

## OPALCO COVID-19 Update

### Member Donations to COVID-19 Relief Efforts

Staff continue to communicate with members regarding the COVID-19 relief measures, including a request for donations. Staff continues to encourage members to donate to our PAL program.

### Member Assistance Measures \*03/20/2020 through 07/23/2020

All totals below are within the Board approved measure amounts.

Measure	Description	Benefit	# of Accounts	Cost to Date (\$)	Comment
<b>Waive Fees<sup>1</sup></b>	No member action required – automatic.	Varies	8,239	\$76,646.69 (Estimated)	Considered lost revenue. Typically, these fees range ~\$135k to ~\$145k per year. Average is \$95.66.
<b>No Disconnection for Non-payment<sup>2</sup></b>	No member action required – automatic.	Varies	1,001	\$50,050.00	Only counts \$50 reconnect fees, not AR balance.
<b>Payment Plans</b>	Every account in arrears is essentially on a payment plan.	Varies	60	\$31,199.80	Payment Arrangements in the system. Expected to receive a majority of these funds. Note that some are now for inactive accounts.
<b>Extend Project PAL Benefits</b>	COVID PAL grants through June 30 <sup>th</sup> .	\$100	150	\$15,000	All allocated funds distributed.
<b>Energy Assist (EAP) COVID-qualified</b>	Members qualify by checking COVID box. Assistance ranges from \$31.41 to \$61.41 (depending on household size) through June 30 <sup>th</sup> .	Varies, 2 mos.	136	\$5,130.12	The existing program participants were 153 for \$5,765.73 in addition to these numbers. All EAP participants are also eligible for a \$25 bill credit on their Rock Island bill (show Rock Island your OPALCO bill credit). Board approved amount OPALCO \$50K and RIC \$15K.
<b>EAP-C Commercial Assistance</b>	Monthly bill credit equal to service access charge for up to two billing periods through June 30 <sup>th</sup> .	\$67.57 per mo.	182	\$17,027.64	Requires a payment plan if account has unpaid balances. All EAP participants are also eligible for a \$25 bill credit on their Rock Island bill (show Rock Island your OPALCO bill credit). Board approved amount \$100K.
<b>Switch it Up payment deferrals</b>	Participants in the Switch it Up program can defer their on-bill finance payments for up to six months.	Varies	1	\$2,888.13	Payment deferral only. Note, current deferral is for one large commercial account.
<b>Community Solar donations</b>	Decatur Community Solar Project participants may donate their production credits to benefit the EAP.	Varies	19	\$585.07 (donated credits)	One additional member donated their units in July, and one dropped off.
<b>Total</b>			<b>9,788</b>	<b>\$198,527.45</b>	<b>Accounts in multiple programs will be double counted.</b>

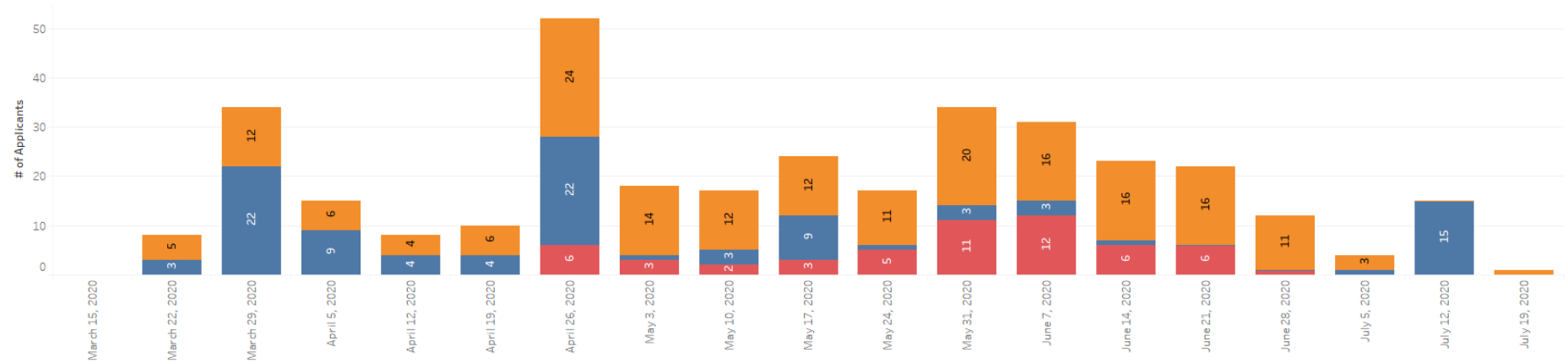
<sup>1</sup> Estimated fees are comprised of **virtual** penalties and disconnect notice fees that are run through a test environment. Note that the process applies a 5% penalty to the total balance post-due date; however, the total balances on accounts are at an all-time high, as we are not charging penalties and have been very flexible on due dates during the pandemic. Accounts with a payment arrangement in the system are not included in this estimate.

<sup>2</sup>Includes \$50 reconnect fees that would have been charged. This number *ignores* any accounts with a payment arrangement in place.

**Relief measure applications from March 20<sup>th</sup> through July 23<sup>rd</sup> by week:**

- 101 applications for EAP-C (COVID-19)
- 189 applications for EAP Residential (COVID-19 related)
- 55 PAL COVID-19
- 345 total COVID-19 related applications received

COVID-19 Assistance Applications (Week)



COVID-19 Assistance Applications Cumulative (by Week)

