

9. Provide the percent of customers, by class, that pay on time for:

		Delinquent		Percentage of	Percentage of
a.	2017	notices mailed	# Customers	customers	customers paying
				delinquent	on time
	JAN	6,069	35015	17.33%	82.67%
	FEB	5574	35044	15.91%	84.09%
	MAR	5213	35074	14.86%	85.14%
	APR	5568	35091	15.87%	84.13%
	MAY	5386	35166	15.32%	84.68%
	JUN	5390	35206	15.31%	84.69%
	JUL	5869	35310	16.62%	83.38%
	AUG	5458	35294	15.46%	84.54%
	SEPT	5817	35334	16.46%	83.54%
	OCT	5646	35281	16.00%	84.00%
	NOV	4881	35301	13.83%	86.17%
	DEC	5500	35305	15.58%	84.42%
	2017 AVG PERCENTAGE OF MEMBERS PAY ON TIME				84.29%

		Delinquent		Percentage of	Percentage of
b.	2018	notices mailed	# Customers	customers	customers paying
				delinquent	on time
	JAN	5,619	35377	15.88%	84.12%
	FEB	5,571	35400	15.74%	84.26%
	MAR	5,105	35436	14.41%	85.59%
	APR	5,256	35417	14.84%	85.16%
	MAY	5,256	35442	14.83%	85.17%
	JUN	5,478	35558	15.41%	84.59%
	JUL	5,553	35552	15.62%	84.38%
	AUG	5,254	35557	14.78%	85.22%
	SEPT	5,650	35567	15.89%	84.11%
	OCT	5,216	35525	14.68%	85.32%
	NOV	5,096	35524	14.35%	85.65%
	DEC	5,502	35502	15.50%	84.50%
	2018 AVG PERCENTAGE OF MEMBERS PAY ON TIME				84.84%

		Delinquent		Percentage of	Percentage of
c.	2019	notices mailed	# Customers	customers	customers paying
				delinquent	on time
	JAN	5,127	35496	14.44%	85.56%
	FEB	5,323	35674	14.92%	85.08%
	MAR	5,191	35657	14.56%	85.44%
	APR	5,127	35617	14.39%	85.61%
	MAY	4,888	35617	13.72%	86.28%
	JUN	5,046	35733	14.12%	85.88%
	JUL	4,952	35710	13.87%	86.13%
	AUG	4,852	35722	13.58%	86.42%
	SEPT	4,989	35758	13.95%	86.05%
	OCT	4,821	35781	13.47%	86.53%
	NOV	4,886	35711	13.68%	86.32%
	DEC	5,094	35731	14.26%	85.74%
	2019 AVG PERCENTAGE OF MEMBERS PAY ON TIME				85.92%

		Delinquent		Percentage of	Percentage of
d.	2020	notices mailed	# Customers	customers	customers paying
				delinquent	on time
	JAN	5,184	35708	14.52%	85.48%
	FEB	5,236	35790	14.63%	85.37%
	MAR	4,939	35851	13.78%	86.22%
	APR	4,571	35909	12.73%	87.27%
	MAY	4,423	35985	12.29%	87.71%
	JUNE	4,018	36002	11.16%	88.84%
	JULY	4,504	36086	12.48%	87.52%
	AUG	4,989	36097	13.82%	86.18%
	SEPT	4,791	36117	13.27%	86.73%
	OCT	4,977	36198	13.75%	86.25%
	NOV	4,301	36157	11.90%	88.10%
	DEC	4,756	36150	13.16%	86.84%

Due to the reporting limitations, we are unable to get this information per customer class.