

**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 APRIL 15, 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 resumed 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. Although the Company has not disconnected any customers to date, it anticipates resuming disconnection for non-payment in the coming months.

2. Pursuant to the Chairman's Motion, the Company reports the following statistics for the period beginning March 1, 2021 and ending March 31, 2021, 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: 1,936

ii. Commercial customers: 21

iii. Other customer classes: 3

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

i. Residential customers:

1. Aggregate Number: 13,547

2. Aggregate Amount: \$1,205,786

ii. Commercial customers:

1. Aggregate Number: 1,128

2. Aggregate Amount: \$486,794

iii. Other customer classes:

1. Aggregate Number: 168

2. Aggregate Amount: \$100,928

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

1. Aggregate FY 2021 Write-Offs: \$87,882

2. Aggregate FY 2021 Bad Debt Expense: \$615,349

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 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**

# Exhibit 1

## TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH MARCH 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						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>

### 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
<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>

### ADID

	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
<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>

# Exhibit 1

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

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

### ADID

	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>

### ADID

	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>

### ADID

	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 1

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

\*\*\*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>

### ADID

	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 1

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

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

### ADID

	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>

### ADID

	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>

### ADID

	February 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	\$3,791,065.91	\$232,536.76	\$8,550.37	-\$4,316.97	-\$65,078.60	\$3,962,757.47	947	172
Commercial Tennessee Reduced Rate	\$73,394.04	-\$724.05	-\$39.59	-\$39.59	-\$553.29	\$72,037.52	7	0
Industrial Sales	\$754,841.61	\$31,642.86	\$32,470.77	\$9,731.60	\$92,273.81	\$920,960.65	25	7
Industrial Tennessee Reduced Rate	\$323,261.28	\$7,645.80	\$2.08	\$0.00	\$0.00	\$330,909.16	6	1
Non Billing Meters	\$0.00	-\$0.80	\$0.00	-\$145.66	-\$1,748.50	-\$1,894.96	0	0
Public Authority Sales	\$41,260.24	-\$1.04	\$0.00	\$0.00	\$0.00	\$41,259.20	0	0
Residential	\$4,641,076.87	\$760,458.96	\$77,402.28	-\$4,824.52	-\$221,155.83	\$5,252,957.76	12,715	3,584
Residential Customer with Commercial Tax	\$44,430.92	\$7,049.02	\$796.12	\$382.79	-\$18,524.97	\$34,133.88	150	64
Transportation	\$1,013,797.46	\$87,617.98	\$33,865.54	\$18,483.73	-\$803.95	\$1,152,960.76	23	10
<b>Total</b>	<b>\$10,683,128.33</b>	<b>\$1,126,225.49</b>	<b>\$153,047.57</b>	<b>\$19,271.38</b>	<b>-\$215,591.33</b>	<b>\$11,766,081.44</b>	<b>13,873</b>	<b>3,838</b>

# Exhibit 1

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

\*\*\*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>

# Exhibit 1

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

\*\*\*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>

# Exhibit 1

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

\*\*\*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>

### 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
<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 1

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

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

### ADID

	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>

### ADID

	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>

### ADID

	February 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	\$3,950,201.38	\$254,950.05	\$4,545.42	-\$33,232.37	-\$58,362.80	\$4,118,101.68	965	202
Commercial Tennessee Reduced Rate	\$73,703.85	\$3,505.36	\$0.00	\$37.47	-\$87.14	\$77,159.54	9	1
Industrial Sales	\$721,517.15	\$9,334.23	-\$5,629.87	-\$2,945.36	-\$19,126.21	\$703,149.94	24	6
Industrial Tennessee Reduced Rate	\$236,758.71	\$24,630.20	\$0.00	\$0.00	\$0.00	\$261,388.91	9	1
Non Billing Meters	\$0.00	\$0.00	\$0.00	-\$132.15	-\$3,338.01	-\$3,470.16	0	0
Public Authority Sales	\$37,604.95	\$0.00	\$0.00	\$0.00	\$0.00	\$37,604.95	0	0
Residential	\$4,513,029.19	\$682,516.21	\$74,455.21	\$10,615.03	-\$227,630.76	\$5,052,984.88	12,780	3,809
Residential Customer with Commercial Tax	\$35,259.44	\$12,915.22	\$1,389.20	\$1,709.00	-\$10,360.94	\$40,911.92	191	81
Transportation	\$1,097,311.15	\$41,230.22	\$8,848.08	-\$8,196.41	-\$1,429.29	\$1,137,763.75	15	8
<b>Total</b>	<b>\$10,665,385.82</b>	<b>\$1,029,081.49</b>	<b>\$83,608.04</b>	<b>-\$32,144.79</b>	<b>-\$320,335.15</b>	<b>\$11,425,595.41</b>	<b>13,993</b>	<b>4,108</b>

# Exhibit 1

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

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

### ADID

	March 2021						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	\$2,210,230.17	\$283,956.96	\$93,856.07	\$40,308.95	\$55,950.03	\$2,684,302.18	1,119	389
Commercial Tennessee Reduced Rate	\$37,738.77	\$10,636.45	\$798.89	\$732.77	\$554.27	\$50,461.15	9	1
Industrial Sales	\$500,069.36	\$48,724.41	-\$6,176.69	\$1,005.84	-\$10,129.56	\$533,493.36	22	7
Industrial Tennessee Reduced Rate	\$101,547.65	\$10,400.57	\$802.36	\$39.84	\$444.05	\$113,234.47	9	2
Non Billing Meters	\$0.00	-\$26.79	-\$445.28	\$0.00	-\$1,515.92	-\$1,987.99	0	0
Public Authority Sales	\$22,919.66	\$5,401.79	\$0.00	\$0.00	\$0.00	\$28,321.45	127	0
Residential	\$2,525,429.86	\$674,890.31	\$252,171.60	\$115,827.21	\$171,421.05	\$3,739,740.03	13,402	6,215
Residential Customer with Commercial Tax	\$16,796.90	\$6,672.59	-\$154.87	-\$1,036.77	-\$14,005.49	\$8,272.36	145	55
Transportation	\$1,062,349.61	\$36,428.15	-\$58,372.74	\$7,247.49	\$32,255.96	\$1,079,908.47	10	6
<b>Total</b>	<b>\$6,477,081.98</b>	<b>\$1,077,084.44</b>	<b>\$282,479.34</b>	<b>\$164,125.33</b>	<b>\$234,974.39</b>	<b>\$8,235,745.48</b>	<b>14,843</b>	<b>6,675</b>

# Exhibit 1

## TENNESSEE ACCOUNT RECEIVABLE FOR MARCH THROUGH MARCH 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>	January 2021						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	\$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>

  

<u>ADID</u>	February 2021						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	\$4,245,392.26	\$507,339.25	\$68,699.37	\$34,966.82	\$34,554.02	\$4,890,951.72	1,401	383
Commercial Tennessee Reduced Rate	\$73,633.20	\$11,699.29	\$1,085.43	\$559.22	-\$5.95	\$86,971.19	12	2
Industrial Sales	\$400,986.48	\$40,862.74	\$11,612.79	\$6,448.91	-\$290.14	\$459,620.78	33	14
Industrial Tennessee Reduced Rate	\$199,268.63	\$44,848.60	\$6,777.64	\$2,206.87	\$2,453.55	\$255,555.29	15	2
Non Billing Meters	\$0.00	-\$445.28	\$0.00	\$0.00	-\$1,626.42	-\$2,071.70	0	0
Public Authority Sales	\$29,263.60	\$7,561.64	\$0.00	\$0.00	\$0.00	\$36,825.24	167	0
Residential	\$4,328,177.94	\$715,664.18	\$178,724.86	\$90,202.73	\$109,216.95	\$5,421,986.66	14,063	5,900
Residential Customer with Commercial Tax	\$29,499.54	\$13,275.44	-\$34.54	\$736.55	-\$13,445.99	\$30,031.00	210	66
Transportation	\$1,045,458.96	-\$75,443.00	-\$2,156.06	\$5,761.21	\$36,650.53	\$1,010,271.64	13	4
<b>Total</b>	<b>\$10,351,680.61</b>	<b>\$1,265,362.86</b>	<b>\$264,709.49</b>	<b>\$140,882.31</b>	<b>\$167,506.55</b>	<b>\$12,190,141.82</b>	<b>15,914</b>	<b>6,371</b>

# Exhibit 1

## TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH MARCH 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>	

### 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	
<b>149</b>	<b>\$25,173.93</b>	



# Exhibit 1

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

### 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	
<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	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

September 2019		
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

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>	

# Exhibit 1

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

### 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>	

### 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

February 2019		
Contract	Amount	
Account	Financed	
28	\$8,764.78	
1	\$1,234.47	
78	\$15,504.20	
141	\$32,338.63	
2	\$426.89	
<b>250</b>	<b>\$58,268.97</b>	

# Exhibit 1

## TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH MARCH 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>

### 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
	<b>116</b>	<b>\$38,026.23</b>

# Exhibit 1

## TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH MARCH 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

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
	<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	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

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
	<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

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
	<b>209</b>	<b>\$45,861.81</b>

# Exhibit 1

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

### 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
	<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	Amount	
Account	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>

### Row Labels

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

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

February 2020		
Contract	Amount	
Account	Financed	
	37	\$16,077.34
	1	\$11,656.55
	76	\$16,259.48
	143	\$31,362.88
	2	\$1,513.87
	<b>259</b>	<b>\$76,870.12</b>

# Exhibit 1

## TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH MARCH 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

March 2021	
Contract	Amount
Account	Financed
156	\$9,349.91
15	\$702.27
5	\$798.20
31	\$2,027.42
81	\$5,457.18
41	\$2,619.21
3	\$51.47
<b>332</b>	<b>\$21,005.66</b>

# Exhibit 1

## TENNESSEE INSTALLMENT PLANS FOR MARCH THROUGH MARCH 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>	

### 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

February 2021		
Contract	Amount	
Account	Financed	
214	\$64,129.68	
5	\$1,756.69	
4	\$5,102.79	
32	\$13,452.49	
84	\$20,749.45	
58	\$12,736.77	
<b>397</b>	<b>\$117,927.87</b>	