

P u b l i c

**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”), to submit this compliance filing, as required by the *Report and 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 Order²:

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.

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.

² *See, Order*, ¶82-86, pp. 37-38.

- (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] 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. In accordance with the above-referenced Order conditions, the Company hereby submits to the Commission the attached Quarterly Report (“Quarterly Report”), which includes a detailed narrative description of accounting processes and information required by the Order.

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 5th day of February 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**

Evergy, Inc.
Missouri COVID-19 AAO
Docket No. EU-2020-0350
MO Metro and MO West

OVERVIEW:

Pursuant to the Report and Order in Case No. EU-2020-0350 (“Order”) approving the COVID-19 AAO for MO Metro & MO West effective January 23, 2021, the following report is submitted to comply with the following Ordered actions:

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.
11. Initial and updated reports shall identify all cost increases and decreases related to the pandemic identified to date and shall include a list of COVID-19 related expenses and the respective amounts incurred to ensure safe and reliable service.
12. Initial and updated reports shall report all categories identified in paragraph 9 of the Agreement, as recited above.
13. Within 30 days after the effective date of this order, Evergy shall file in this case copies of the applicable policies and procedures intended to govern how monthly deferral amounts are to be calculated for each category. Such policies and procedures shall include a proposed monthly reporting format, as stated in paragraph 13 of the Agreement.

This initial report details the categories included in the Company’s schedule developed to track late payment fee revenues, reconnection fee revenues and costs that qualify for deferral as described in the Order in this proceeding. This initial report also includes the applicable policies and procedures governing how monthly deferral amounts are to be calculated for each category. Examples include purchases of equipment or supplies not otherwise required, contractor costs for cleaning and disinfecting Evergy work locations, and costs of supplies for cleaning and sanitizing Evergy work locations. The costs are tracked in the accounting systems utilizing the Work ID code block field “COVID19”, and certain Project ID’s used at the power plant locations. Once the books are closed on a monthly basis, queries are developed to accumulate the fee revenue and cost detail described below based on the established COVID19 tracking code. Each line item is analyzed and assigned to one of the categories described below.

In addition, this initial report includes the monthly reporting of the categories identified in item 12 above (Paragraph 9 of the Non-unanimous Stipulation and Agreement) reported by month through December 2020. This includes the following:

9. Reporting: The Company agrees, within two weeks after the Commission issues an order approving this Non-Unanimous Stipulation and Agreement, to file an initial report identifying the cost categories to be tracked and deferred from the period March 1-June 30, 2020. The report will identify all cost increases and decreases related to the pandemic that have been identified to date (Exhibits 1 & 2), and:
- (a) The number of customers, by customer class; (Exhibit 3)
 - (b) The number of customers, by customer class, voluntarily disconnected by month; (Exhibit 4)
 - (c) The number of customers, by customer class, involuntarily disconnected by month; (Exhibit 5)
 - (d) Number of utility reconnections, reported by month; (Exhibit 6)
 - (e) Number of customers on a utility payment plan, by payment plan type (including budget billing), by month; (Exhibit 7)
 - (f) Total dollar amount of arrearages by customer class; (Exhibit 8)
 - (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; (Exhibit 9)
 - (h) The range of arrearage amounts by customer class (i.e., current high and low dollar amount) and the mean average; (Exhibit 10)
 - (i) A quantification of total past-due customer arrearages and number of customers experiencing arrearages, that are thirty, sixty, and ninety days overdue; (Exhibit 11) and
 - (j) Total dollar amount of accounts receivable balances, including accounts receivable balances that are subject to payment plan agreements, by customer class. (Exhibit 12)

TRACKING SCHEDULE REPORTING CATEGORIES POLICY AND PROCEDURES:

CATEGORY: BAD DEBT

Uncollectible Expense/Bad Debts

Uncollectible expense/bad debts include the expense associated with customer bills that have fallen into arrearage and ultimately become uncollectible from the customer. Uncollectible expense/bad debts is obtained from a query of the appropriate receivables company's books

(KCREC or GREC) for the monthly bad debt expense recorded to account 904000. Evergy Account 904000 is used to track the expense for uncollectible accounts. This includes all write offs, collection of previously written off amounts, and the adjustment to the uncollectibles reserve. This actual monthly bad debt expense amount is compared to the baseline bad debt expense amount collected in rates which has been converted to a monthly amount consistent with Exhibit 1 of the Nonunanimous Stipulation and Agreement contained in the Order of this case. Per the Order in this case, only uncollectible expense/bad debt expenses in excess of what was included in rates in the Company's last rate case are eligible for deferral in this case. The amounts included in the Company's last rate case were \$5,552,581 (Evergy Missouri Metro) and \$2,894,841 (Evergy Missouri West).

CATEGORY: WAIVED FEE REVENUES & CUSTOMER PAYMENT PROGRAMS

Late Payment Fee Revenues

Late payment fees are charges assessed to customer accounts in which payment was not received by the bill due date. For our estimated lost late payment (penalty) revenue calculation, Evergy utilizes the amount of 2019's penalty revenue in account 450001 divided by the balance in the accounts receivable 30-60-day aging bucket for each company by month. The ratio generated from this analysis is then applied to the monthly 2020 30-60-day aging bucket to estimate the 2020 amount of lost penalty revenue. Per the Order in this case, the amount of late payment fee revenue that can be deferred associated with this docket is capped at amounts included in the Company's last general rate case. These amounts are \$1,909,451 (for Evergy Missouri Metro) and \$725,422 (for Evergy Missouri West).

Reconnect Fee Revenues

Reconnect fees are charges made to customers whose service was discontinued to cover the cost of reconnecting service. Service can be discontinued for violation of the terms or conditions of the service agreement or on account of a delinquent service bill. During the deferral period granted in the docket disconnections were suspended from 03/13/2020 through 07/15/2020 for the initial moratorium period and then again beginning Thanksgiving week through at least 03/01/2021, thus disrupting the collection of reconnect fee revenue that would have been collected. As such, reconnect fee revenue that was received during this period was compared to the amounts received in the Company's last rate case. Reconnect fees are tracked in the customer billing system using an adjustment type code and are recorded in FERC account 456001. Per the Order in this case, the amount of reconnection fee revenue that can be deferred associated with this docket is capped at amounts included in the Company's last general rate case. These amounts are \$362,605 (for Evergy Missouri Metro) and \$271,385 (for Evergy Missouri West) for service reconnection charges.

COVID-19 Payment Plans

During June 2020, Evergy began offering customers alternative payment plans and account credits to eligible residential customers to help them bring their accounts to good standing. Customer communication programs were activated to educate customers with arrearages on these

special payment arrangements. These customer outreach costs are captured in the Customer Communication/Media/Advertising category below. The COVID Payment Plan category captures the actual account credits that customers accepted with the new payment plans. The two plans offered were: “Pay Now” payment plan – these customers were at least \$100 past due and were eligible for a 10% credit (up to \$100) when they paid their account in full; secondly, the “Four-month” payment plan – customers who were \$250 past due or more could request a 4-month payment arrangement. With the first installment of this plan customers received a credit of \$25, and if the payment plan was completed by the fourth month then the customers received a 50% credit of the payment up to \$75 towards their next bill. These credits were recorded to the tracking code for COVID19 and can be distinguished from other costs by a specific resource - 5500 Billed Revenue in FERC account 930200.

Customer Communications/Media/Advertising

As a result of COVID-19, Evergy took steps to provide limited time support through payment options to customers who were needing payment relief and at risk of disconnect. We launched a series of targeted communications to customers at risk of disconnect due to non-payment announcing new payment plan options. The messaging strategy focused on letting customers know Evergy is here for them during this difficult and uncertain time. The message was communicated through Evergy.com, email, social media, bill inserts and postcards. These costs are charged using the tracking code for COVID19 and can be identified by various resource codes in monthly queries.

CATEGORY: INFORMATION TECHNOLOGY (IT)

IT Costs/Work from home

Beginning in March 2020, shelter in place orders affected our service territories and our employees. Many of Evergy’s employees began working from home, thus incurring costs such as hardware for computers and licensing fees for software. A large portion of these costs were incurred in March 2020 to enable a majority of customer service representatives to work from home supporting customer calls. These costs are charged using the tracking code for COVID19 and can be identified by Information Technology resource codes 15xx.

CATEGORY: SUPPLY CHAIN/POWER PLANT

Power Plant Other (other than Wolf Creek)

The company has also incurred costs to protect essential employees with job functions associated with providing safe and reliable electricity to our customers that are not able to work from home. We have taken extraordinary precautions to make these work locations safe such as cleaning supplies, personal protective equipment, temperature testing equipment, and preparation for possible sequestering of employees. Examples of sequestering costs include freezers to store food, a week’s worth of rations, cots and sleeping bags, janitorial services, etc. The Company has not had to sequester employees yet. These costs are charged using the tracking code for COVID19

and can be identified by the department code and various resource codes depending on the type of expense. This category includes all power plants except for Wolf Creek.

Power Plant Wolf Creek

This category includes the costs as described above in the “Power Plant Other” section. This category is for those costs that were incurred at Wolf Creek. These costs are charged using the tracking code for COVID19 and can be identified by the department code and various resource codes depending on the type of expense.

Facilities/Security

This category includes contractor costs for janitorial services to clean and sanitize Evergy work locations (except for the Power Plants) to limit coronavirus exposure, and also contractor costs to adapt work locations to limit transmission of the virus. Cleaning supplies were also purchased to have on hand at the separate work locations for employee use. In addition, safety and medical supplies were purchased such as masks, hand sanitizers, thermometers, plexiglass screens, etc. These costs are charged using the tracking code for COVID19 and are analyzed using various resource codes.

CATEGORY: OFFSETS

Offsets

The company is also experiencing savings due to the pandemic because of Stay at Home orders and a substantial portion of the workforce working from home. Queries are run on a monthly basis to capture current costs coded to the specific resources for:

- Travel Expenses – hotels, airfare, meals, entertainment (14xx)
- Training Expense, Conferences (1200)
- Office Supplies (1220, 1225, 1226)
- Utilities (1250)
- Staffing reductions – there are currently no savings as a result of the COVID-19 pandemic
- Reduced employee compensation and benefits – there are currently no savings as a result of the COVID-19 pandemic
- Income Tax Benefits – there are currently none as a result of the COVID-19 pandemic

- Direct federal or state assistance – none has been received as a result of the COVID-19 pandemic

These current cost categories are compared to the same baseline of costs included in rates in the Company's last rate case. If the cumulative actual costs are less than what was included in the Company's last rate case then the Company will offset costs recorded to the regulatory asset account. If the cumulative actual costs are more than what was included in the Company's last rate case then no offset will be recorded against the regulatory asset.

In addition, any savings from reduced allocation of costs from shared services or parent organizations caused by the COVID-19 pandemic are included among the offsets listed above and are netted against the deferred costs included in the tracking schedules attached as Exhibits 1 and 2.

The following exhibits satisfy the requirements from the Stipulation and Agreement in paragraph 9 - Reporting and include activity through December 31, 2020:

CONFIDENTIAL Exhibit 1 – Evergy Missouri Metro COVID-19 Tracking Schedule

CONFIDENTIAL Exhibit 2 – Evergy Missouri West COVID-19 Tracking Schedule

Exhibit 3 – Paragraph 9 (a)

Exhibit 4 – Paragraph 9 (b)

Exhibit 5 – Paragraph 9 (c)

Exhibit 6 – Paragraph 9 (d)

Exhibit 7 – Paragraph 9 (e)

Exhibit 8 – Paragraph 9 (f)

Exhibit 9 – Paragraph 9 (g)

Exhibit 10 – Paragraph 9 (h)

Exhibit 11 – Paragraph 9 (i)

Exhibit 12 – Paragraph 9 (j)

**EXHIBITS 1 & 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
Missouri West	293,539	294,676	291,686	292,521	292,828	292,729	292,725	293,190	291,998
Missouri Metro	260,207	261,593	262,886	263,736	264,594	264,055	263,488	263,343	262,269
Total	553,746	556,269	554,572	556,257	557,422	556,784	556,213	556,533	554,267
Commercial Customer Counts	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Missouri West	39,626	39,592	39,598	39,604	39,715	39,812	39,874	39,917	40,114
Missouri Metro	33,761	33,705	33,731	33,828	33,685	33,630	33,756	33,706	33,154
Total	73,387	73,297	73,329	73,432	73,400	73,442	73,630	73,623	73,268
TOTAL Customer Counts	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Missouri West	333,165	334,268	331,284	332,125	332,543	332,541	332,599	333,107	332,112
Missouri Metro	293,968	295,298	296,617	297,564	298,279	297,685	297,244	297,049	295,423
Total	627,133	629,566	627,901	629,689	630,822	630,226	629,843	630,156	627,535

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
Missouri West Total	3,574	3,763	3,986	4,514	4,561	2,972	2,866	2,062	2,431
- Residential	3,116	3,242	3,387	3,603	3,690	2,767	2,679	1,918	2,288
- Commercial	458	521	599	911	871	205	187	144	143
Missouri Metro Total	5,085	5,300	5,475	5,702	5,844	3,855	3,772	2,480	2,812
- Residential	4,511	4,682	4,731	4,769	4,771	3,723	3,610	2,377	2,662
- Commercial	574	618	744	933	1,073	132	162	103	150
Total Missouri	8,659	9,063	9,461	10,216	10,405	6,827	6,638	4,542	5,243
- Residential	7,627	7,924	8,118	8,372	8,461	6,490	6,289	4,295	4,950
- Commercial	1,032	1,139	1,343	1,844	1,944	337	349	247	293

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

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
Missouri West Total	6,628	5,092	5,419	9,769	12,839	12,170	11,836	12,166	11,173
- Residential	6,551	5,021	5,346	9,591	12,600	11,996	11,669	12,010	11,020
- Commercial	77	71	73	178	239	174	167	156	153
Missouri Metro Total	9,467	7,331	7,900	13,803	17,583	17,383	16,633	17,437	15,631
- Residential	9,361	7,228	7,768	13,558	17,228	17,120	16,416	17,199	15,450
- Commercial	106	103	132	245	355	263	217	238	181
Total Missouri	16,095	12,423	13,319	23,572	30,422	29,553	28,469	29,603	26,804
- Residential	15,912	12,249	13,114	23,149	29,828	29,116	28,085	29,209	26,470
- Commercial	183	174	205	423	594	437	384	394	334

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
Missouri West	57,566	57,381	57,458	58,404	57,605	58,082	57,459	57,607	57,390
Missouri Metro	50,868	50,399	50,780	52,086	51,314	51,395	50,576	51,133	50,697
Total Missouri	108,434	107,780	108,238	110,490	108,919	109,477	108,035	108,740	108,087

**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

<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+
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	\$ 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

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+
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	\$ 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

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Stipulation & Agreement

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)

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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Stipulation & Agreement

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	
	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
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

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	
	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
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

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
Missouri West	\$ 249.72	\$ 266.54	\$ 276.04	\$ 262.34	\$ 224.81	\$ 248.17	\$ 216.20	\$ 196.24	\$ 215.63
Missouri Metro	\$ 273.36	\$ 298.65	\$ 296.81	\$ 284.81	\$ 250.70	\$ 270.22	\$ 235.98	\$ 228.05	\$ 235.98

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
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
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

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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>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									
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

		<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+
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

		<u>Arrears Balances - Active Accounts Excluding Pay Arrangements</u>				<u># of Active Accounts in Arrears Excluding Pay Arrangements</u>			
		<u>Total Arrears</u>	<u>30 - 59 Days</u>	<u>60 - 89 Days</u>	<u>90+ Days</u>	<u>Total</u>	<u>30 - 59</u>	<u>60 - 89</u>	<u>90+</u>
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									
Nov-20	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									
Dec-20	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>

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
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