

**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.

3. As noted in the Commission's *Order Closing File*, dated August 9, 2021, the Company is required to track and submit reporting on costs through March 31, 2021, which it completed with its May 2021 compliance filing.³

4. The Company is still required to file customer information and statistics quarterly until the true-up of the 2022 cases (expected May 2022) and, as such, that information is attached hereto.

Respectfully submitted,

/s/ Roger W. Steiner

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**Attorneys for Evergy Missouri Metro and
Evergy Missouri West**

³ See, *Quarterly Compliance Filing*, dated May 13, 2021.

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 19th day of October 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/ Roger W. Steiner

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

Minimum Meter Total	1,000	1,500	450	500	0	0	0	0	1,800	1,200	1,500	1,000
Total Metered	9,000	9,500	3,900	360	-	-	-	-	3,900	3,900	3,900	3,900

* All receipts based recent and previous year data and reduced capacity
 * Neverthless assume reduced data available to us for residential due to weather
 * Elec. Feb. assumes commercial only due to State DWR restrictions

32 MPSC Number of Customers that Received a Final Disconnection Letter

The numbers below reflect the equal number of customers who received a disconnection notice.

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	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	
Minimum Meter Total	26,061	29,313	27,022	26,367	27,267	26,766	27,305	26,986	-	22,817	26,067	26,496	27,268	26,029	2,220	7,110	27,720	26,961	27,027
Commercial	1	1	1	1	1	1	1	1	-	1	1	1	1	1	1	1	1	1	1
Total Metered	26,061	29,313	27,022	26,367	27,267	26,766	27,305	26,986	-	22,817	26,067	26,496	27,268	26,029	2,220	7,110	27,720	26,961	27,027

#11 OPC 10 Resumed Date

AND 10

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	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Minimum Meter Total	4	4	3	402	2,120	1,812	1,770	127	14	-	3	1	1	1,477	547	464	571	488
Commercial	1	1	1	101	700	1,771	1,645	30	2	-	1	1	1	1,380	520	420	470	390
Total Metered	4	4	3	402	2,120	1,812	1,770	127	14	-	3	1	1	1,477	547	464	571	488

#67 OPC 10 Cold Assistance Programs - Missouri Only

Payment Arrangement Credits	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	August	September	Total
Pay Once Balance MO West	41	31	105	44	14	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	155
Pay Once Balance MO Midwest	37	111	58	8	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	225
4-month credit credit MO West	500	500	301	20	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,335
Final 4 month credit MO West	-	-	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
Final 4 month credit MO Midwest	-	-	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
Total	588	761	420	138	81	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42

** 4 month programs/initial credits are only those customers who have received the initial credit. It is not reflective of those who kept the credit a month arrangement.

#67 OPC 10 32 month Payment Arrangements

Payment Arrangements - No Credits	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	August	September	Total
32 month ARR MO West	105	5,121	4,800	4,142	4,304	2,220	1,701	1,870	1,050	4,214	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100
32 month ARR MO Midwest	1,050	1,240	1,850	6,221	6,307	4,110	2,540	2,420	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050
Total	1,155	6,361	6,650	10,363	10,604	6,330	4,241	4,290	2,100	5,264	2,150	2,150	2,150	2,150	2,150	2,150	2,150	2,150	2,150	2,150	2,150	2,150

** 32 month arrangements are only tracked as to who has signed up for the arrangement. This does not attribute those who have kept their initial credit if customers cancel new arrangements in multiple months.

** Some figures changed due to reporting changes to include those also broken in June. In addition some accounts may be duplicated due to error corrections

Arrears Balances - Active Accounts Excluding Pay Arrangements

of Active Accounts in Arrears
Excluding Pay Arrangements

		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									
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 Arrears	\$ 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									
Jul-20	Residential	\$ 9,918,759.99	\$ 7,119,364.66	\$ 225,650.86	\$ 2,573,744.47	34,825	16,379	4,839	13,607
	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									
Jul-20	Residential	\$ 7,715,710.63	\$ 6,718,778.87	\$ 140,940.99	\$ 855,990.77	29,410	15,978	3,596	9,836
	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									
Aug-20	Residential	\$ 8,907,036.97	\$ 6,198,719.55	\$ 818,071.86	\$ 1,890,245.56	35,529	20,701	5,819	9,009
	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									
Aug-20	Residential	\$ 6,963,994.80	\$ 5,359,906.44	\$ 714,351.17	\$ 889,737.19	30,977	20,045	5,318	5,614
	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									
Sep-20	Residential	\$ 9,345,135.15	\$ 6,243,858.38	\$ 728,607.15	\$ 2,372,669.62	34,583	20,368	5,698	8,517
	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									
Sep-20	Residential	\$ 7,453,224.81	\$ 5,863,686.95	\$ 933,341.10	\$ 656,196.76	30,032	17,402	6,557	6,073
	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									
Oct-20	Residential	\$ 9,371,522.75	\$ 7,934,382.42	\$ 202,110.90	\$ 1,235,029.43	39,713	24,165	6,564	8,984
	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	\$ 11,062,902.81	\$ 8,617,103.79	\$ 397,730.68	\$ 2,048,068.34	41,809	24,995	4,904	11,910
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	\$ 8,543,112.30	\$ 6,662,063.60	\$ 508,242.38	\$ 1,372,806.32	35,620	20,847	6,466	8,307
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	\$ 12,117,468.47	\$ 6,460,469.49	\$ 1,250,048.35	\$ 4,406,950.63	44,663	14,122	15,256	15,285
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	\$ 9,751,628.96	\$ 4,899,554.16	\$ 1,886,459.91	\$ 2,965,614.89	36,706	20,562	4,397	11,747
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	\$ 17,083,308.53	\$ 14,429,382.09	\$ 627,222.42	\$ 2,026,704.02	44,965	23,143	3,164	18,658
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	\$ 12,576,388.91	\$ 10,911,735.57	\$ 123,090.73	\$ 1,541,562.61	37,024	17,546	4,106	15,372
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	\$ 21,897,487.37	\$ 15,662,103.58	\$ 3,901,297.46	\$ 2,334,086.33	50,706	30,448	3,617	16,641
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	\$ 15,785,145.61	\$ 11,491,296.43	\$ 2,731,540.95	\$ 1,562,308.23	42,492	22,259	4,459	15,774
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
Mar-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
Mar-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
Apr-21									
Mo Metro	Residential	\$ 16,462,699.05	\$ 3,883,961.87	\$ 2,986,745.47	\$ 9,591,991.71	39,163	14,536	6,381	18,246
Apr-21	Commercial	\$ 3,126,394.20	\$ 1,660,611.68	\$ 661,513.81	\$ 804,268.71	2,083	946	338	799
	Total Arrears	\$ 19,589,093.25	\$ 5,544,573.55	\$ 3,648,259.28	\$ 10,396,260.42	41,246	15,482	6,719	19,045
Mo West	Residential	\$ 10,807,734.76	\$ 3,040,006.55	\$ 2,196,517.21	\$ 5,571,211.00	31,225	13,741	5,835	11,649
Apr-21	Commercial	\$ 2,389,567.76	\$ 1,182,901.09	\$ 490,225.66	\$ 716,441.01	2,946	1,715	434	797
	Total Arrears	\$ 13,197,302.52	\$ 4,222,907.64	\$ 2,686,742.87	\$ 6,287,652.01	34,171	15,456	6,269	12,446
May-21									
Mo Metro	Residential	\$ 11,890,504.94	\$ 2,999,546.85	\$ 2,105,310.89	\$ 6,785,647.20	36,115	14,860	6,604	14,651
May-21	Commercial	\$ 2,195,333.73	\$ 1,240,112.89	\$ 283,527.79	\$ 671,693.05	1,681	964	240	477
	Total Arrears	\$ 14,085,838.67	\$ 4,239,659.74	\$ 2,388,838.68	\$ 7,457,340.25	37,796	15,824	6,844	15,128

Mo West Residential	\$ 7,773,531.66	\$ 2,565,849.22	\$ 1,441,969.18	\$ 3,765,713.26	29,909	14,838	5,365	9,706
May-21 Commercial	\$ 1,804,818.22	\$ 521,730.45	\$ 1,129,802.39	\$ 153,285.38	2,421	1,600	325	496
Total Arrears	\$ 9,578,349.88	\$ 3,087,579.67	\$ 2,571,771.57	\$ 3,918,998.64	32,330	16,438	5,690	10,202

Jun-21

Mo Metro Residential	\$ 13,001,095.21	\$ 3,303,922.49	\$ 2,165,096.56	\$ 7,532,076.16	42,964	17,590	8,372	17,002
Jun-21 Commercial	\$ 2,233,065.84	\$ 948,558.05	\$ 412,069.65	\$ 872,438.14	1,806	1,026	309	471
Total Arrears	\$ 15,234,161.05	\$ 4,252,480.54	\$ 2,577,166.21	\$ 8,404,514.30	44,770	18,616	8,681	17,473

Mo West Residential	\$ 8,522,275.91	\$ 2,704,941.89	\$ 1,506,497.96	\$ 4,310,836.06	34,415	15,842	6,869	11,704
Jun-21 Commercial	\$ 1,774,193.30	\$ 1,114,685.34	\$ 179,948.73	\$ 479,559.23	2,616	1,698	420	498
Total Arrears	\$ 10,296,469.21	\$ 3,819,627.23	\$ 1,686,446.69	\$ 4,790,395.29	37,031	17,540	7,289	12,202

Jul-21

Mo Metro Residential	\$ 14,497,101.97	\$ 5,216,372.48	\$ 1,915,483.59	\$ 7,365,245.90	45,666	20,641	7,127	17,898
Jul-21 Commercial	\$ 5,004,741.50	\$ 1,895,683.49	\$ 1,155,500.45	\$ 1,953,557.56	2,018	1,276	267	475
Total Arrears	\$ 19,501,843.47	\$ 7,112,055.97	\$ 3,070,984.04	\$ 9,318,803.46	47,684	21,917	7,394	18,373

Mo West Residential	\$ 10,025,626.06	\$ 4,358,215.09	\$ 1,416,475.39	\$ 4,250,935.58	37,369	18,603	5,959	12,807
Jul-21 Commercial	\$ 2,513,799.79	\$ 1,413,568.49	\$ 550,610.63	\$ 549,620.67	2,595	1,781	309	505
Total Arrears	\$ 12,539,425.85	\$ 5,771,783.58	\$ 1,967,086.02	\$ 4,800,556.25	39,964	20,384	6,268	13,312

Aug-21

Mo Metro Residential	\$ 15,549,756.98	\$ 6,299,648.11	\$ 2,506,538.07	\$ 6,743,570.80	47,399	22,456	7,837	17,106
Aug-21 Commercial	\$ 3,135,541.77	\$ 1,808,855.30	\$ 676,551.90	\$ 650,134.57	1,804	1,161	222	421
Total Arrears	\$ 18,685,298.75	\$ 8,108,503.41	\$ 3,183,089.97	\$ 7,393,705.37	49,203	23,617	8,059	17,527

Mo West Residential	\$ 11,173,948.49	\$ 5,153,975.67	\$ 2,036,871.61	\$ 3,983,101.21	38,787	19,859	7,172	11,756
Aug-21 Commercial	\$ 2,439,527.07	\$ 1,315,758.73	\$ 584,554.68	\$ 539,213.66	2,547	1,880	248	419
Total Arrears	\$ 13,613,475.56	\$ 6,469,734.40	\$ 2,621,426.29	\$ 4,522,314.87	41,334	21,739	7,420	12,175

Sep-21

Mo Metro Residential	\$ 16,699,597.95	\$ 7,810,027.72	\$ 3,586,749.24	\$ 5,302,820.99	52,616	26,462	11,686	14,468
Aug-21 Commercial	\$ 3,908,410.28	\$ 2,535,121.40	\$ 869,816.96	\$ 503,471.92	2,006	1,356	324	326
Total Arrears	\$ 20,608,008.23	\$ 10,345,149.12	\$ 4,456,566.20	\$ 5,806,292.91	54,622	27,818	12,010	14,794

Mo West Residential	\$ 12,017,219.55	\$ 6,325,295.25	\$ 2,504,853.48	\$ 3,187,070.82	42,763	23,246	8,465	11,052
Aug-21 Commercial	\$ 1,664,669.57	\$ 1,257,998.85	\$ 158,039.49	\$ 248,631.23	2,865	2,087	391	387
Total Arrears	\$ 13,681,889.12	\$ 7,583,294.10	\$ 2,662,892.97	\$ 3,435,702.05	45,628	25,333	8,856	11,439

AAO - J

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
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
	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
	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
	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)
	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
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
	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
	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
	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)
	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
									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
	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
	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
	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)
	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

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

**** as of 1/20/20 as customers break arrangements or add them this number will change**

AAO j	Division/Class	End of September 2021 - Count	End of September 2021 - Amount
	Missouri West Total	7,438	\$ 2,271,359.27
	- Residential	7,311	\$ 2,175,893.45
	- Commercial	127	\$ 95,465.82
	Missouri Metro Total	9,222	\$ 3,079,836.19
	- Residential	9,085	\$ 2,814,021.08
	- Commercial	137	\$ 265,815.11
	Total Missouri	16,660	\$ 5,351,195.46
	- Residential	16,396	\$ 4,989,914.53
	- Commercial	264	\$ 361,280.93

* Note this is data we can only pull for a point in time so there is no way to generate a historical view.