\$43,782.68	\$46,182.38	-\$69,942.94	\$1,491,969.10	14,722	6,438
Residential Customer with Commercial Tax	\$8,588.05	\$1,275.56	\$515.70	\$781.76	-\$791.29	\$10,369.78	192	115
Transportation	\$828,879.59	\$80,011.56	\$15,296.31	\$14,922.45	\$29,058.69	\$968,168.60	21	12
Total	\$3,465,304.99	\$357,570.20	\$66,573.84	\$104,971.14	\$34,231.00	\$4,028,651.17	15,924	6,912

ADID

August 2019								
A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days	
Commercial Sales	\$855,686.18	\$46,727.44	\$9,638.83	-\$494.08	-\$40,604.38	\$870,953.99	911	333
Commercial Tennessee Reduced Rate	\$25,534.25	-\$2,567.36	-\$218.38	-\$675.27	-\$87.14	\$21,986.10	7	2
Industrial Sales	\$284,011.26	\$9,424.61	\$28,354.88	\$4,854.86	\$142,649.90	\$469,295.51	17	5
Industrial Tennessee Reduced Rate	\$109,538.10	\$7,369.20	\$354.92	\$338.77	\$8,991.83	\$126,592.82	12	4
Non Billing Meters	\$0.00	\$0.00	\$0.00	\$0.00	-\$2,655.90	-\$2,655.90	0	0
Public Authority Sales	\$13,440.61	-\$4.90	\$0.00	\$0.00	\$0.00	\$13,435.71	0	0
Residential	\$1,255,649.73	\$171,328.32	\$36,605.97	\$21,774.30	-\$66,053.19	\$1,419,305.13	14,683	6,754
Residential Customer with Commercial Tax	\$9,456.41	\$2,305.71	\$426.12	\$385.61	\$623.93	\$13,197.78	234	133
Transportation	\$827,862.98	\$66,809.95	\$33,488.49	\$16,351.37	\$35,050.74	\$979,563.53	19	12
Total	\$3,381,179.52	\$301,392.97	\$108,650.83	\$42,535.56	\$77,915.79	\$3,911,674.67	15,883	7,243

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020

***IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE

ADID	September 2019						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$1,021,303.80	\$15,191.97	\$3,574.99	\$2,375.63	-\$58,698.63	\$983,747.76	724	314
Commercial Tennessee Reduced Rate	\$20,107.81	-\$184.32	-\$2,388.57	-\$278.72	-\$717.59	\$16,538.61	11	0
Industrial Sales	\$86,578.71	-\$5,518.42	\$9,195.49	\$28,352.38	\$92,171.94	\$210,780.10	14	6
Industrial Tennessee Reduced Rate	\$107,598.69	\$403.23	-\$10.95	-\$224.37	\$9,299.08	\$117,065.68	3	2
Non Billing Meters	\$0.00	-\$2.37	\$0.00	\$0.00	-\$2,998.16	-\$3,000.53	0	0
Public Authority Sales	\$15,968.29	-\$0.96	\$0.00	\$0.00	\$0.00	\$15,967.33	0	0
Residential	\$1,425,896.27	\$97,877.19	\$34,775.82	\$5,492.71	-\$123,764.25	\$1,440,277.74	12,097	6,611
Residential Customer with Commercial Tax	\$11,414.27	\$1,818.63	\$255.76	\$392.30	-\$3,188.86	\$10,692.10	218	114
Transportation	\$802,360.06	\$16,971.82	\$10,803.03	\$13,767.51	\$30,151.73	\$874,054.15	14	6
Total	\$3,491,227.90	\$126,556.77	\$56,205.57	\$49,877.44	-\$57,744.74	\$3,666,122.94	13,081	7,053

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020

***IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE

<u>ADID</u>	March 2020						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$2,793,423.29	\$366,170.77	\$32,494.76	\$7,597.50	-\$79,449.99	\$3,120,236.33	1,274	253
Commercial Tennessee Reduced Rate	\$45,756.99	\$8,936.73	\$0.00	\$0.00	-\$87.14	\$54,606.58	11	0
Industrial Sales	\$564,593.44	\$42,456.64	-\$6,950.39	-\$5,321.22	-\$18,697.83	\$576,080.64	25	7
Industrial Tennessee Reduced Rate	\$176,028.04	\$8,892.15	\$42.69	\$0.00	\$0.00	\$184,962.88	6	1
Non Billing Meters	\$0.00	-\$350.43	\$0.00	\$0.00	-\$3,470.16	-\$3,820.59	0	0
Public Authority Sales	\$43,542.22	\$94.76	\$0.00	\$0.00	\$0.00	\$43,636.98	1	0
Residential	\$3,269,078.51	\$771,396.90	\$138,732.85	\$22,074.71	-\$208,276.89	\$3,993,006.08	13,447	4,464
Residential Customer with Commercial Tax	\$30,557.87	\$14,092.60	\$3,348.52	\$1,321.05	-\$10,021.26	\$39,298.78	251	84
Transportation	\$964,141.57	\$8,112.37	\$19,514.10	-\$2,057.49	-\$12,027.06	\$977,683.49	14	8
Total	\$7,887,121.93	\$1,219,802.49	\$187,182.53	\$23,614.55	-\$332,030.33	\$8,985,691.17	15,029	4,817

<u>ADID</u>	April 2020						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$1,725,901.98	\$263,259.58	\$106,518.98	\$28,861.63	-\$67,200.14	\$2,057,342.03	1,340	463
Commercial Tennessee Reduced Rate	\$31,652.38	-\$4,747.87	-\$40.88	\$0.00	-\$87.14	\$26,776.49	6	0
Industrial Sales	\$163,282.81	\$32,194.53	\$8,029.02	-\$11,424.05	-\$22,126.87	\$169,955.44	32	8
Industrial Tennessee Reduced Rate	\$109,514.66	\$4,932.48	\$161.01	\$42.69	\$0.00	\$114,650.84	5	2
Non Billing Meters	\$0.00	\$0.00	-\$512.35	\$0.00	-\$3,565.58	-\$4,077.93	0	0
Public Authority Sales	\$21,294.22	\$0.00	\$0.00	\$0.00	\$0.00	\$21,294.22	0	0
Residential	\$2,456,601.73	\$443,538.68	\$275,990.91	\$84,823.60	-\$178,388.40	\$3,082,566.52	12,496	5,788
Residential Customer with Commercial Tax	\$22,497.09	\$6,989.50	\$5,009.44	\$2,956.83	-\$1,252.65	\$36,200.21	211	92
Transportation	\$682,124.89	\$63,892.10	-\$21,933.73	\$6,143.82	-\$16,706.71	\$713,520.37	15	6
Total	\$5,212,869.76	\$810,059.00	\$373,222.40	\$111,404.52	-\$289,327.49	\$6,218,228.19	14,105	6,359

<u>ADID</u>	May 2020						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$1,153,647.25	\$147,181.20	\$79,469.41	\$58,760.81	-\$36,615.61	\$1,402,443.06	1,250	596
Commercial Tennessee Reduced Rate	\$14,523.32	\$103.69	-\$4,758.58	-\$40.88	-\$87.14	\$9,740.41	3	1
Industrial Sales	\$106,879.48	\$13,465.05	-\$512.82	\$5,825.12	-\$30,955.79	\$94,701.04	25	11
Industrial Tennessee Reduced Rate	\$59,296.95	\$13,340.30	\$41.57	\$41.57	\$42.69	\$72,763.08	6	1
Non Billing Meters	\$0.00	-\$81.90	\$0.00	-\$512.35	-\$3,613.43	-\$4,207.68	0	0
Public Authority Sales	\$15,420.50	\$0.00	\$0.00	\$0.00	\$0.00	\$15,420.50	0	0
Residential	\$1,734,481.86	\$320,273.86	\$162,700.30	\$195,898.60	-\$116,247.21	\$2,297,107.41	12,933	6,109
Residential Customer with Commercial Tax	\$12,246.64	\$2,283.96	\$1,547.72	\$4,137.16	-\$1,097.42	\$19,118.06	178	77
Transportation	\$775,322.66	-\$2,231.34	\$4,497.52	-\$3,068.59	-\$9,347.56	\$765,172.69	12	8
Total	\$3,871,818.66	\$494,334.82	\$242,985.12	\$261,041.44	-\$197,921.47	\$4,672,258.57	14,407	6,803

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020

*****IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE**

ADID

	June 2020							
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days
Commercial Sales	\$893,819.45	\$108,204.37	\$36,313.63	\$23,364.31	\$3,627.82	\$1,065,329.58	1,137	529
Commercial Tennessee Reduced Rate	\$28,017.34	-\$389.78	\$62.13	-\$2,435.80	-\$128.02	\$25,125.87	5	2
Industrial Sales	\$239,377.13	\$7,851.36	-\$663.13	-\$347.13	-\$27,232.26	\$218,985.97	22	8
Industrial Tennessee Reduced Rate	\$48,198.54	-\$3,278.45	-\$1,171.94	\$41.57	\$84.26	\$43,873.98	4	1
Non Billing Meters	\$0.00	\$0.00	-\$152.95	-\$145.83	-\$4,125.78	-\$4,424.56	0	0
Public Authority Sales	\$13,386.44	\$3,695.40	\$0.00	\$0.00	\$0.00	\$17,081.84	1	0
Residential	\$1,279,538.56	\$209,348.74	\$117,510.47	\$112,213.93	-\$8,321.43	\$1,710,290.27	12,451	6,119
Residential Customer with Commercial Tax	\$8,841.00	\$3,595.52	\$48.81	\$1,069.18	-\$1,400.52	\$12,153.99	208	78
Transportation	\$424,415.60	\$22,959.61	-\$1,239.49	-\$1,262.98	-\$12,083.72	\$432,789.02	20	8
Total	\$2,935,594.06	\$351,986.77	\$150,707.53	\$132,497.25	-\$49,579.65	\$3,521,205.96	13,848	6,745

ADID

	July 2020							
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days
Commercial Sales	\$968,883.59	\$114,635.64	\$20,065.81	\$16,060.38	\$18,143.35	\$1,137,788.77	1,339	571
Commercial Tennessee Reduced Rate	\$13,450.16	\$335.44	-\$466.22	\$62.13	-\$727.52	\$12,653.99	7	3
Industrial Sales	\$259,599.50	\$27,284.93	\$576.06	-\$663.13	-\$28,212.42	\$258,584.94	26	10
Industrial Tennessee Reduced Rate	\$40,030.78	-\$8,660.31	-\$724.59	-\$1,132.10	\$125.83	\$29,639.61	10	2
Non Billing Meters	\$0.00	-\$0.56	\$0.00	-\$152.95	-\$4,418.83	-\$4,572.34	0	0
Public Authority Sales	\$13,525.18	\$2,711.98	\$0.00	\$0.00	\$0.00	\$16,237.16	1	0
Residential	\$1,338,748.44	\$161,182.74	\$84,533.61	\$88,786.07	\$87,181.63	\$1,760,432.49	13,235	6,986
Residential Customer with Commercial Tax	\$8,914.64	\$3,603.94	-\$529.70	-\$191.32	-\$111.12	\$11,686.44	208	90
Transportation	\$710,932.22	\$93,565.19	\$16,282.50	-\$2,194.71	-\$8,138.41	\$810,446.79	26	14
Total	\$3,354,084.51	\$394,658.99	\$119,737.47	\$100,574.37	\$63,842.51	\$4,032,897.85	14,852	7,676

ADID

	August 2020							
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total	Overdue Count 1+ Days	Overdue Count 31+ Days
Commercial Sales	\$920,601.57	\$42,757.12	\$12,767.72	\$11,734.85	\$20,763.57	\$1,008,624.83	946	536
Commercial Tennessee Reduced Rate	\$13,358.26	\$206.27	\$0.00	\$0.00	-\$85.74	\$13,478.79	5	1
Industrial Sales	\$77,789.69	\$14,827.09	-\$4,618.12	\$347.62	-\$28,916.93	\$59,429.35	20	9
Industrial Tennessee Reduced Rate	\$48,204.03	\$15,768.19	-\$10,760.75	-\$1,339.11	-\$857.28	\$51,015.08	6	1
Non Billing Meters	\$0.00	\$0.00	-\$0.56	\$0.00	-\$4,571.78	-\$4,572.34	0	0
Public Authority Sales	\$15,235.33	\$0.00	\$0.00	\$0.00	\$0.00	\$15,235.33	0	0
Residential	\$1,313,462.94	\$120,343.82	\$46,449.20	\$51,294.23	\$133,356.77	\$1,664,906.96	11,929	7,120
Residential Customer with Commercial Tax	\$8,087.89	\$2,973.61	\$584.46	-\$829.40	-\$1,779.14	\$9,037.42	175	101
Transportation	\$704,306.99	\$53,551.29	\$6,289.62	-\$3,072.89	-\$5,611.73	\$755,463.28	13	7
Total	\$3,101,046.70	\$250,427.39	\$50,711.57	\$58,135.30	\$112,297.74	\$3,572,618.70	13,094	7,775

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH SEPTEMBER 2019 & 2020

*****IF AN ACCOUNT IS COUNTED AS 31+ DAYS PAST DUE IT IS ALSO COUNTED AS 1+ DAYS PAST DUE**

ADID	September 2020						Overdue Count 1+ Days	Overdue Count 31+ Days
	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Total		
Commercial Sales	\$975,187.84	\$75,984.82	\$16,320.61	\$5,453.91	\$7,000.99	\$1,079,948.17	1,007	437
Commercial Tennessee Reduced Rate	\$13,377.45	\$433.13	\$0.00	\$0.00	-\$128.02	\$13,682.56	8	0
Industrial Sales	\$221,419.68	\$2,458.61	\$14,768.14	-\$4,588.67	-\$28,721.11	\$205,336.65	25	11
Industrial Tennessee Reduced Rate	\$44,210.72	\$6,074.34	\$86.16	-\$9,492.94	-\$2,078.59	\$38,799.69	10	2
Non Billing Meters	\$0.00	\$0.00	-\$300.00	-\$0.56	-\$4,571.78	-\$4,872.34	0	0
Public Authority Sales	\$13,066.79	\$0.00	\$0.00	\$0.00	\$0.00	\$13,066.79	0	0
Residential	\$1,313,881.76	\$154,071.29	\$39,505.22	\$25,430.14	\$124,872.48	\$1,657,760.89	12,875	6,877
Residential Customer with Commercial Tax	\$8,623.03	\$3,233.77	\$481.86	\$387.69	-\$6,080.80	\$6,645.55	180	98
Transportation	\$1,066,159.39	\$46,256.92	\$20,188.97	\$5,458.89	-\$4,534.00	\$1,133,530.17	16	7
Total	\$3,655,926.66	\$288,512.88	\$91,050.96	\$22,648.46	\$85,759.17	\$4,143,898.13	14,121	7,432

**TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH
SEPTEMBER 2019 & 2020**

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

March 2019	
Contract	Amount
Account	Financed
35	\$13,079.31
102	\$22,776.73
153	\$37,394.53
2	\$311.43
292	\$73,562.00

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

April 2019	
Contract	Amount
Account	Financed
31	\$8,148.09
100	\$18,402.02
141	\$29,950.83
1	\$151.41
273	\$56,652.35

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

May 2019	
Contract	Amount
Account	Financed
25	\$8,599.61
78	\$13,727.95
118	\$23,359.70
221	\$45,687.26

**TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH
SEPTEMBER 2019 & 2020**

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

June 2019	
Contract	Amount
Account	Financed
19	\$4,540.16
56	\$8,773.59
73	\$11,746.51
1	\$113.67
149	\$25,173.93

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

July 2019	
Contract	Amount
Account	Financed
8	\$2,311.47
46	\$6,003.06
67	\$12,350.25
121	\$20,664.78

Installment Plan Category

CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

August 2019	
Contract	Amount
Account	Financed
9	\$4,151.50
1	\$2,396.31
37	\$4,899.37
39	\$6,528.60
1	\$117.97
87	\$18,093.75

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

September 2019	
Contract	Amount
Account	Financed
11	\$3,788.90
31	\$4,249.28
55	\$9,049.67
97	\$17,087.85

**TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH
SEPTEMBER 2019 & 2020**

Installment Plan Category

CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

March 2020		
Contract	Amount	
Account	Financed	
	26	\$9,085.48
	2	\$16,737.22
	76	\$14,306.67
	99	\$22,513.85
	3	\$1,399.33
	206	\$64,042.55

Installment Plan Category

CAS Team Installment Plan
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

April 2020		
Contract	Amount	
Account	Financed	
	9	\$2,824.49
	53	\$10,138.77
	64	\$13,132.57
	1	\$259.28
	127	\$26,355.11

Installment Plan Category

1/5 Down
CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/10 Down
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Supervisor Installment Plan
Grand Total

May 2020		
Contract	Amount	
Account	Financed	
	19	\$4,375.82
	18	\$6,081.02
	1	\$368.22
	2	\$615.10
	41	\$7,885.95
	29	\$6,069.05
	1	\$431.23
	111	\$25,826.39

**TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH
SEPTEMBER 2019 & 2020**

Installment Plan Category

1/5 Down
CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/10 Down
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

June 2020	
Contract	Amount
Account	Financed
43	\$12,630.89
7	\$2,515.07
1	\$5,719.76
14	\$5,714.98
37	\$7,160.89
14	\$4,284.64
116	\$38,026.23

Installment Plan Category

1/5 Down
CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/10 Down
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

July 2020	
Contract	Amount
Account	Financed
40	\$10,524.93
7	\$2,406.92
1	\$558.03
5	\$1,851.18
30	\$4,844.20
23	\$4,686.03
106	\$24,871.29

Installment Plan Category

1/5 Down
CAS Team Installment Plan
Commercial Installment Plan
Residential Installment Plan 1/10 Down
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

August 2020	
Contract	Amount
Account	Financed
58	\$12,952.33
7	\$2,667.26
1	\$452.41
8	\$2,861.41
37	\$6,305.24
18	\$3,171.37
129	\$28,410.02

Installment Plan Category

1/5 Down
CAS Team Installment Plan
Residential Installment Plan 1/10 Down
Residential Installment Plan 1/2 Down
Residential Installment Plan 1/3 Down
Grand Total

September 2020	
Contract	Amount
Account	Financed
84	\$18,591.77
4	\$916.97
12	\$4,268.86
46	\$7,271.09
17	\$2,852.39
163	\$33,901.08