

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

**IN RE:** )  
 )  
**ONGOING REQUEST FOR** ) 20-00047  
**INFORMATION RELATED TO** )  
**MEASURES TAKEN DURING THE** )  
**CORONAVIRUS COVID-19 PUBLIC** )  
**HEALTH EMERGENCY** )  
 )

**ATMOS ENERGY CORPORATION'S FEBRUARY 12, 2021 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. Effective February 26<sup>th</sup>, 2021, the Company will resume disconnections for non-payment for all classes of customers. Customers were informed of the Company's resumption of normal collection practices via mail the week of January 18<sup>th</sup>, 2021 and Commission Staff was informed that same week. Copies of the form letter sent to customers and the communication with Commission Staff are attached to this report as **Exhibit 1**.

2. Pursuant to the Chairman's Motion, the Company reports the following statistics for the period beginning January 1, 2021 and ending January 31, 2021, which are set forth in more detail in the spreadsheets attached as **Exhibit 2**:

**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: 1,316
- ii. Commercial customers: 12
- iii. Other customer classes: 3

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

- i. Residential customers:
  - 1. Aggregate Number: 12,603
  - 2. Aggregate Amount: \$759,320
- ii. Commercial customers:
  - 1. Aggregate Number: 1,175
  - 2. Aggregate Amount: \$469,615
- iii. Other customer classes:
  - 1. Aggregate Number: 170
  - 2. Aggregate Amount: \$116,655

**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 will be seeking permission to amend its tariff so it can regularly employ this option.

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: \_\_\_\_\_

Erik C. Lybeck, #35233

1201 Demonbreun Street, Ste. 1000

Nashville, TN 37203

(615) 244-1713 – Telephone

(615) 726-0573 – Facsimile

[elybeck@nealharwell.com](mailto:elybeck@nealharwell.com)

*Counsel for Atmos Energy Corporation*

Attachment

# **EXHIBIT**

**1**

Chairman Kenneth Hill  
Tennessee Public Utility Commission  
502 Deaderick Street, 4th Floor  
Nashville, Tennessee 37243

January 22, 2021

Dear Chairman Hill,

Atmos Energy ("Atmos Energy" or "Company") recently filed its January 15, 2021 Monthly Report in Docket No. 20-00047 pursuant to the Tennessee Public Utility Commission's ("Commission") March 19, 2020 Request and its September 16, 2020 Order Lifting Suspensions of Disconnections of Service for Lack of Payment with Conditions ("September Order").

As part of its report, the Company noted that it has not yet resumed disconnections for non-payment, and that when the Company resumes disconnections, it will send out a letter with the required elements from the Chairman's Motion approved on August 11, 2020 in Docket No. 20-00047 ("Approved Motion").

The Company is writing to inform the Commission of its sending out a written notice of its intent to resume its procedures for disconnection of service due to nonpayment of bills for all customer classes. Atmos Energy will follow all notification steps and requirements as outlined in the Commission's September Order and Approved Motion, and a template of our letter to the customer is attached as Exhibit A.

Please contact me any time as needed regarding these matters.

Sincerely,

/s/ Brannon Taylor  
Vice President, Rates & Regulatory  
brannon.taylor@atmosenergy.com

# EXHIBIT A



January 20, 2021

Dear Atmos Energy Customer:

In March 2020 as part of our COVID-19 response and in accordance with the guidelines set by the Tennessee Public Utility Commission, we suspended disconnections for nonpayment. The Commission has since ended the moratorium on utility service disconnections. This letter is to inform you that Atmos Energy will resume disconnection of service for nonpayment of past due balances beginning February 26, 2021.

We recognize that some of our customers are still facing unexpected hardships as a result of the pandemic and may need extra time to pay. Payment plans are available that will spread out the payment of your balance over time. Enrolled customers will not have service disconnected or receive a termination notice, as long as the agreed upon payment plan is followed.

Financial assistance is available through the Low Income Home Energy Assistance Program (LIHEAP), in addition to Atmos Energy's Sharing the Warmth program funds. Financial assistance is available on a first-come, first-served basis to eligible residential customers.

**To enroll in a payment plan or seek financial assistance:**

- To set up a payment plan, call us at 888.286.6700 (toll-free, available Monday-Friday, 7 am – 6 pm, CDT) or login to your Account Center at [atmosenergy.com](http://atmosenergy.com).
- To locate an assistance agency near you, visit [atmosenergy.com/assistance](http://atmosenergy.com/assistance) or call 211.

**To avoid service disconnection:**

- Pay your bill in full
- Enroll in a payment plan and keep up with the terms
- Receive a pledge to pay your balance from an assistance agency

**To make a payment:**

- Pay online at [www.atmosenergy.com](http://www.atmosenergy.com) with a one-time bank draft.
- Call us at 888.286.6700 (toll-free, available Monday-Friday, 7 am – 6 pm, CDT).
- Visit an Authorized Payment Center. To locate one near you, visit [atmosenergy.com/PaymentCenter](http://atmosenergy.com/PaymentCenter). A copy of your bill is required. \*\*Payments to unauthorized payment centers may cause delays and termination of your gas service

**Commercial Customers:**

Commercial customers can make contact at [commercialpaymentplan@atmosenergy.com](mailto:commercialpaymentplan@atmosenergy.com) for payment arrangements.



Atmos Energy Corporation  
PO Box 650205  
Dallas, TX 75265-0205



**If you have not made arrangements to pay your past due balance, your service is subject to disconnection.**

If your service is disconnected, please call 888.286.6700 to schedule re-connection of your gas service. To complete this process, we recommend that you coordinate with a plumber, or a qualified contractor, to perform the lighting of appliances as well as any other work inside your premises. Our technician must meet the person performing this work onsite. **Any charges incurred by the plumber or qualified contractor will be your responsibility.** A responsible adult must be present for Atmos Energy to reconnect your gas service.

A description of utility cutoff procedures may be found in the Company's tariffs at <https://www.atmosenergy.com/utility-operationsrates/tariffs-tennessee/tennessee> and Rule 1220-04-05-.18 for gas utilities at <https://publications.tnsosfiles.com/rules/1220/1220-04/1220-04-05.20180427.pdf>.

Smell gas? Act fast! For a natural gas emergency, call 866.322.8667 anytime.

Sincerely,

Atmos Energy

# **EXHIBIT**

**2**

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

ADID	March 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	\$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

ADID	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

ADID	May 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	\$1,050,759.26	\$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 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

\*\*\*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
<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>

<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
<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>

<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
<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>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

\*\*\*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
<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>

<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
<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>

<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
<b>Total</b>	<b>\$7,062,482.40</b>	<b>\$370,298.36</b>	<b>\$28,809.95</b>	<b>-\$11,752.20</b>	<b>-\$327,897.43</b>	<b>\$7,121,941.08</b>	<b>14,138</b>	<b>5,675</b>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

<u>ADID</u>	December 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	\$2,456,655.27	\$255,865.83	\$1,046.76	-\$4,930.42	-\$56,923.35	\$2,651,714.09	1,289	218
Commercial Tennessee Reduced Rate	\$54,263.47	\$4,730.65	\$41.56	\$0.00	-\$87.14	\$58,948.54	14	1
Industrial Sales	\$309,265.53	\$26,089.36	\$837.55	-\$2,690.43	-\$47,619.50	\$285,882.51	1	0
Industrial Tennessee Reduced Rate	\$171,387.74	\$12,829.75	\$0.00	\$0.00	\$0.00	\$184,217.49	21	5
Non Billing Meters	\$0.00	-\$18.00	-\$293.75	\$0.00	-\$3,044.26	-\$3,356.01	8	0
Public Authority Sales	\$35,807.15	\$0.00	\$0.00	\$0.00	\$0.00	\$35,807.15	0	0
Residential	\$3,264,469.02	\$668,638.76	\$14,199.64	-\$5,880.24	-\$240,828.22	\$3,700,598.96	0	0
Residential Customer with Commercial Tax	\$16,975.16	\$13,219.78	\$276.02	\$395.91	-\$2,699.35	\$28,167.52	14,893	4,465
Transportation	\$994,664.06	\$64,445.22	\$3,496.57	\$3,277.28	\$2,716.65	\$1,068,599.78	333	163
<b>Total</b>	<b>\$7,303,487.40</b>	<b>\$1,045,801.35</b>	<b>\$19,604.35</b>	<b>-\$9,827.90</b>	<b>-\$348,485.17</b>	<b>\$8,010,580.03</b>	<b>15</b>	<b>6</b>

<u>ADID</u>	January 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	\$3,163,213.45	\$226,348.33	-\$3,513.91	-\$6,620.51	-\$72,181.26	\$3,307,246.10	1,050	198
Commercial Tennessee Reduced Rate	\$72,765.42	\$5,641.87	\$91.76	\$0.00	-\$2.14	\$78,496.91	4	1
Industrial Sales	\$666,030.71	\$33,583.72	\$9,207.38	\$15,637.65	\$77,239.06	\$801,698.52	19	5
Industrial Tennessee Reduced Rate	\$244,842.22	\$889.36	\$48.49	\$40.28	\$0.00	\$245,820.35	4	2
Non Billing Meters	\$0.00	\$0.00	-\$145.66	-\$93.20	-\$1,356.27	-\$1,595.13	0	0
Public Authority Sales	\$39,339.57	-\$2.99	\$0.00	\$0.00	\$0.00	\$39,336.58	0	0
Residential	\$3,935,147.04	\$571,943.50	\$71,830.00	-\$22,920.29	-\$227,963.16	\$4,328,037.09	13,026	4,086
Residential Customer with Commercial Tax	\$30,817.94	\$6,992.82	\$975.34	\$89.52	-\$18,102.82	\$20,772.80	162	75
Transportation	\$1,157,609.52	\$128,539.19	\$57,848.65	\$3,563.43	-\$2,775.17	\$1,344,785.62	23	12
<b>Total</b>	<b>\$9,309,765.87</b>	<b>\$973,935.80</b>	<b>\$136,342.05</b>	<b>-\$10,303.12</b>	<b>-\$245,141.76</b>	<b>\$10,164,598.84</b>	<b>14,288</b>	<b>4,379</b>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

\*\*\*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
<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>

<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
<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>

<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
<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>



## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

<u>ADID</u>	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>

<u>ADID</u>	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>

<u>ADID</u>	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>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

<u>ADID</u>	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>

<u>ADID</u>	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>

<u>ADID</u>	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
<b>Total</b>	<b>\$4,694,892.75</b>	<b>\$350,115.35</b>	<b>\$84,206.03</b>	<b>\$49,129.18</b>	<b>\$56,924.66</b>	<b>\$5,235,267.97</b>	<b>13,238</b>	<b>7,531</b>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

<u>ADID</u>	December 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	\$2,641,063.89	\$518,131.88	\$25,556.99	\$14,465.98	\$27,208.91	\$3,226,427.65	2,017	382
Commercial Tennessee Reduced Rate	\$62,374.02	\$6,806.09	\$278.06	\$122.07	-\$86.19	\$69,494.05	12	2
Industrial Sales	\$222,885.31	\$35,193.85	\$6,740.41	\$3,990.89	-\$14,168.48	\$254,641.98	36	14
Industrial Tennessee Reduced Rate	\$152,789.52	\$40,670.08	\$12,846.90	\$512.26	-\$2,601.36	\$204,217.40	14	3
Non Billing Meters	\$0.00	\$0.00	\$0.00	\$0.00	-\$2,032.08	-\$2,032.08	0	0
Public Authority Sales	\$29,906.05	\$4,145.82	\$0.00	\$0.00	\$0.00	\$34,051.87	119	0
Residential	\$3,139,730.61	\$544,604.25	\$86,459.06	\$19,374.18	\$90,818.17	\$3,880,986.27	17,154	7,231
Residential Customer with Commercial Tax	\$19,101.21	\$16,549.14	\$546.54	\$300.99	-\$10,667.93	\$25,829.95	359	84
Transportation	\$866,392.27	\$92,720.20	\$21,513.61	\$19,987.58	\$22,634.13	\$1,023,247.79	17	8
<b>Total</b>	<b>\$7,134,242.88</b>	<b>\$1,258,821.31</b>	<b>\$153,941.57</b>	<b>\$58,753.95</b>	<b>\$111,105.17</b>	<b>\$8,716,864.88</b>	<b>19,728</b>	<b>7,724</b>

<u>ADID</u>	January 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	\$3,704,798.83	\$230,706.11	\$5,933.27	-\$3,100.57	-\$56,267.42	\$3,882,070.22	1,057	239
Commercial Tennessee Reduced Rate	\$79,284.80	\$1,594.00	\$37.47	\$0.00	-\$87.14	\$80,829.13	5	1
Industrial Sales	\$461,771.42	\$11,925.75	-\$3,262.93	-\$4,624.15	-\$17,161.84	\$448,648.25	18	3
Industrial Tennessee Reduced Rate	\$268,945.81	\$6,296.67	\$0.00	\$0.00	\$0.00	\$275,242.48	6	0
Non Billing Meters	\$0.00	\$0.00	-\$132.15	-\$293.75	-\$3,044.26	-\$3,470.16	0	0
Public Authority Sales	\$38,501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$38,501.00	0	0
Residential	\$4,293,402.19	\$610,672.38	\$104,172.48	-\$16,978.69	-\$223,581.58	\$4,767,686.78	13,158	4,493
Residential Customer with Commercial Tax	\$43,366.96	\$7,628.08	\$1,713.45	\$62.00	-\$2,482.69	\$50,287.80	257	171
Transportation	\$1,001,328.78	\$88,776.64	\$41,568.43	\$2,190.79	\$19,063.09	\$1,152,927.73	16	10
<b>Total</b>	<b>\$9,891,399.79</b>	<b>\$957,599.63</b>	<b>\$150,030.02</b>	<b>-\$22,744.37</b>	<b>-\$283,561.84</b>	<b>\$10,692,723.23</b>	<b>14,517</b>	<b>4,917</b>

## Exhibit 2

### TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH JANUARY 2019 to 2021

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

#### ADID

	January 2021							
	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	\$4,183,342.46	\$339,387.15	\$61,994.01	\$21,655.76	\$41,571.60	\$4,647,950.98	1,168	442
Commercial Tennessee Reduced Rate	\$76,906.25	\$4,453.11	\$370.26	\$188.96	-\$5.95	\$81,912.63	7	1
Industrial Sales	\$543,533.26	\$37,525.59	\$8,448.48	\$6,349.20	-\$8,292.00	\$587,564.53	33	14
Industrial Tennessee Reduced Rate	\$204,133.72	\$15,601.70	\$2,207.47	\$678.90	\$1,774.65	\$224,396.44	6	3
Non Billing Meters	-\$445.28	\$0.00	\$0.00	\$0.00	-\$1,757.44	-\$2,202.72	0	0
Public Authority Sales	\$30,394.02	\$5,516.29	\$0.00	\$0.00	\$0.00	\$35,910.31	119	0
Residential	\$4,245,327.01	\$455,710.38	\$134,774.93	\$59,487.06	\$112,464.50	\$5,007,763.88	12,398	6,717
Residential Customer with Commercial Tax	\$25,984.28	\$8,249.58	\$1,105.33	-\$49.52	-\$12,422.75	\$22,866.92	205	87
Transportation	\$1,007,617.88	-\$14,214.41	\$19,144.46	\$13,994.26	\$29,678.02	\$1,056,220.21	12	8
<b>Total</b>	<b>\$10,316,793.60</b>	<b>\$852,229.39</b>	<b>\$228,044.94</b>	<b>\$102,304.62</b>	<b>\$163,010.63</b>	<b>\$11,662,383.18</b>	<b>13,948</b>	<b>7,272</b>

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

**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
	<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

April 2019		
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

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

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

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

**Installment Plan Category**

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

July 2019	
Contract Account	Amount 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

August 2019	
Contract Account	Amount 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

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

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

#### 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
	<b>96</b>	<b>\$13,684.78</b>

#### 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
	<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

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

January 2019		
Contract	Amount	
Account	Financed	
	37	\$12,707.49
	113	\$18,143.96
	172	\$34,998.97
	1	\$208.82
	<b>323</b>	<b>\$66,059.24</b>

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

#### 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
	<b>206</b>	<b>\$64,042.55</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

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



## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

#### 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 Account	Amount 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>

#### 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 Account	Amount 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

August 2020	
Contract Account	Amount 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

September 2020	
Contract Account	Amount 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>

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

#### 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 Account	Amount 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>

#### 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 Account	Amount Financed
6	\$2,499.81
3	\$2,719.60
21	\$8,021.41
41	\$7,042.90
21	\$3,629.18
<b>170</b>	<b>\$46,313.46</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

December 2020	
Contract Account	Amount Financed
64	\$16,284.77
2	\$675.65
2	\$2,449.67
5	\$1,777.74
63	\$10,110.55
21	\$3,043.48
1	\$367.56
<b>158</b>	<b>\$34,709.42</b>

#### Installment Plan Category

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

January 2020	
Contract Account	Amount Financed
26	\$8,550.70
77	\$12,243.69
174	\$35,035.34
<b>277</b>	<b>\$55,829.73</b>

## Exhibit 2

### TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH JANUARY 2019 - 2021

#### 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

January 2021	
Contract	Amount
Account	Financed
116	\$27,014.09
5	\$1,916.97
1	\$456.75
7	\$2,691.33
75	\$13,794.52
32	\$7,311.38
<b>236</b>	<b>\$53,185.04</b>