

**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 NOVEMBER 13, 2020 REPORT OF  
EMERGENCY OPERATIONAL AND RESPONSE PLANS**

Pursuant to the Tennessee Public Utility Commission's March 19, 2020, Request and its September 16, 2020 Order Lifting Suspension of Disconnections of Service for Lack of Payment with Conditions, 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 October 1, 2020 and ending October 31, 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: 1,158
- ii. Commercial customers: 6
- iii. Other customer classes: 3

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

- i. Residential customers:
  - 1. Aggregate Number: 13,961
  - 2. Aggregate Amount: \$309,431
- ii. Commercial customers:
  - 1. Aggregate Number: 1,203
  - 2. Aggregate Amount: \$116,269
- iii. Other customer classes:
  - 1. Aggregate Number: 79
  - 2. Aggregate Amount: \$130,010

**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. 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 previously stated, it has worked well in Tennessee and the Company’s other jurisdictions. 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 Atmos Energy’s this report for at least sixty days after the declaration of emergency has passed.

Respectfully submitted,

**NEAL & HARWELL, PLC**



By: \_\_\_\_\_

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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

<b>ADID</b>	<b>March 2019</b>						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
<b>Total</b>	<b>\$9,143,853.95</b>	<b>\$1,105,854.75</b>	<b>\$162,487.60</b>	<b>\$80,579.78</b>	<b>-\$222,843.45</b>	<b>\$10,269,932.63</b>	<b>14,049</b>	<b>4,365</b>

<b>ADID</b>	<b>April 2019</b>						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
<b>Total</b>	<b>\$5,456,261.82</b>	<b>\$847,182.02</b>	<b>\$247,485.66</b>	<b>\$62,589.09</b>	<b>-\$99,563.05</b>	<b>\$6,513,955.54</b>	<b>16,027</b>	<b>4,927</b>

<b>ADID</b>	<b>May 2019</b>						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
<b>Total</b>	<b>\$3,837,720.43</b>	<b>\$567,227.73</b>	<b>\$278,728.16</b>	<b>\$136,060.14</b>	<b>-\$115,156.14</b>	<b>\$4,704,580.32</b>	<b>16,710</b>	<b>6,371</b>

**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

<b>ADID</b>	<b>June 2019</b>						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	\$1,232,335.82	\$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
<b>Total</b>	<b>\$4,226,270.97</b>	<b>\$335,799.77</b>	<b>\$175,188.54</b>	<b>\$154,899.61</b>	<b>-\$21,046.07</b>	<b>\$4,871,112.82</b>	<b>15,153</b>	<b>7,008</b>

<b>ADID</b>	<b>July 2019</b>						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	\$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
<b>Total</b>	<b>\$3,465,304.99</b>	<b>\$357,570.20</b>	<b>\$66,573.84</b>	<b>\$104,971.14</b>	<b>\$34,231.00</b>	<b>\$4,028,651.17</b>	<b>15,924</b>	<b>6,912</b>

<b>ADID</b>	<b>August 2019</b>						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	\$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
<b>Total</b>	<b>\$3,381,179.52</b>	<b>\$301,392.97</b>	<b>\$108,650.83</b>	<b>\$42,535.56</b>	<b>\$77,915.79</b>	<b>\$3,911,674.67</b>	<b>15,883</b>	<b>7,243</b>

**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
<b>Total</b>	<b>\$3,491,227.90</b>	<b>\$126,556.77</b>	<b>\$56,205.57</b>	<b>\$49,877.44</b>	<b>-\$57,744.74</b>	<b>\$3,666,122.94</b>	<b>13,081</b>	<b>7,053</b>

**ADID**

	October 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	\$994,681.42	\$51,257.64	\$1,070.58	-\$337.12	-\$64,439.98	\$982,232.54	1,029	267
Commercial Tennessee Reduced Rate	\$17,720.52	\$191.98	\$58.17	\$0.00	-\$87.14	\$17,883.53	3	1
Industrial Sales	\$82,079.44	-\$27,201.35	\$1,243.62	-\$3,850.48	-\$24,086.62	\$28,184.61	22	5
Industrial Tennessee Reduced Rate	\$52,221.95	\$14,267.14	-\$233.91	\$85.45	\$9,354.17	\$75,694.80	10	1
Non Billing Meters	\$0.00	\$0.00	-\$2.37	\$0.00	-\$3,041.89	-\$3,044.26	0	0
Public Authority Sales	\$15,922.22	\$49.95	\$0.00	\$0.00	\$0.00	\$15,972.17	3	0
Residential	\$1,375,903.96	\$191,173.47	\$17,273.47	-\$3,636.15	-\$223,094.02	\$1,357,620.73	14,659	5,486
Residential Customer with Commercial Tax	\$11,539.01	\$1,925.55	-\$165.38	\$78.01	-\$1,987.22	\$11,389.97	215	128
Transportation	\$543,819.79	\$148,679.04	\$12,103.65	\$9,120.34	\$27,037.10	\$740,759.92	33	7
<b>Total</b>	<b>\$3,093,888.31</b>	<b>\$380,343.42</b>	<b>\$31,347.83</b>	<b>\$1,460.05</b>	<b>-\$280,345.60</b>	<b>\$3,226,694.01</b>	<b>15,974</b>	<b>5,895</b>



**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**

	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
<b>Total</b>	<b>\$7,887,121.93</b>	<b>\$1,219,802.49</b>	<b>\$187,182.53</b>	<b>\$23,614.55</b>	<b>-\$332,030.33</b>	<b>\$8,985,691.17</b>	<b>15,029</b>	<b>4,817</b>

**ADID**

	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
<b>Total</b>	<b>\$5,212,869.76</b>	<b>\$810,059.00</b>	<b>\$373,222.40</b>	<b>\$111,404.52</b>	<b>-\$289,327.49</b>	<b>\$6,218,228.19</b>	<b>14,105</b>	<b>6,359</b>

**ADID**

	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
<b>Total</b>	<b>\$3,871,818.66</b>	<b>\$494,334.82</b>	<b>\$242,985.12</b>	<b>\$261,041.44</b>	<b>-\$197,921.47</b>	<b>\$4,672,258.57</b>	<b>14,407</b>	<b>6,803</b>

**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						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	\$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
<b>Total</b>	<b>\$2,935,594.06</b>	<b>\$351,986.77</b>	<b>\$150,707.53</b>	<b>\$132,497.25</b>	<b>-\$49,579.65</b>	<b>\$3,521,205.96</b>	<b>13,848</b>	<b>6,745</b>

**ADID**

	July 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	\$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
<b>Total</b>	<b>\$3,354,084.51</b>	<b>\$394,658.99</b>	<b>\$119,737.47</b>	<b>\$100,574.37</b>	<b>\$63,842.51</b>	<b>\$4,032,897.85</b>	<b>14,852</b>	<b>7,676</b>

**ADID**

	August 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	\$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
<b>Total</b>	<b>\$3,101,046.70</b>	<b>\$250,427.39</b>	<b>\$50,711.57</b>	<b>\$58,135.30</b>	<b>\$112,297.74</b>	<b>\$3,572,618.70</b>	<b>13,094</b>	<b>7,775</b>

**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
<b>Total</b>	<b>\$3,655,926.66</b>	<b>\$288,512.88</b>	<b>\$91,050.96</b>	<b>\$22,648.46</b>	<b>\$85,759.17</b>	<b>\$4,143,898.13</b>	<b>14,121</b>	<b>7,432</b>

**ADID**

	October 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	\$1,063,574.10	\$80,694.84	\$21,851.50	\$11,630.22	\$2,012.14	\$1,179,762.80	1,199	461
Commercial Tennessee Reduced Rate	\$15,546.74	\$208.60	\$0.00	\$0.00	-\$128.02	\$15,627.32	4	0
Industrial Sales	\$120,623.13	\$45,240.66	\$2,505.59	-\$746.63	-\$23,686.70	\$143,936.05	24	11
Industrial Tennessee Reduced Rate	\$50,166.27	\$24,224.48	\$578.74	\$508.77	-\$9,032.79	\$66,445.47	14	4
Non Billing Meters	\$0.00	\$0.00	\$0.00	-\$300.00	-\$4,572.34	-\$4,872.34	0	0
Public Authority Sales	\$14,859.70	\$570.64	\$0.00	\$0.00	\$0.00	\$15,430.34	26	0
Residential	\$1,494,783.17	\$158,697.25	\$47,832.43	\$30,385.11	\$72,359.28	\$1,804,057.24	13,719	6,970
Residential Customer with Commercial Tax	\$9,536.18	\$5,399.24	\$1,379.04	\$437.55	-\$7,058.66	\$9,693.35	242	91
Transportation	\$918,840.63	\$71,418.31	\$11,364.65	\$7,993.41	\$3,943.18	\$1,013,560.18	15	7
<b>Total</b>	<b>\$3,687,929.92</b>	<b>\$386,454.02</b>	<b>\$85,511.95</b>	<b>\$49,908.43</b>	<b>\$33,836.09</b>	<b>\$4,243,640.41</b>	<b>15,243</b>	<b>7,544</b>

**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

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

**Installment Plan Category**

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

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

**Installment Plan Category**

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

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

**Installment Plan Category**

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

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

**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  
Grand Total

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

**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

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

**Installment Plan Category**

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

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

**Installment Plan Category**

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

<b>October 2019</b>	
Contract	Amount
Account	Financed
5	\$1,699.93
44	\$5,308.67
47	\$6,676.18
<b>96</b>	<b>\$13,684.78</b>

**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  
Grand Total

<b>November 2019</b>		
Contract	Amount	
Account	Financed	
	8	\$3,746.97
	42	\$5,774.19
	45	\$7,634.98
	<b>95</b>	<b>\$17,156.14</b>

**Installment Plan Category**

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

<b>December 2019</b>		
Contract	Amount	
Account	Financed	
	24	\$7,637.39
	74	\$10,419.41
	102	\$20,317.89
	<b>200</b>	<b>\$38,374.69</b>

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

**Installment Plan Category**

CAS Team Installment Plan	26	\$9,085.48
Commercial Installment Plan	2	\$16,737.22
Residential Installment Plan 1/2 Down	76	\$14,306.67
Residential Installment Plan 1/3 Down	99	\$22,513.85
Supervisor Installment Plan	3	\$1,399.33
<b>Grand Total</b>	<b>206</b>	<b>\$64,042.55</b>

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

**Installment Plan Category**

CAS Team Installment Plan	9	\$2,824.49
Residential Installment Plan 1/2 Down	53	\$10,138.77
Residential Installment Plan 1/3 Down	64	\$13,132.57
Supervisor Installment Plan	1	\$259.28
<b>Grand Total</b>	<b>127</b>	<b>\$26,355.11</b>

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

**Installment Plan Category**

1/5 Down	19	\$4,375.82
CAS Team Installment Plan	18	\$6,081.02
Commercial Installment Plan	1	\$368.22
Residential Installment Plan 1/10 Down	2	\$615.10
Residential Installment Plan 1/2 Down	41	\$7,885.95
Residential Installment Plan 1/3 Down	29	\$6,069.05
Supervisor Installment Plan	1	\$431.23
<b>Grand Total</b>	<b>111</b>	<b>\$25,826.39</b>

<b>May 2020</b>		
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
	<b>111</b>	<b>\$25,826.39</b>

**Installment Plan Category**

1/5 Down	43	\$12,630.89
CAS Team Installment Plan	7	\$2,515.07
Commercial Installment Plan	1	\$5,719.76
Residential Installment Plan 1/10 Down	14	\$5,714.98
Residential Installment Plan 1/2 Down	37	\$7,160.89
Residential Installment Plan 1/3 Down	14	\$4,284.64
<b>Grand Total</b>	<b>116</b>	<b>\$38,026.23</b>

<b>June 2020</b>		
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
	<b>116</b>	<b>\$38,026.23</b>

**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

<b>July 2020</b>	
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
<b>106</b>	<b>\$24,871.29</b>

**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

<b>August 2020</b>	
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
<b>129</b>	<b>\$28,410.02</b>

**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

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

**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

<b>October 2020</b>	
Contract	Amount
Account	Financed
113	\$22,861.30
12	\$3,418.68
1	\$171.26
8	\$1,846.84
47	\$12,235.53
26	\$4,976.34
2	\$351.86
<b>209</b>	<b>\$45,861.81</b>