

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 DECEMBER 15, 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 November 1, 2020 and ending November 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: 1,325
- ii. Commercial customers: 9
- iii. Other customer classes: 3

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

- i. Residential customers:
 - 1. Aggregate Number: 19,145
 - 2. Aggregate Amount: \$273,437
- ii. Commercial customers:
 - 1. Aggregate Number: 1,556
 - 2. Aggregate Amount: \$141,254
- iii. Other customer classes:
 - 1. Aggregate Number: 68
 - 2. Aggregate Amount: \$130,557

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 NOVEMBER 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

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH NOVEMBER 2019 & 2020

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

<u>ADID</u>	June 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	\$1,232,335.82	\$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

<u>ADID</u>	July 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	\$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

<u>ADID</u>	August 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	\$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

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH NOVEMBER 2019 & 2020

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

<u>ADID</u>	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

<u>ADID</u>	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
Total	\$3,093,888.31	\$380,343.42	\$31,347.83	\$1,460.05	-\$280,345.60	\$3,226,694.01	15,974	5,895

<u>ADID</u>	November 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	\$2,267,112.91	\$67,512.45	-\$4,571.52	-\$2,150.31	-\$63,626.84	\$2,264,276.69	899	266
Commercial Tennessee Reduced Rate	\$99,141.11	\$1,739.60	\$41.56	\$0.00	-\$87.14	\$100,835.13	6	1
Industrial Sales	\$366,447.90	\$2,167.70	-\$5,500.40	-\$1,420.58	-\$37,316.54	\$324,378.08	15	4
Industrial Tennessee Reduced Rate	\$199,643.41	\$10,247.23	\$0.00	\$0.00	\$9,439.62	\$219,330.26	4	1
Non Billing Meters	\$0.00	-\$293.75	\$0.00	-\$2.37	-\$3,041.89	-\$3,338.01	0	0
Public Authority Sales	\$27,113.78	\$0.00	\$0.00	\$0.00	\$0.00	\$27,113.78	0	0
Residential	\$3,142,521.32	\$233,405.75	\$22,904.22	-\$11,682.14	-\$249,349.05	\$3,137,800.10	12,957	5,241
Residential Customer with Commercial Tax	\$24,287.10	\$2,984.29	\$566.38	-\$207.13	-\$1,904.67	\$25,725.97	242	152
Transportation	\$936,214.87	\$52,535.09	\$15,369.71	\$3,710.33	\$17,989.08	\$1,025,819.08	15	10
Total	\$7,062,482.40	\$370,298.36	\$28,809.95	-\$11,752.20	-\$327,897.43	\$7,121,941.08	14,138	5,675

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH NOVEMBER 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

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH NOVEMBER 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
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						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
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						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
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

Exhibit 1

TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH NOVEMBER 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

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
Total	\$3,687,929.92	\$386,454.02	\$85,511.95	\$49,908.43	\$33,836.09	\$4,243,640.41	15,243	7,544

ADID

	November 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	\$1,527,050.04	\$94,224.48	\$22,642.53	\$11,429.19	\$12,463.48	\$1,667,809.72	1,066	483
Commercial Tennessee Reduced Rate	\$21,908.33	\$458.21	\$163.90	\$0.00	-\$128.02	\$22,402.42	5	2
Industrial Sales	\$175,968.27	\$44,221.14	\$3,990.89	\$2,572.60	-\$21,346.35	\$205,406.55	23	9
Industrial Tennessee Reduced Rate	\$57,350.42	\$26,752.37	\$512.26	\$508.77	-\$4,593.62	\$80,530.20	13	2
Non Billing Meters	\$0.00	\$0.00	\$0.00	\$0.00	-\$4,872.34	-\$4,872.34	0	0
Public Authority Sales	\$18,816.09	\$393.49	\$0.00	\$0.00	\$0.00	\$19,209.58	1	0
Residential	\$1,963,463.72	\$144,608.50	\$35,770.58	\$26,900.93	\$71,587.60	\$2,242,331.33	11,941	6,932
Residential Customer with Commercial Tax	\$13,476.37	\$2,131.53	\$704.18	-\$27.67	-\$8,238.85	\$8,045.56	176	96
Transportation	\$916,859.51	\$37,325.63	\$20,421.69	\$7,745.36	\$12,052.76	\$994,404.95	13	7
Total	\$4,694,892.75	\$350,115.35	\$84,206.03	\$49,129.18	\$56,924.66	\$5,235,267.97	13,238	7,531

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 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

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 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	

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 2019 & 2020

Installment Plan Category

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

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

Installment Plan Category

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

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

Installment Plan Category

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

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

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 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

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 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

Exhibit 1

TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH NOVEMBER 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
Supervisor Installment Plan
Grand Total

October 2020	
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
209	\$45,861.81

Installment Plan Category

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

November 2020	
Contract	Amount
Account	Financed
6	\$2,499.81
3	\$2,719.60
21	\$8,021.41
41	\$7,042.90
21	\$3,629.18
170	\$46,313.46