

**BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of Evergy)
Metro, Inc. d/b/a Evergy Missouri Metro and)
Evergy Missouri West, Inc. d/b/a Evergy) File No. EU-2020-0350
Missouri West for an Accounting Authority)
Order Allowing the Companies to Record and)
Preserve Costs Related to COVID-19 Expenses)

QUARTERLY COMPLIANCE FILING

COMES NOW, Evergy Metro, Inc., d/b/a/ Evergy Missouri Metro (“Evergy Metro”) and Evergy Missouri West, Inc. (“Evergy Missouri West”) (collectively, “Evergy” or “Company”), and submit this compliance filing, as required by the Order of the Missouri Public Service Commission (“Commission”) issued in this docket on January 13, 2021 (“Order”). In its Order the Commission granted in part and denied in part the *Application for Accounting Authority Order Related to COVID-19 Costs and Financial Impacts* submitted on May 6, 2020 by the Company (“Application”). The Order identified periodic reporting requirements, which will be submitted in this docket.¹

1. Pursuant to the requirements of the Order:

82. The signatories to the Agreement propose Evergy file an initial report and updated quarterly reports to “identify all cost increases and decreases related to the pandemic” to date.¹⁷⁹

83. In addition to specifying all cost increases and decreases related to the pandemic, the proposed initial and quarterly reports are required to include the following information:

- (a) The number of customers, by customer class;
- (b) The number of customers, by customer class, voluntarily disconnected by month;

¹ “9. Evergy shall comply with the reporting requirements stated in the Agreement at paragraphs 9, 10, 11 and 12. 10. Within two weeks after the effective date of this order, Evergy shall file an initial report in this case, as proposed by the Agreement. Updated reports shall be filed quarterly within 45 days of the end of each quarter until all costs and savings through March 31, 2021, are accounted for in an updated report.” See, Order, Ordering ¶9-10, p. 47.

- (c) The number of customers, by customer class, involuntarily disconnected by month;
- (d) Number of utility reconnections, reported by month;
- (e) Number of customers on a utility payment plan, by payment plan type (including budget billing), by month;
- (f) Total dollar amount of arrearages by customer class;
- (g) The number of accounts in arrearage by customer class in increments (e.g., less than \$100, \$101 to \$250, \$251 to \$500, \$501 to \$750, \$751 to \$1000, \$1001 to \$1500, \$1501 to \$2000, \$2000 to \$2500, \$2501 to \$3000, and \$3000+) by month;
- (h) The range of arrearage amounts by customer class (i.e., current high and low dollar amount) and the mean average;
- (i) A quantification of total past-due customer arrearages and number of customers experiencing arrearages, that are thirty, sixty, and ninety days overdue; and
- (j) Total dollar amount of accounts receivable balances, including accounts receivable balances that are subject to payment plan agreements, by customer class.

84. Under the Agreement, the initial quarterly report is required no later than two weeks after an AAO is issued and should identify cost categories to be tracked and deferred from March 1 through June 30, 2020.

85. The Agreement proposes that quarterly reports, updating the initial report, be required within 45 days of the end of each quarter. As proposed, the reports are required “until the conclusion of the update or true-up period, if applicable, in [Eversys’s] next general rate case.”

86. Arrearage amounts proposed to be reported are defined to include only past-due bills. Costs are to be “tracked by month” in the initial and quarterly reports.²

2. In accordance with the above-referenced Order condition(s), the Company hereby submits to the Commission the attached report, which includes all information required by the Order.

² See, *Order*, ¶82-86, pp. 37-38.

Respectfully submitted,

/s/ Robert J. Hack

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**Attorneys for Evergy Missouri Metro and
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served, either electronically or by hand delivery or by First Class United States Mail, postage prepaid, on this 13th day of May 2021, on the parties of record as set out on the official Service List maintained by the Data Center of the Missouri Public Service Commission for this case.

/s/ Robert J. Hack

**Counsel for Evergy Missouri Metro and
Evergy Missouri West**

**EXHIBITS 1 and 2
CONTAIN CONFIDENTIAL
INFORMATION
NOT AVAILABLE TO THE PUBLIC.

ORIGINALS FILED UNDER SEAL.**

**EU-2020-0350 MO COVID AAO
Stipulation & Agreement
Paragraph 9 (a) number of customers, by customer class**

Residential Customer Counts	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West	293,539	294,676	291,686	292,521	292,828	292,729	292,725	293,190	291,998	292,395	290,180	291,658
Missouri Metro	260,207	261,593	262,886	263,736	264,594	264,055	263,488	263,343	262,269	264,548	263,066	264,166
Total	553,746	556,269	554,572	556,257	557,422	556,784	556,213	556,533	554,267	556,943	553,246	555,824
Commercial Customer Counts	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West	39,626	39,592	39,598	39,604	39,715	39,812	39,874	39,917	40,114	40,087	41,005	41,121
Missouri Metro	33,761	33,705	33,731	33,828	33,685	33,630	33,756	33,706	33,154	33,217	34,657	34,869
Total	73,387	73,297	73,329	73,432	73,400	73,442	73,630	73,623	73,268	73,304	75,662	75,990
TOTAL Customer Counts	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West	333,165	334,268	331,284	332,125	332,543	332,541	332,599	333,107	332,112	332,482	331,185	332,779
Missouri Metro	293,968	295,298	296,617	297,564	298,279	297,685	297,244	297,049	295,423	297,765	297,723	299,035
Total	627,133	629,566	627,901	629,689	630,822	630,226	629,843	630,156	627,535	630,247	628,908	631,814

**EU-2020-0350 MO COVID AAO
Stipulation & Agreement
Paragraph 9 - (b) number of customers, by customer class, voluntarily disconnected by month**

Voluntary Disconnects/Turn Offs

Division/Class 2020	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West Total	6,021	6,560	7,583	8,591	7,333	6,843	6,888	5,854	6,290	4,504	4,553	7,022
- Residential	5,739	6,334	7,297	8,195	7,042	6,477	6,581	5,578	5,949	4,254	4,247	6,687
- Commercial	282	226	286	396	291	366	307	276	341	250	306	335
Missouri Metro Total	7,977	8,617	10,977	12,041	10,007	9,473	9,630	7,709	8,359	6,515	6,839	10,033
- Residential	7,725	8,368	10,705	11,700	9,738	9,219	9,313	7,423	7,964	6,282	6,473	9,700
- Commercial	252	249	272	341	269	254	317	286	395	233	366	333
Total Missouri	13,998	15,177	18,560	20,632	17,340	16,316	16,518	13,563	14,649	11,019	11,392	17,055
- Residential	13,464	14,702	18,002	19,895	16,780	15,696	15,894	13,001	13,913	10,536	10,720	16,387
- Commercial	534	475	558	737	560	620	624	562	736	483	672	668

EU-2020-0350 MO COVID AAO

Stipulation & Agreement

Paragraph 9 (c) number of customers, by customer class, involuntarily disconnected by month

Total Customers Disconnected for Non-Payment

Division/Class	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West Total	-	-	-	1,336	2,629	2,196	1,988	376	22	-	-	-
- Residential	-	-	-	1,268	2,551	2,128	1,921	347	-	-	-	-
- Commercial	-	-	-	68	78	68	67	29	22	-	-	-
Missouri Metro Total	-	-	-	1,862	3,104	3,324	2,943	730	41	-	-	-
- Residential	-	-	-	1,758	2,945	3,221	2,828	667	-	-	-	-
- Commercial	-	-	-	104	159	103	115	63	41	-	-	-
Total Missouri	-	-	-	3,198	5,733	5,520	4,931	1,106	63	-	-	-
- Residential	-	-	-	3,026	5,496	5,349	4,749	1,014	-	-	-	-
- Commercial	-	-	-	172	237	171	182	92	63	-	-	-

EU-2020-0350 MO COVID AAO
 Stipulation & Agreement
 Paragraph 9 (d) number of utility reconnections, reported by month

Reconnect Data

Division/Class	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West Total	4	4	3	840	2,110	1,810	1,735	327	14	-	3	1
- Residential	3	3	3	805	2,062	1,771	1,683	302	2	-	3	1
- Commercial	1	1	0	35	48	39	52	25	12	0	0	0
Missouri Metro Total	1	3	10	1,140	2,375	2,638	2,494	610	64	4	1	2
- Residential	0	3	7	1087	2260	2563	2392	567	13	4	0	2
- Commercial	1	-	3	53	115	75	102	43	51	-	1	-
Total Missouri	5	7	13	1,980	4,485	4,448	4,229	937	78	4	4	4
- Residential	3	6	10	1,892	4,322	4,334	4,075	869	15	4	3	3
- Commercial	2	1	3	88	163	114	154	68	63	-	1	-

**EU-2020-0350 MO COVID AAO
Stipulation & Agreement
Paragraph 9 (e) number of customers on a utility payment plan, by payment plan type (including budget billing) by month**

Number of Residential Customers on Payment Plans (excluding budget billing)

Division/Class	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West Total	6,628	5,092	5,419	9,769	12,839	12,170	11,836	12,166	11,173	8,890	9,242	10,554
- Residential	6,551	5,021	5,346	9,591	12,600	11,996	11,669	12,010	11,020	8,758	9,085	10,391
- Commercial	77	71	73	178	239	174	167	156	153	132	157	163
Missouri Metro Total	9,467	7,331	7,900	13,803	17,583	17,383	16,633	17,437	15,631	11,274	12,312	13,498
- Residential	9,361	7,228	7,768	13,558	17,228	17,120	16,416	17,199	15,450	11,109	12,136	13,298
- Commercial	106	103	132	245	355	263	217	238	181	165	176	200
Total Missouri	16,095	12,423	13,319	23,572	30,422	29,553	28,469	29,603	26,804	20,164	21,554	24,052
- Residential	15,912	12,249	13,114	23,149	29,828	29,116	28,085	29,209	26,470	19,867	21,221	23,689
- Commercial	183	174	205	423	594	437	384	394	334	297	333	363

Number of Residential Customers on Budget Billing

Division	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Missouri West	57,566	57,381	57,458	58,404	57,605	58,082	57,459	57,607	57,390	56,888	60,857	62,702
Missouri Metro	50,868	50,399	50,780	52,086	51,314	51,395	50,576	51,133	50,697	50,010	53,752	55,507
Total Missouri	108,434	107,780	108,238	110,490	108,919	109,477	108,035	108,740	108,087	106,898	114,609	118,209

**EU-2020-0350 MO COVID AAO
Stipulation & Agreement
Paragraph 9 (f) total dollar amount of arrearages by customer class**

		<u>Arrears Balances - Active Accounts Excluding Pay Arrangements</u>				<u># of Active Accounts in Arrears Excluding Pay Arrangements</u>			
		Total Arrears	30 - 59 Days	60 - 89 Days	90+ Days	Total	30 - 59	60 - 89	90+
April-20									
Mo Metro									
Apr-20	Residential	\$ 12,524,975.81	\$ 9,981,440.71	\$ 425,341.25	\$ 2,118,193.85	45,818	24,431	5,048	16,339
	Commercial	\$ 2,005,118.29	\$ 1,160,138.83	\$ 544,427.79	\$ 300,551.67	2,671	1,398	671	602
	Total Arrears	\$ 14,530,094.10	\$ 11,141,579.54	\$ 969,769.04	\$ 2,418,745.52	48,489	25,829	5,719	16,941
Mo West									
Apr-20	Residential	\$ 9,164,009.84	\$ 7,110,689.79	\$ 464,224.68	\$ 1,589,095.37	36,762	19,545	4,591	12,626
	Commercial	\$ 1,533,235.43	\$ 893,571.70	\$ 241,075.63	\$ 398,588.10	2,533	1,457	571	505
	Total Arrears	\$ 10,697,245.27	\$ 8,004,261.49	\$ 705,300.31	\$ 1,987,683.47	39,295	21,002	5,162	13,131
May-20									
Mo Metro									
May-20	Residential	\$ 13,098,851.31	\$ 10,979,678.35	\$ 369,415.39	\$ 1,749,757.57	43,859	21,549	5,507	16,803
	Commercial	\$ 3,357,105.57	\$ 2,274,956.28	\$ 592,886.35	\$ 489,262.94	2,781	1,265	630	886
	Total Arrears	\$ 16,455,956.88	\$ 13,254,634.63	\$ 962,301.74	\$ 2,239,020.51	46,640	22,814	6,137	17,689
Mo West									
May-20	Residential	\$ 9,546,742.71	\$ 7,206,697.55	\$ 294,380.49	\$ 2,045,664.67	35,815	17,874	4,182	13,759
	Commercial	\$ 1,403,373.38	\$ 694,157.16	\$ 255,143.91	\$ 454,072.31	2,344	1,107	547	690
	Total Arrears	\$ 10,950,116.09	\$ 7,900,854.71	\$ 549,524.40	\$ 2,499,736.98	38,159	18,981	4,729	14,449
Jun-20									
Mo Metro									
Jun-20	Residential	\$ 9,562,263.58	\$ 5,989,490.81	\$ 220,357.12	\$ 3,352,415.65	41,785	19,180	4,976	17,629
	Commercial	\$ 3,249,790.98	\$ 2,321,316.94	\$ 363,078.80	\$ 565,395.24	2,235	960	451	824
	Total Arrears	\$ 12,812,054.56	\$ 8,310,807.75	\$ 583,435.92	\$ 3,917,810.89	44,020	20,140	5,427	18,453

Mo West	Residential	\$ 9,574,529.74	\$ 6,101,498.82	\$ 1,543,603.44	\$ 1,929,427.48	34,685	16,229	3,703	14,753
Jun-20	Commercial	\$ 1,946,407.61	\$ 1,450,266.93	\$ 121,484.09	\$ 374,656.59	2,161	974	364	823
	Total Arrears	<u>\$ 11,520,937.35</u>	<u>\$ 7,551,765.75</u>	<u>\$ 1,665,087.53</u>	<u>\$ 2,304,084.07</u>	<u>36,846</u>	<u>17,203</u>	<u>4,067</u>	<u>15,576</u>

Jul-20

Mo Metro	Residential	\$ 9,918,759.99	\$ 7,119,364.66	\$ 225,650.86	\$ 2,573,744.47	34,825	16,379	4,839	13,607
Jul-20	Commercial	\$ 2,095,076.93	\$ 1,648,837.54	\$ 9,523.81	\$ 436,715.58	1,778	877	198	703
	Total Arrears	<u>\$ 12,013,836.92</u>	<u>\$ 8,768,202.20</u>	<u>\$ 235,174.67</u>	<u>\$ 3,010,460.05</u>	<u>36,603</u>	<u>17,256</u>	<u>5,037</u>	<u>14,310</u>

Mo West	Residential	\$ 7,715,710.63	\$ 6,718,778.87	\$ 140,940.99	\$ 855,990.77	29,410	15,978	3,596	9,836
Jul-20	Commercial	\$ 2,019,029.95	\$ 1,655,657.38	\$ 11,258.18	\$ 352,114.39	1,683	1,260	154	269
	Total Arrears	<u>\$ 9,734,740.58</u>	<u>\$ 8,374,436.25</u>	<u>\$ 152,199.17</u>	<u>\$ 1,208,105.16</u>	<u>31,093</u>	<u>17,238</u>	<u>3,750</u>	<u>10,105</u>

Aug-20

Mo Metro	Residential	\$ 8,907,036.97	\$ 6,198,719.55	\$ 818,071.86	\$ 1,890,245.56	35,529	20,701	5,819	9,009
Aug-20	Commercial	\$ 1,732,483.56	\$ 1,224,978.66	\$ 139,268.47	\$ 368,236.43	1,589	874	298	417
	Total Arrears	<u>\$ 10,639,520.53</u>	<u>\$ 7,423,698.21</u>	<u>\$ 957,340.33</u>	<u>\$ 2,258,481.99</u>	<u>37,118</u>	<u>21,575</u>	<u>6,117</u>	<u>9,426</u>

Mo West	Residential	\$ 6,963,994.80	\$ 5,359,906.44	\$ 714,351.17	\$ 889,737.19	30,977	20,045	5,318	5,614
Aug-20	Commercial	\$ 2,672,992.85	\$ 1,034,004.46	\$ 1,254,627.55	\$ 384,360.84	1,702	44	1,333	325
	Total Arrears	<u>\$ 9,636,987.65</u>	<u>\$ 6,393,910.90</u>	<u>\$ 1,968,978.72</u>	<u>\$ 1,274,098.03</u>	<u>32,679</u>	<u>20,089</u>	<u>6,651</u>	<u>5,939</u>

Sep-20

Mo Metro	Residential	\$ 9,345,135.15	\$ 6,243,858.38	\$ 728,607.15	\$ 2,372,669.62	34,583	20,368	5,698	8,517
Sep-20	Commercial	\$ 1,357,739.33	\$ 695,906.06	\$ 403,903.89	\$ 257,929.38	1,438	101	696	641
	Total Arrears	<u>\$ 10,702,874.48</u>	<u>\$ 6,939,764.44</u>	<u>\$ 1,132,511.04</u>	<u>\$ 2,630,599.00</u>	<u>36,021</u>	<u>20,469</u>	<u>6,394</u>	<u>9,158</u>

Mo West	Residential	\$ 7,453,224.81	\$ 5,863,686.95	\$ 933,341.10	\$ 656,196.76	30,032	17,402	6,557	6,073
Sep-20	Commercial	\$ 2,508,486.90	\$ 1,596,369.00	\$ 547,080.15	\$ 365,037.75	1,597	979	319	299
	Total Arrears	<u>\$ 9,961,711.71</u>	<u>\$ 7,460,055.95</u>	<u>\$ 1,480,421.25</u>	<u>\$ 1,021,234.51</u>	<u>31,629</u>	<u>18,381</u>	<u>6,876</u>	<u>6,372</u>

Oct-20

Mo Metro	Residential	\$ 9,371,522.75	\$ 7,934,382.42	\$ 202,110.90	\$ 1,235,029.43	39,713	24,165	6,564	8,984
Oct-20	Commercial	\$ 1,729,754.10	\$ 1,431,658.05	\$ 87,028.18	\$ 211,067.87	1,765	1,019	319	427
	Total Arrears	<u>\$ 11,101,276.85</u>	<u>\$ 9,366,040.47</u>	<u>\$ 289,139.08</u>	<u>\$ 1,446,097.30</u>	<u>41,478</u>	<u>25,184</u>	<u>6,883</u>	<u>9,411</u>

Mo West	Residential	\$ 7,048,896.08	\$ 5,188,234.11	\$ 684,070.66	\$ 1,176,591.31	32,603	19,089	7,304	6,210
Oct-20	Commercial	\$ 3,060,385.01	\$ 2,687,836.51	\$ 100,331.46	\$ 272,217.04	2,447	1,660	412	375
	Total Arrears	<u>\$ 10,109,281.09</u>	<u>\$ 7,876,070.62</u>	<u>\$ 784,402.12</u>	<u>\$ 1,448,808.35</u>	<u>35,050</u>	<u>20,749</u>	<u>7,716</u>	<u>6,585</u>

Nov-20

Mo Metro	Residential	\$ 9,139,496.00	\$ 7,122,086.40	\$ 167,221.06	\$ 1,850,188.54	40,075	24,015	4,422	11,638
Nov-20	Commercial	\$ 1,923,406.81	\$ 1,495,017.39	\$ 230,509.62	\$ 197,879.80	1,734	980	482	272
	Total Arrears	<u>\$ 11,062,902.81</u>	<u>\$ 8,617,103.79</u>	<u>\$ 397,730.68</u>	<u>\$ 2,048,068.34</u>	<u>41,809</u>	<u>24,995</u>	<u>4,904</u>	<u>11,910</u>

Mo West	Residential	\$ 6,487,558.28	\$ 4,874,875.77	\$ 437,207.49	\$ 1,175,475.02	33,058	19,030	6,137	7,891
Nov-20	Commercial	\$ 2,055,554.02	\$ 1,787,187.83	\$ 71,034.89	\$ 197,331.30	2,562	1,817	329	416
	Total Arrears	<u>\$ 8,543,112.30</u>	<u>\$ 6,662,063.60</u>	<u>\$ 508,242.38</u>	<u>\$ 1,372,806.32</u>	<u>35,620</u>	<u>20,847</u>	<u>6,466</u>	<u>8,307</u>

Dec-20

Mo Metro	Residential	\$ 9,371,522.75	\$ 4,129,796.20	\$ 1,069,879.88	\$ 4,171,846.67	42,462	12,946	14,758	14,758
Dec-20	Commercial	\$ 2,745,945.72	\$ 2,330,673.29	\$ 180,168.47	\$ 235,103.96	2,201	1,176	498	527
	Total Arrears	<u>\$ 12,117,468.47</u>	<u>\$ 6,460,469.49</u>	<u>\$ 1,250,048.35</u>	<u>\$ 4,406,950.63</u>	<u>44,663</u>	<u>14,122</u>	<u>15,256</u>	<u>15,285</u>

Mo West	Residential	\$ 7,048,896.08	\$ 3,263,065.67	\$ 1,308,405.64	\$ 2,477,424.77	33,866	18,742	3,876	11,248
Dec-20	Commercial	\$ 2,702,732.88	\$ 1,636,488.49	\$ 578,054.27	\$ 488,190.12	2,840	1,820	521	499
	Total Arrears	<u>\$ 9,751,628.96</u>	<u>\$ 4,899,554.16</u>	<u>\$ 1,886,459.91</u>	<u>\$ 2,965,614.89</u>	<u>36,706</u>	<u>20,562</u>	<u>4,397</u>	<u>11,747</u>

Jan-21

Mo Metro	Residential	\$ 15,403,547.42	\$ 12,997,077.48	\$ 553,389.29	\$ 1,853,080.65	42,828	22,061	2,733	18,034
Jan-21	Commercial	\$ 1,679,761.11	\$ 1,432,304.61	\$ 73,833.13	\$ 173,623.37	2,137	1,082	431	624
	Total Arrears	<u>\$ 17,083,308.53</u>	<u>\$ 14,429,382.09</u>	<u>\$ 627,222.42</u>	<u>\$ 2,026,704.02</u>	<u>44,965</u>	<u>23,143</u>	<u>3,164</u>	<u>18,658</u>

Mo West	Residential	\$ 10,622,399.58	\$ 9,200,919.81	\$ 32,876.59	\$ 1,388,603.18	34,373	16,057	3,600	14,716
Jan-21	Commercial	\$ 1,953,989.33	\$ 1,710,815.76	\$ 90,214.14	\$ 152,959.43	2,651	1,489	506	656

Total Arrears		<u>\$ 12,576,388.91</u>	<u>\$ 10,911,735.57</u>	<u>\$ 123,090.73</u>	<u>\$ 1,541,562.61</u>	<u>37,024</u>	<u>17,546</u>	<u>4,106</u>	<u>15,372</u>
Feb-21									
Mo Metro	Residential	\$ 18,977,681.99	\$ 13,919,757.86	\$ 2,938,985.07	\$ 2,118,939.06	48,151	29,297	2,845	16,009
Feb-21	Commercial	\$ 2,919,805.38	\$ 1,742,345.72	\$ 962,312.39	\$ 215,147.27	2,555	1,151	772	632
Total Arrears		<u>\$ 21,897,487.37</u>	<u>\$ 15,662,103.58</u>	<u>\$ 3,901,297.46</u>	<u>\$ 2,334,086.33</u>	<u>50,706</u>	<u>30,448</u>	<u>3,617</u>	<u>16,641</u>
Mo West	Residential	\$ 13,246,720.92	\$ 9,461,829.55	\$ 2,424,119.56	\$ 1,360,771.81	39,370	20,472	3,751	15,147
Feb-21	Commercial	\$ 2,538,424.69	\$ 2,029,466.88	\$ 307,421.39	\$ 201,536.42	3,122	1,787	708	627
Total Arrears		<u>\$ 15,785,145.61</u>	<u>\$ 11,491,296.43</u>	<u>\$ 2,731,540.95</u>	<u>\$ 1,562,308.23</u>	<u>42,492</u>	<u>22,259</u>	<u>4,459</u>	<u>15,774</u>
Mar-21									
Mo Metro	Residential	\$ 17,255,348.56	\$ 8,592,743.87	\$ 4,094,924.31	\$ 4,567,680.38	40,042	13,996	6,341	19,705
Feb-21	Commercial	\$ 2,586,020.69	\$ 1,564,840.06	\$ 329,933.36	\$ 691,247.27	2,112	928	341	843
Total Arrears		<u>\$ 19,841,369.25</u>	<u>\$ 10,157,583.93</u>	<u>\$ 4,424,857.67</u>	<u>\$ 5,258,927.65</u>	<u>42,154</u>	<u>14,924</u>	<u>6,682</u>	<u>20,548</u>
Mo West	Residential	\$ 11,388,496.31	\$ 5,604,065.94	\$ 3,068,274.84	\$ 2,716,155.53	30,639	12,965	4,247	13,427
Feb-21	Commercial	\$ 2,623,826.68	\$ 1,314,719.33	\$ 651,495.34	\$ 657,612.01	2,538	1,337	435	766
Total Arrears		<u>\$ 14,012,322.99</u>	<u>\$ 6,918,785.27</u>	<u>\$ 3,719,770.18</u>	<u>\$ 3,373,767.54</u>	<u>33,177</u>	<u>14,302</u>	<u>4,682</u>	<u>14,193</u>

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Paragraph 9 (g) The number of accounts in arrearage by customer class in increments (e.g., less than \$100, \$101 to \$250, \$251 to \$500, \$501 to \$750, \$751 to \$1000, \$1001 to \$1500, \$1501 to \$2000, \$2001 to \$2500, \$2501 to \$3000, and \$3000+) by month

Customers in Arrears (customer counts)

March 2021

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	33,177	10,264	9,152	6,406	2,866	1,498	1,539	737	320	159	236
- Residential	30,639	9,247	8,576	6,004	2,693	1,417	1,443	692	279	141	147
- Commercial	2,538	1,017	576	402	173	81	96	45	41	18	89
Missouri Metro Total	42,154	11,883	10,982	7,922	4,007	2,311	2,619	1,182	556	303	389
- Residential	40,042	11,231	10,480	7,563	3,846	2,216	2,511	1,127	518	274	276
- Commercial	2,112	652	502	359	161	95	108	55	38	29	113
Total Missouri	75,331	22,147	20,134	14,328	6,873	3,809	4,158	1,919	876	462	625
- Residential	70,681	20,478	19,056	13,567	6,539	3,633	3,954	1,819	797	415	423
- Commercial	4,650	1,669	1,078	761	334	176	204	100	79	47	202

February 2021

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	42,493	13,431	12,571	8,212	3,418	1,731	1,731	709	322	150	218
- Residential	39,371	12,048	11,863	7,745	3,234	1,655	1,635	658	291	127	115
- Commercial	3,122	1,383	708	467	184	76	96	51	31	23	103
Missouri Metro Total	50,708	14,942	13,820	9,480	4,623	2,601	2,850	1,238	542	249	363
- Residential	48,152	14,018	13,242	9,077	4,437	2,502	2,742	1,177	503	215	239
- Commercial	2,556	924	578	403	186	99	108	61	39	34	124
Total Missouri	93,201	28,373	26,391	17,692	8,041	4,332	4,581	1,947	864	399	581
- Residential	87,523	26,066	25,105	16,822	7,671	4,157	4,377	1,835	794	342	354
- Commercial	5,678	2,307	1,286	870	370	175	204	112	70	57	227

January 2021

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	37,024	12,387	11,610	6,765	2,625	1,309	1,276	567	232	106	147
- Residential	34,373	11,146	10,967	6,394	2,495	1,252	1,209	525	209	87	89
- Commercial	2,651	1,241	643	371	130	57	67	42	23	19	58
Missouri Metro Total	44,965	14,091	12,650	8,506	3,665	2,089	2,259	943	353	166	243
- Residential	42,828	13,229	12,135	8,171	3,550	2,023	2,185	901	330	141	163
- Commercial	2,137	862	515	335	115	66	74	42	23	25	80
Total Missouri	81,989	26,478	24,260	15,271	6,290	3,398	3,535	1,510	585	272	390
- Residential	77,201	24,375	23,102	14,565	6,045	3,275	3,394	1,426	539	228	252
- Commercial	4,788	2,103	1,158	706	245	123	141	84	46	44	138

December 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	36,706	15,108	12,745	5,076	1,626	750	742	329	131	66	133

- Residential	33,866	13,534	12,100	4,788	1,536	691	693	291	115	55	63
- Commercial	2,840	1,574	645	288	90	59	49	38	16	11	70
Missouri Metro Total	44,663	16,771	14,583	7,072	2,556	1,255	1,337	568	202	133	186
- Residential	42,462	15,802	14,016	6,765	2,450	1,193	1,283	537	184	115	117
- Commercial	2,201	969	567	307	106	62	54	31	18	18	69
Total Missouri	81,369	31,879	27,328	12,148	4,182	2,005	2,079	897	333	199	319
- Residential	76,328	29,336	26,116	11,553	3,986	1,884	1,976	828	299	170	180
- Commercial	5,041	2,543	1,212	595	196	121	103	69	34	29	139

November 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	35,620	15,922	12,711	4,315	1,193	536	511	207	93	36	96
- Residential	33,058	14,418	12,128	4,097	1,124	496	475	178	75	23	44
- Commercial	2,562	1,504	583	218	69	40	36	29	18	13	52
Missouri Metro Total	41,809	17,177	14,425	5,958	1,752	837	942	366	149	80	123
- Residential	40,075	16,395	13,895	5,779	1,697	806	904	345	138	72	44
- Commercial	1,734	782	530	179	55	31	38	21	11	8	79
Total Missouri	77,429	33,099	27,136	10,273	2,945	1,373	1,453	573	242	116	219
- Residential	73,133	30,813	26,023	9,876	2,821	1,302	1,379	523	213	95	88
- Commercial	4,296	2,286	1,113	397	124	71	74	50	29	21	131

October 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	35,050	12,684	14,437	4,900	1,335	689	600	198	75	33	99
- Residential	32,603	11,388	13,825	4,664	1,256	647	544	167	54	21	37
- Commercial	2,447	1,296	612	236	79	42	56	31	21	12	62
Missouri Metro Total	41,478	14,379	16,157	6,585	1,873	912	960	329	109	57	117
- Residential	39,713	13,628	15,661	6,396	1,791	863	903	299	96	41	35
- Commercial	1,765	751	496	189	82	49	57	30	13	16	82
Total Missouri	76,528	27,063	30,594	11,485	3,208	1,601	1,560	527	184	90	216
- Residential	72,316	25,016	29,486	11,060	3,047	1,510	1,447	466	150	62	72
- Commercial	4,212	2,047	1,108	425	161	91	113	61	34	28	144

September 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	31,629	9,406	13,496	5,215	1,495	789	733	244	96	44	111
- Residential	30,032	8,789	13,037	5,018	1,408	750	671	217	72	32	38
- Commercial	1,597	617	459	197	87	39	62	27	24	12	73
Missouri Metro Total	36,021	10,933	13,994	6,137	2,138	1,115	1,025	350	139	53	137
- Residential	34,583	10,362	13,577	5,995	2,070	1,072	974	318	122	36	57
- Commercial	1,438	571	417	142	68	43	51	32	17	17	80
Total Missouri	67,650	20,339	27,490	11,352	3,633	1,904	1,758	594	235	97	248
- Residential	64,615	19,151	26,614	11,013	3,478	1,822	1,645	535	194	68	95
- Commercial	3,035	1,188	876	339	155	82	113	59	41	29	153

August 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	32,679	9,413	13,631	6,771	1,667	568	347	105	47	24	106
- Residential	30,977	8,756	13,177	6,533	1,564	521	286	69	31	12	28

- Commercial	1,702	657	454	238	103	47	61	36	16	12	78
Missouri Metro Total	37,118	10,908	14,177	7,323	2,724	1,095	515	149	77	35	115
- Residential	35,529	10,269	13,736	7,153	2,635	1,041	448	124	63	21	39
- Commercial	1,589	639	441	170	89	54	67	25	14	14	76
Total Missouri	69,797	20,321	27,808	14,094	4,391	1,663	862	254	124	59	221
- Residential	66,506	19,025	26,913	13,686	4,199	1,562	734	193	94	33	67
- Commercial	3,291	1,296	895	408	192	101	128	61	30	26	154

July 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	31,093	9,598	11,976	5,292	2,099	904	693	232	117	59	123
- Residential	29,410	8,971	11,511	5,054	1,996	855	631	206	95	46	45
- Commercial	1,683	627	465	238	103	49	62	26	22	13	78
Missouri Metro Total	36,603	11,485	12,713	6,510	2,899	1,263	952	375	158	91	157
- Residential	34,825	10,856	12,264	6,244	2,783	1,199	870	332	132	72	73
- Commercial	1,778	629	449	266	116	64	82	43	26	19	84
Total Missouri	67,696	21,083	24,689	11,802	4,998	2,167	1,645	607	275	150	280
- Residential	64,235	19,827	23,775	11,298	4,779	2,054	1,501	538	227	118	118
- Commercial	3,461	1,256	914	504	219	113	144	69	48	32	162

June 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	36,846	13,200	10,912	6,838	2,864	1,302	1,040	351	144	72	123
- Residential	34,685	12,416	10,390	6,485	2,718	1,214	941	309	114	46	52
- Commercial	2,161	784	522	353	146	88	99	42	30	26	71
Missouri Metro Total	44,020	14,529	12,512	8,539	3,797	1,871	1,670	532	235	108	227
- Residential	41,785	13,920	11,958	8,153	3,604	1,768	1,539	477	190	86	90
- Commercial	2,235	609	554	386	193	103	131	55	45	22	137
Total Missouri	80,866	27,729	23,424	15,377	6,661	3,173	2,710	883	379	180	350
- Residential	76,470	26,336	22,348	14,638	6,322	2,982	2,480	786	304	132	142
- Commercial	4,396	1,393	1,076	739	339	191	230	97	75	48	208

May 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	38,159	13,022	12,089	7,404	2,857	1,199	954	345	115	60	114
- Residential	35,815	12,138	11,554	6,999	2,698	1,123	855	281	93	33	41
- Commercial	2,344	884	535	405	159	76	99	64	22	27	73
Missouri Metro Total	46,640	14,997	13,894	9,385	3,913	1,865	1,560	495	203	104	224
- Residential	43,859	14,090	13,245	8,931	3,688	1,759	1,404	429	166	69	78
- Commercial	2,781	907	649	454	225	106	156	66	37	35	146
Total Missouri	84,799	28,019	25,983	16,789	6,770	3,064	2,514	840	318	164	338
- Residential	79,674	26,228	24,799	15,930	6,386	2,882	2,259	710	259	102	119
- Commercial	5,125	1,791	1,184	859	384	182	255	130	59	62	219

April 2020

Division/Class	Total Accounts in Arrears	\$1-100	\$100-250	\$250-500	\$501-750	\$751-1000	\$1001-1500	\$1501-2000	\$2001-2500	\$2501-3000	\$3001+
Missouri West Total	39,295	13,432	13,078	7,561	2,671	1,097	808	258	103	41	246
- Residential	36,762	12,540	12,420	7,117	2,500	1,012	720	200	68	20	165
- Commercial	2,533	892	658	444	171	85	88	58	35	21	81

Missouri Metro Total	48,489	16,320	14,938	9,515	3,659	1,735	1,306	403	161	75	377
- Residential	45,818	15,515	14,224	9,078	3,449	1,619	1,174	338	129	53	239
- Commercial	2,671	805	714	437	210	116	132	65	32	22	138
Total Missouri	87,784	29,752	28,016	17,076	6,330	2,832	2,114	661	264	116	623
- Residential	82,580	28,055	26,644	16,195	5,949	2,631	1,894	538	197	73	404
- Commercial	5,204	1,697	1,372	881	381	201	220	123	67	43	219

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 Paragraph 9 (h) The range of arrearage amounts by customer class (i.e., current high and low dollar amount) and the mean average

Range of Arrearage for Residential Accounts

Division	April 2020		May 2020		June 2020		July 2020		August 2020		September 2020		October 2020		November 2020		December 2020		January 2021		February 2021		March 2021	
	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$
Missouri West	\$ 0.01	\$ 10,254.38	\$ 0.01	\$ 10,560.79	\$ 0.01	\$ 10,603.29	\$ 0.01	\$ 11,018.89	\$ 0.01	\$ 10,066.27	\$ 0.01	\$ 10,066.27	\$ 0.01	\$ 18,402.34	\$ 0.01	\$ 7,350.80	\$ 0.01	\$ 9,968.70	\$ 0.01	\$ 7,991.24	\$ 0.01	\$ 9,114.32	\$ 0.01	\$ 9,637.07
Missouri Metro	\$ 0.01	\$ 7,473.78	\$ 0.01	\$ 7,969.12	\$ 0.01	\$ 8,263.75	\$ 0.01	\$ 8,298.63	\$ 0.01	\$ 6,570.68	\$ 0.01	\$ 6,664.20	\$ 0.01	\$ 6,664.20	\$ 0.01	\$ 7,982.32	\$ 0.01	\$ 6,664.20	\$ 0.01	\$ 8,450.38	\$ 0.01	\$ 8,777.31	\$ 0.01	\$ 9,307.62

Range of Arrearage for Commercial Accounts

Division	April 2020		May 2020		June 2020		July 2020		August 2020		September 2020		October 2020		November 2020		December 2020		January 2021		February 2021		March 2021	
	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$	Low \$\$	High \$\$
Missouri West	\$ 0.01	\$ 233,352.00	\$ 0.01	\$ 533,914.31	\$ 0.01	\$ 391,213.86	\$ 0.01	\$ 451,569.38	\$ 0.01	\$ 957,691.59	\$ 0.01	\$ 914,937.72	\$ 0.01	\$ 602,685.95	\$ 0.01	\$ 307,411.84	\$ 0.01	\$ 580,961.16	\$ 0.01	\$ 300,196.53	\$ 0.01	\$ 315,141.05	\$ 0.01	\$ 588,439.84
Missouri Metro	\$ 0.01	\$ 380,645.60	\$ 0.01	\$ 618,248.55	\$ 0.01	\$ 294,287.69	\$ 0.01	\$ 611,694.62	\$ 0.01	\$ 224,106.41	\$ 0.01	\$ 88,305.55	\$ 0.01	\$ 389,121.69	\$ 0.01	\$ 450,815.09	\$ 0.01	\$ 574,143.17	\$ 0.01	\$ 195,568.06	\$ 0.01	\$ 457,795.18	\$ 0.01	\$ 276,944.85

Mean average of Arrears for Residential Accounts

Division	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
Missouri West	\$ 249.72	\$ 266.54	\$ 276.04	\$ 262.34	\$ 224.81	\$ 248.17	\$ 216.20	\$ 196.24	\$ 215.63	\$ 309.03	\$ 336.45	\$ 371.69
Missouri Metro	\$ 273.36	\$ 298.65	\$ 296.81	\$ 284.81	\$ 250.70	\$ 270.22	\$ 235.98	\$ 228.05	\$ 235.98	\$ 356.66	\$ 394.12	\$ 430.93

Mean average of Arrears for Commercial Accounts

Division	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
Missouri West	\$ 859.89	\$ 1,083.63	\$ 979.37	\$ 1,199.66	\$ 1,210.90	\$ 1,132.89	\$ 1,261.39	\$ 1,090.33	\$ 4,556.45	\$ 737.07	\$ 813.07	\$ 1,033.81
Missouri Metro	\$ 1,027.47	\$ 1,416.20	\$ 1,355.11	\$ 832.13	\$ 938.80	\$ 940.20	\$ 981.70	\$ 1,138.20	\$ 1,259.15	\$ 786.03	\$ 1,142.33	\$ 1,225.53

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Stipulation & Agreement**

Paragraph 9 (i) A quantification of total past-due customer arrearages and number of customers experiencing arrearages, that are thirty, sixty, and ninety days overdue

		<u>Arrearages Balances - Active Accounts Excluding Pay Arrangements</u>				<u># of Active Accounts in Arrearages Excluding Pay Arrangements</u>			
		Total Arrearages	30 - 59 Days	60 - 89 Days	90+ Days	Total	30 - 59	60 - 89	90+
April-20									
Mo Metro									
Apr-20	Residential	\$ 12,524,975.81	\$ 9,981,440.71	\$ 425,341.25	\$ 2,118,193.85	45,818	24,431	5,048	16,339
	Commercial	\$ 2,005,118.29	\$ 1,160,138.83	\$ 544,427.79	\$ 300,551.67	2,671	1,398	671	602
	Total Arrearages	\$ 14,530,094.10	\$ 11,141,579.54	\$ 969,769.04	\$ 2,418,745.52	48,489	25,829	5,719	16,941
Mo West									
Apr-20	Residential	\$ 9,164,009.84	\$ 7,110,689.79	\$ 464,224.68	\$ 1,589,095.37	36,762	19,545	4,591	12,626
	Commercial	\$ 1,533,235.43	\$ 893,571.70	\$ 241,075.63	\$ 398,588.10	2,533	1,457	571	505
	Total Arrearages	\$ 10,697,245.27	\$ 8,004,261.49	\$ 705,300.31	\$ 1,987,683.47	39,295	21,002	5,162	13,131
May-20									
Mo Metro									
May-20	Residential	\$ 13,098,851.31	\$ 10,979,678.35	\$ 369,415.39	\$ 1,749,757.57	43,859	21,549	5,507	16,803
	Commercial	\$ 3,357,105.57	\$ 2,274,956.28	\$ 592,886.35	\$ 489,262.94	2,781	1,265	630	886
	Total Arrearages	\$ 16,455,956.88	\$ 13,254,634.63	\$ 962,301.74	\$ 2,239,020.51	46,640	22,814	6,137	17,689
Mo West									
May-20	Residential	\$ 9,546,742.71	\$ 7,206,697.55	\$ 294,380.49	\$ 2,045,664.67	35,815	17,874	4,182	13,759
	Commercial	\$ 1,403,373.38	\$ 694,157.16	\$ 255,143.91	\$ 454,072.31	2,344	1,107	547	690
	Total Arrearages	\$ 10,950,116.09	\$ 7,900,854.71	\$ 549,524.40	\$ 2,499,736.98	38,159	18,981	4,729	14,449
Jun-20									
Mo Metro									
Jun-20	Residential	\$ 9,562,263.58	\$ 5,989,490.81	\$ 220,357.12	\$ 3,352,415.65	41,785	19,180	4,976	17,629
	Commercial	\$ 3,249,790.98	\$ 2,321,316.94	\$ 363,078.80	\$ 565,395.24	2,235	960	451	824
	Total Arrearages	\$ 12,812,054.56	\$ 8,310,807.75	\$ 583,435.92	\$ 3,917,810.89	44,020	20,140	5,427	18,453
Mo West									
Jun-20	Residential	\$ 9,574,529.74	\$ 6,101,498.82	\$ 1,543,603.44	\$ 1,929,427.48	34,685	16,229	3,703	14,753
	Commercial	\$ 1,946,407.61	\$ 1,450,266.93	\$ 121,484.09	\$ 374,656.59	2,161	974	364	823
	Total Arrearages	\$ 11,520,937.35	\$ 7,551,765.75	\$ 1,665,087.53	\$ 2,304,084.07	36,846	17,203	4,067	15,576

Jul-20									
Mo Metro	Residential	\$ 9,918,759.99	\$ 7,119,364.66	\$ 225,650.86	\$ 2,573,744.47	34,825	16,379	4,839	13,607
Jul-20	Commercial	\$ 2,095,076.93	\$ 1,648,837.54	\$ 9,523.81	\$ 436,715.58	1,778	877	198	703
	Total Arrears	\$ 12,013,836.92	\$ 8,768,202.20	\$ 235,174.67	\$ 3,010,460.05	36,603	17,256	5,037	14,310
Mo West	Residential	\$ 7,715,710.63	\$ 6,718,778.87	\$ 140,940.99	\$ 855,990.77	29,410	15,978	3,596	9,836
Jul-20	Commercial	\$ 2,019,029.95	\$ 1,655,657.38	\$ 11,258.18	\$ 352,114.39	1,683	1,260	154	269
	Total Arrears	\$ 9,734,740.58	\$ 8,374,436.25	\$ 152,199.17	\$ 1,208,105.16	31,093	17,238	3,750	10,105
Aug-20									
Mo Metro	Residential	\$ 8,907,036.97	\$ 6,198,719.55	\$ 818,071.86	\$ 1,890,245.56	35,529	20,701	5,819	9,009
Aug-20	Commercial	\$ 1,732,483.56	\$ 1,224,978.66	\$ 139,268.47	\$ 368,236.43	1,589	874	298	417
	Total Arrears	\$ 10,639,520.53	\$ 7,423,698.21	\$ 957,340.33	\$ 2,258,481.99	37,118	21,575	6,117	9,426
Mo West	Residential	\$ 6,963,994.80	\$ 5,359,906.44	\$ 714,351.17	\$ 889,737.19	30,977	20,045	5,318	5,614
Aug-20	Commercial	\$ 2,672,992.85	\$ 1,034,004.46	\$ 1,254,627.55	\$ 384,360.84	1,702	44	1,333	325
	Total Arrears	\$ 9,636,987.65	\$ 6,393,910.90	\$ 1,968,978.72	\$ 1,274,098.03	32,679	20,089	6,651	5,939
Sep-20									
Mo Metro	Residential	\$ 9,345,135.15	\$ 6,243,858.38	\$ 728,607.15	\$ 2,372,669.62	34,583	20,368	5,698	8,517
Sep-20	Commercial	\$ 1,357,739.33	\$ 695,906.06	\$ 403,903.89	\$ 257,929.38	1,438	101	696	641
	Total Arrears	\$ 10,702,874.48	\$ 6,939,764.44	\$ 1,132,511.04	\$ 2,630,599.00	36,021	20,469	6,394	9,158
Mo West	Residential	\$ 7,453,224.81	\$ 5,863,686.95	\$ 933,341.10	\$ 656,196.76	30,032	17,402	6,557	6,073
Sep-20	Commercial	\$ 2,508,486.90	\$ 1,596,369.00	\$ 547,080.15	\$ 365,037.75	1,597	979	319	299
	Total Arrears	\$ 9,961,711.71	\$ 7,460,055.95	\$ 1,480,421.25	\$ 1,021,234.51	31,629	18,381	6,876	6,372
Oct-20									
Mo Metro	Residential	\$ 9,371,522.75	\$ 7,934,382.42	\$ 202,110.90	\$ 1,235,029.43	39,713	24,165	6,564	8,984
Oct-20	Commercial	\$ 1,729,754.10	\$ 1,431,658.05	\$ 87,028.18	\$ 211,067.87	1,765	1,019	319	427
	Total Arrears	\$ 11,101,276.85	\$ 9,366,040.47	\$ 289,139.08	\$ 1,446,097.30	41,478	25,184	6,883	9,411
Mo West	Residential	\$ 7,048,896.08	\$ 5,188,234.11	\$ 684,070.66	\$ 1,176,591.31	32,603	19,089	7,304	6,210
Oct-20	Commercial	\$ 3,060,385.01	\$ 2,687,836.51	\$ 100,331.46	\$ 272,217.04	2,447	1,660	412	375
	Total Arrears	\$ 10,109,281.09	\$ 7,876,070.62	\$ 784,402.12	\$ 1,448,808.35	35,050	20,749	7,716	6,585
Nov-20									

Mo Metro	Residential	\$ 9,139,496.00	\$ 7,122,086.40	\$ 167,221.06	\$ 1,850,188.54	40,075	24,015	4,422	11,638
Nov-20	Commercial	\$ 1,923,406.81	\$ 1,495,017.39	\$ 230,509.62	\$ 197,879.80	1,734	980	482	272
	Total Arrears	<u>\$ 11,062,902.81</u>	<u>\$ 8,617,103.79</u>	<u>\$ 397,730.68</u>	<u>\$ 2,048,068.34</u>	<u>41,809</u>	<u>24,995</u>	<u>4,904</u>	<u>11,910</u>

Mo West	Residential	\$ 6,487,558.28	\$ 4,874,875.77	\$ 437,207.49	\$ 1,175,475.02	33,058	19,030	6,137	7,891
Nov-20	Commercial	\$ 2,055,554.02	\$ 1,787,187.83	\$ 71,034.89	\$ 197,331.30	2,562	1,817	329	416
	Total Arrears	<u>\$ 8,543,112.30</u>	<u>\$ 6,662,063.60</u>	<u>\$ 508,242.38</u>	<u>\$ 1,372,806.32</u>	<u>35,620</u>	<u>20,847</u>	<u>6,466</u>	<u>8,307</u>

Dec-20

Mo Metro	Residential	\$ 9,371,522.75	\$ 4,129,796.20	\$ 1,069,879.88	\$ 4,171,846.67	42,462	12,946	14,758	14,758
Dec-20	Commercial	\$ 2,745,945.72	\$ 2,330,673.29	\$ 180,168.47	\$ 235,103.96	2,201	1,176	498	527
	Total Arrears	<u>\$ 12,117,468.47</u>	<u>\$ 6,460,469.49</u>	<u>\$ 1,250,048.35</u>	<u>\$ 4,406,950.63</u>	<u>44,663</u>	<u>14,122</u>	<u>15,256</u>	<u>15,285</u>

Mo West	Residential	\$ 7,048,896.08	\$ 3,263,065.67	\$ 1,308,405.64	\$ 2,477,424.77	33,866	18,742	3,876	11,248
Dec-20	Commercial	\$ 2,702,732.88	\$ 1,636,488.49	\$ 578,054.27	\$ 488,190.12	2,840	1,820	521	499
	Total Arrears	<u>\$ 9,751,628.96</u>	<u>\$ 4,899,554.16</u>	<u>\$ 1,886,459.91</u>	<u>\$ 2,965,614.89</u>	<u>36,706</u>	<u>20,562</u>	<u>4,397</u>	<u>11,747</u>

Jan-21

Mo Metro	Residential	\$ 15,403,547.42	\$ 12,997,077.48	\$ 553,389.29	\$ 1,853,080.65	42,828	22,061	2,733	18,034
Jan-21	Commercial	\$ 1,679,761.11	\$ 1,432,304.61	\$ 73,833.13	\$ 173,623.37	2,137	1,082	431	624
	Total Arrears	<u>\$ 17,083,308.53</u>	<u>\$ 14,429,382.09</u>	<u>\$ 627,222.42</u>	<u>\$ 2,026,704.02</u>	<u>44,965</u>	<u>23,143</u>	<u>3,164</u>	<u>18,658</u>

Mo West	Residential	\$ 10,622,399.58	\$ 9,200,919.81	\$ 32,876.59	\$ 1,388,603.18	34,373	16,057	3,600	14,716
Jan-21	Commercial	\$ 1,953,989.33	\$ 1,710,815.76	\$ 90,214.14	\$ 152,959.43	2,651	1,489	506	656
	Total Arrears	<u>\$ 12,576,388.91</u>	<u>\$ 10,911,735.57</u>	<u>\$ 123,090.73</u>	<u>\$ 1,541,562.61</u>	<u>37,024</u>	<u>17,546</u>	<u>4,106</u>	<u>15,372</u>

Feb-21

Mo Metro	Residential	\$ 18,977,681.99	\$ 13,919,757.86	\$ 2,938,985.07	\$ 2,118,939.06	48,151	29,297	2,845	16,009
Feb-21	Commercial	\$ 2,919,805.38	\$ 1,742,345.72	\$ 962,312.39	\$ 215,147.27	2,555	1,151	772	632
	Total Arrears	<u>\$ 21,897,487.37</u>	<u>\$ 15,662,103.58</u>	<u>\$ 3,901,297.46</u>	<u>\$ 2,334,086.33</u>	<u>50,706</u>	<u>30,448</u>	<u>3,617</u>	<u>16,641</u>

Mo West	Residential	\$ 13,246,720.92	\$ 9,461,829.55	\$ 2,424,119.56	\$ 1,360,771.81	39,370	20,472	3,751	15,147
Feb-21	Commercial	\$ 2,538,424.69	\$ 2,029,466.88	\$ 307,421.39	\$ 201,536.42	3,122	1,787	708	627
	Total Arrears	<u>\$ 15,785,145.61</u>	<u>\$ 11,491,296.43</u>	<u>\$ 2,731,540.95</u>	<u>\$ 1,562,308.23</u>	<u>42,492</u>	<u>22,259</u>	<u>4,459</u>	<u>15,774</u>

Mar-21

Mo Metro	Residential	\$ 17,255,348.56	\$ 8,592,743.87	\$ 4,094,924.31	\$ 4,567,680.38	40,042	13,996	6,341	19,705
Feb-21	Commercial	\$ 2,586,020.69	\$ 1,564,840.06	\$ 329,933.36	\$ 691,247.27	2,112	928	341	843
	Total Arrears	\$ 19,841,369.25	\$ 10,157,583.93	\$ 4,424,857.67	\$ 5,258,927.65	42,154	14,924	6,682	20,548
Mo West	Residential	\$ 11,388,496.31	\$ 5,604,065.94	\$ 3,068,274.84	\$ 2,716,155.53	30,639	12,965	4,247	13,427
Feb-21	Commercial	\$ 2,623,826.68	\$ 1,314,719.33	\$ 651,495.34	\$ 657,612.01	2,538	1,337	435	766
	Total Arrears	\$ 14,012,322.99	\$ 6,918,785.27	\$ 3,719,770.18	\$ 3,373,767.54	33,177	14,302	4,682	14,193

EU-2020-0350 MO COVID AAO

Stipulation & Agreement

Paragraph 9 (j) Total dollar amount of accounts receivable balances, including accounts receivable balances that are subject to payment plan agreements, by customer class

Total AR Payoff Balance													
Metro - Includes both MO & KS													
		Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Metro	Residential	\$ 38,226,006.85	\$ 33,489,484.97	\$ 62,678,983.72	\$ 79,043,177.14	\$ 78,588,940.04	\$ 76,473,229.77	\$ 53,715,387.66	\$ 45,407,419.39	\$ 52,548,471.33	\$ 62,403,116.73	\$ 62,770,686.00	\$ 53,272,636.30
	Com/Ind/Other	\$ 41,205,479.33	\$ 40,916,362.34	\$ 56,585,339.84	\$ 51,078,569.66	\$ 52,025,507.99	\$ 48,664,900.62	\$ 39,701,028.21	\$ 37,835,286.11	\$ 35,231,844.56	\$ 47,973,838.32	\$ 43,777,905.27	\$ 39,424,460.11
	Pay Arrangements	\$ 4,540,675.86	\$ 4,980,022.66	\$ 5,163,216.18	\$ 14,007,888.73	\$ 17,739,090.28	\$ 16,704,690.34	\$ 18,661,560.47	\$ 16,831,571.90	\$ 14,244,190.55	\$ 8,878,946.31	\$ 8,677,155.78	\$ 10,930,036.22
	Excess Credits	\$ (4,625,102.09)	\$ (4,723,353.91)	\$ (4,426,879.02)	\$ (4,482,329.50)	\$ (4,498,149.43)	\$ (5,152,009.61)	\$ (4,608,978.79)	\$ (4,886,734.47)	\$ (4,886,930.94)	\$ (4,678,650.31)	\$ (5,319,068.34)	\$ (4,933,407.60)
	Total	\$ 79,347,059.95	\$ 74,662,516.06	\$ 120,000,660.72	\$ 139,647,306.03	\$ 143,855,388.88	\$ 136,690,811.12	\$ 107,468,997.55	\$ 95,187,542.93	\$ 97,137,575.50	\$ 114,577,251.05	\$ 109,906,678.71	\$ 98,693,725.03
Mo West	Residential	\$ 21,736,577.13	\$ 19,493,592.90	\$ 33,224,085.13	\$ 41,831,462.52	\$ 41,587,152.76	\$ 39,709,915.68	\$ 27,624,361.72	\$ 23,127,150.31	\$ 26,943,654.21	\$ 31,923,210.20	\$ 34,392,824.66	\$ 28,051,950.22
	Com/Ind/Other	\$ 21,841,627.58	\$ 19,262,839.29	\$ 28,244,245.73	\$ 31,425,166.30	\$ 30,243,359.58	\$ 27,323,153.79	\$ 24,054,526.68	\$ 20,695,081.87	\$ 20,685,894.97	\$ 22,056,062.26	\$ 23,268,918.74	\$ 20,095,206.92
	Pay Arrangements	\$ 1,816,177.75	\$ 1,702,593.30	\$ 2,011,095.49	\$ 6,459,164.41	\$ 8,253,521.68	\$ 7,539,950.45	\$ 8,539,797.54	\$ 7,993,504.49	\$ 6,884,597.67	\$ 4,416,204.43	\$ 3,955,156.83	\$ 5,312,734.96
	Excess Credits	\$ (2,485,239.44)	\$ (2,787,373.46)	\$ (2,465,986.66)	\$ (2,757,721.76)	\$ (2,626,147.48)	\$ (2,852,606.11)	\$ (2,703,480.05)	\$ (2,899,027.26)	\$ (3,226,031.22)	\$ (2,868,857.71)	\$ (3,096,037.63)	\$ (3,127,033.67)
	Total	\$ 42,909,143.02	\$ 37,671,652.03	\$ 61,013,439.69	\$ 76,958,071.47	\$ 77,457,886.54	\$ 71,720,413.81	\$ 57,515,205.89	\$ 48,916,709.41	\$ 51,288,115.63	\$ 55,526,619.18	\$ 58,520,862.60	\$ 50,332,858.43
									0				
Total	Residential	\$ 59,962,583.98	\$ 52,983,077.87	\$ 95,903,068.85	\$ 120,874,639.66	\$ 120,176,092.80	\$ 116,183,145.45	\$ 81,339,749.38	\$ 68,534,569.70	\$ 79,492,125.54	\$ 94,326,326.93	\$ 97,163,510.66	\$ 81,324,586.52
	Com/Ind/Other	\$ 63,047,106.91	\$ 60,179,201.63	\$ 84,829,585.57	\$ 82,503,735.96	\$ 82,268,867.57	\$ 75,988,054.41	\$ 63,755,554.89	\$ 58,530,367.98	\$ 55,917,739.53	\$ 70,029,900.58	\$ 67,046,824.01	\$ 59,519,667.03
	Pay Arrangements	\$ 6,356,853.61	\$ 6,682,615.96	\$ 7,174,311.67	\$ 20,467,053.14	\$ 25,992,611.96	\$ 24,244,640.79	\$ 27,201,358.01	\$ 24,825,076.39	\$ 21,128,788.22	\$ 13,295,150.74	\$ 12,632,312.61	\$ 16,242,771.18
	Excess Credits	\$ (7,110,341.53)	\$ (7,510,727.37)	\$ (6,892,865.68)	\$ (7,240,051.26)	\$ (7,124,296.91)	\$ (8,004,615.72)	\$ (7,312,458.84)	\$ (7,785,761.73)	\$ (8,112,962.16)	\$ (7,547,508.02)	\$ (8,415,105.97)	\$ (8,060,441.27)
	Total	\$ 122,256,202.97	\$ 112,334,168.09	\$ 181,014,100.41	\$ 216,605,377.50	\$ 221,313,275.42	\$ 208,411,224.93	\$ 164,984,203.44	\$ 144,104,252.34	\$ 148,425,691.13	\$ 170,103,870.23	\$ 168,427,541.31	\$ 149,026,583.46