

Grayson Rural Electric Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- 2 If applicable, provide the utility's current number of customers and the date used for that determination.

Response:	Residential	14,004
	Small Commercial	1,143
	Large Power	76
	Industrial	2
	Street Lights	1
		<hr/>
		15,226

As of July 8th

Grayson Rural Electric Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- 3 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customer for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response:

<u>Period</u>	<u>Average Bill</u>
2017	\$ 175.39
2018	\$ 173.86
2019	\$ 172.60
Jan-20	\$ 217.86
Feb-20	\$ 218.70
Mar-20	\$ 169.13
Apr-20	\$ 128.35

**Grayson Rural Electric Cooperative Corporation
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- 4 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response:

		Small					
		Residential	Commercial	Large Power	Industrial	Street Lights	
a.	2017	\$ 151.34	\$ 193.51	\$ 3,207.38	\$ 93,036.29	\$ 656.46	
b.	2018	\$ 149.39	\$ 188.22	\$ 3,449.63	\$ 85,575.49	\$ 657.18	
c.	2019	\$ 150.26	\$ 192.32	\$ 3,433.86	\$ 80,997.82	\$ 737.31	
	Jan-20	\$ 184.97	\$ 220.12	\$ 3,697.72	\$ 92,517.07	\$ 837.16	
	Feb-20	\$ 183.73	\$ 225.84	\$ 3,935.29	\$ 95,189.32	\$ 849.57	
	Mar-20	\$ 138.64	\$ 180.81	\$ 3,235.43	\$ 87,446.11	\$ 798.35	
d.	Apr-20	\$ 108.30	\$ 137.51	\$ 2,197.91	\$ 55,271.51	\$ 710.57	

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- 5 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response:	Period	Average Bill
	2017	\$ 155.81
	2018	\$ 165.21
	2019	\$ 165.05
	Jan-20	\$ 209.81
	Feb-20	\$ 210.81
	Mar-20	\$ 163.16
	Apr-20	\$ 124.00

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6 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

Response:

		Residential	Small Commercial	Large Power	Industrial	Street Lights
a.	2017	\$ 144.94	\$ 151.51	\$ 2,856.18	\$ 93,036.29	\$ 656.46
b.	2018	\$ 141.22	\$ 172.74	\$ 3,166.71	\$ 85,575.49	\$ 657.18
c.	2019	\$ 134.72	\$ 171.49	\$ 3,081.93	\$ 80,997.82	\$ 737.31
	Jan-20	\$ 179.02	\$ 206.88	\$ 3,534.58	\$ 92,517.07	\$ 837.16
	Feb-20	\$ 178.70	\$ 210.43	\$ 3,672.73	\$ 95,189.32	\$ 849.57
	Mar-20	\$ 134.85	\$ 167.19	\$ 3,075.83	\$ 87,446.11	\$ 798.35
d.	Apr-20	\$ 105.53	\$ 126.12	\$ 2,083.83	\$ 55,271.51	\$ 710.57

- 7 Explain how the utility calculates bad debt.
- a. Explain the decision criteria governing when the utility writes off bad debt.
 - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
 - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

Response:

a.

Three months after an account is disconnected, Grayson will categorize and write off the bad debt. During those three months, Grayson will send a letter each month attempting to collect on the debt.

b.

	2018	2019	2020
January	\$ 6,184.90	\$ 18,389.34	\$ 3,347.02
February	\$ 2,580.12	\$ 3,598.32	\$ 2,251.42
March	\$ 7,552.96	\$ 4,438.52	\$ 11,390.86
April	\$ 9,629.60	\$ 6,631.93	\$ 776.30
May	\$ 11,151.18	\$ 22,998.19	\$ 7,327.47
June	\$ 17,248.71	\$ 19,012.74	\$ 6,134.77
July	\$ 10,228.81	\$ 4,524.16	
August	\$ 9,235.37	\$ 7,124.53	
September	\$ 5,940.65	\$ 6,219.71	
October	\$ 3,033.38	\$ 6,193.83	
November	\$ 2,064.52	\$ 5,185.45	
December	\$ 4,590.08	\$ 8,018.34	
Total	\$ 89,440.28	\$ 112,335.06	\$ 31,227.84

- c. Grayson has not changed its calculation or determination of bad debt in the past two years.

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8 Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this

Response: As of July 1, 2020

Residential	997
Small Commercial	27
Large Commercial	5
Industrial	0
Street Lights	0

Farmers Rural Electric Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- 9** Provide the percent of customers, by class, that pay on time for:
- a. 2017 as a year, not each month;
 - b. 2018 as a year, not each month;
 - c. 2019 as a year, not each month; and
 - d. Each month in 2020.

Response:		Residential	Small Commercial	Large Power	Industrial	Street Lights
a.	2017	85%	89%	87%	100%	100%
b.	2018	85%	86%	81%	100%	100%
c.	2019	86%	89%	86%	100%	100%
d.	Jan-20	86%	92%	69%	100%	100%
	Feb-20	86%	90%	76%	100%	100%
	Mar-20	87%	91%	92%	100%	100%
	Apr-20	87%	82%	91%	100%	100%
	May-20	88%	89%	86%	100%	100%
	Jun-20	88%	91%	90%	100%	100%

Grayson Rural Electric Cooperative Corporation
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Commission Staff's Initial Request

- 10 Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the
- Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
 - Provide monthly totals of service terminations for customers only for nonpayment of bills.
 - Provide the total number of customers for each month.

Response:

All Termination Notices and Terminations For Non-Payment
2015 through 2019

(a) Total service termination notices issued	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
	2015	-												
	2016	-												
	2017	10,730							1,847	1,990	1,879		2,367	2,647
	2018	26,786	2,453	2,413	2,148	1,889	2,145	2,259	1,911	2,209	2,290	2,209	2,453	2,407
	2019	25,090	2,705	2,107	2,011	2,044	2,330	1,957	1,835	2,309	1,782	2,339	1,717	1,954

(b) Total service terminations	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
	2015	-												
	2016	-												
	2017	239							29	35	56	66	-	53
	2018	526	47	48	59	35	48	55	36	37	51	45	39	26
	2019	551	40	34	42	33	52	41	36	54	54	55	54	56

(c) Total number of customers per month	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
	2015													
	2016													
	2017	74,565							14,849	14,902	14,923		14,901	14,990
	2018	180,873	14,969	14,976	14,978	14,993	15,044	15,069	15,081	15,094	15,143	15,200	15,172	15,154
	2019	181,836	15,194	15,226	15,079	15,047	15,188	15,196	15,189	15,150	15,152	15,183	15,116	15,116

* Data available back to July 2017

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- 11** Provide the total income received from late payment fees for:
- a. Each month in 2017;
 - b. Each month in 2018;
 - c. Each month in 2019;
 - d. Each month in 2020;

Response:	a.	b.	c.	d.
	2017	2018	2019	2020
January	\$ 42,881.31	\$ 25,392.13	\$ 22,951.58	\$ 43,612.03
February	\$ 35,067.82	\$ 76,954.12	\$ 67,931.96	\$ (324.87)
March	\$ 31,097.38	\$ 41,140.56	\$ 54,212.23	\$ -
April	\$ 26,057.73	\$ 41,809.69	\$ 23,488.27	\$ (16.99)
May	\$ 25,067.16	\$ 33,696.41	\$ 14,820.46	
June	\$ 28,415.49	\$ 33,585.97	\$ 39,099.65	
July	\$ 34,904.52	\$ 39,828.11	\$ 46,091.99	
August	\$ 32,678.55	\$ 18,645.77	\$ 34,399.55	
September	\$ 28,153.56	\$ 64,490.44	\$ 42,138.97	
October	\$ 44,666.90	\$ 38,077.96	\$ 11,334.18	
November	\$ 39,383.20	\$ 43,373.05	\$ 50,031.09	
December	\$ 58,254.49	\$ 51,455.92	\$ 47,892.39	
	<u>\$ 426,628.11</u>	<u>\$ 508,450.13</u>	<u>\$ 454,392.32</u>	<u>\$ 43,270.17</u>

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12 Quantify the amount of the late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

Response:	Delinquent Amount	Late Payment Fees
Mar-20	\$ 313,640.13	\$ 31,364.01
Apr-20	\$ 321,729.54	\$ 32,172.95
May-20	\$ 240,508.42	\$ 24,050.84
Jun-20	\$ 202,561.01	\$ 20,256.10
	<u>\$ 1,078,439.10</u>	<u>\$ 107,843.90</u>

Grayson Rural Electric Cooperative Corporation
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Commission Staff's Initial Request

- 13** Provide copies of all general communication provided to customers regarding arrearages, late payment, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

Response: Please see attached PDF Documents



Grayson Rural Electric



March 13 · 🌐

In response to the COVID-19 Pandemic, (Coronavirus), Grayson R.E.C.C. will observe precautions as suggested by the World Health Organization and the Center for Disease Control (CDC). Therefore, we ask our members:

1. To limit face to face contact with the office. We have several methods you can use to pay your bill, including online, over the phone, through the drive-thru, and by mail.
2. Outages can be reported by phone at any time.
3. If you have other issues, please call the office to see if they can be handled over the phone.
4. If you have an emergency, do not hesitate to call.

Please be assured that the health and safety of our members and employees is our top priority. We will make every effort to help curtail the spread of this virus.

1,969

People Reached

188

Engagements

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Grayson Rural Electric

March 16 · 🌐

Due to the increased concern about COVID-19, Grayson R.E.C.C. will close our office lobby and service area to members and visitors starting Tuesday, March 17th. Guided by our Cooperative values, we are dedicated to the health and well-being of our members, our employees and their families. Our goal is to decrease the likelihood of the spread of this illness and resulting work disruptions when our members need us the most. Our employees will be conducting necessary business over the phone and through the drive-thru. Payments can also be made on line, through the Smart App, or left in the night deposit box. Questions regarding these options can be made to 1-800-562-3532.

Outages may also be reported to this number. We will suspend disconnection of service for non-payment for a limited time. It remains the responsibility of our members to manage their bills in a timely manner and avoid large balances in the future.

We know this is a difficult time for all of our members and for our employees. We hope that you take every precaution and stay well and safe. Please call us if you have questions.

Sincerely,

Carol Hall Fraley, President and CEO and the Board and Directors, Staff and Employees of GRAYSON RURAL ELECTRIC COOPERATIVE CORPORATION

9,229

People Reached

1,184

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Actions ▼



Grayson Rural Electric

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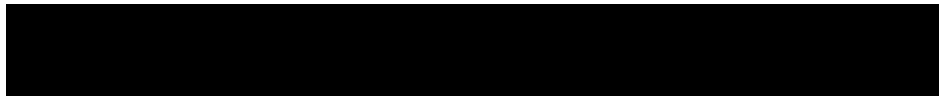
April 6 · 🌐

ATTENTION MEMBERS!!! We have been notified that members are receiving calls from Grayson RECC today concerning COVID-19. We ARE NOT sending out calls concerning COVID-19. This is a scam and is not related to Grayson RECC. Please contact us with any questions at 800-562-3532 or 474-5136. Thank you!

12,920
People Reached

903
Engagements

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Grayson Rural Electric



June 2 at 11:19 AM · 🌐

Call your local Community Action Agency today to see if you qualify for assistance. If you need us to fax a copy of your last bill, just give us a call and we would be happy to do that.

NEED HELP WITH YOUR ELECTRIC BILL?

 **KENTUCKY community Action PARTNERSHIPS**

First-come, first-served low-income assistance now available.

Apply now. New LIHEAP spring enrollment deadline is June 30.

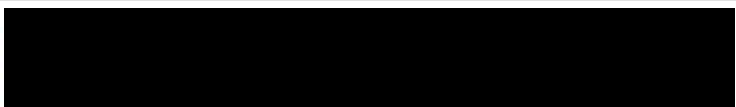
2,796

People Reached

179

Engagements

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1 Comment 43 Shares



Grayson Rural Electric



June 2 at 6:00 PM · 🌐

Allow 6 feet for safety. We are asking members and employees to practice **SOCIAL DISTANCING.**



557

People Reached

13

Engagements

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Grayson Rural Electric

June 12 at 3:45 PM · 🌐



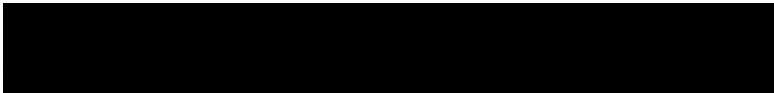
446

People Reached

8

Engagements

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Grayson Rural Electric

June 15 at 11:38 AM · 🌐



Call today and we would be happy to tell you about our PrePay program.



527

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12

Engagements

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Grayson Rural Electric

June 17 at 8:47 AM · 🌐



DO's & DON'Ts



PREVENTING ILLNESS

552
People Reached

10
Engagements

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1 Share



Grayson Rural Electric



June 17 at 6:00 PM · 🌐



511
People Reached

13
Engagements

Boost Post



1 Share

Like

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Grayson Rural Electric

June 19 at 6:00 AM · 🌐



NEED HELP WITH YOUR ELECTRIC BILL?



First-come, first-served
low-income assistance
now available.

Apply now. New LIHEAP
spring enrollment deadline
is June 30.

1,269

People Reached

44

Engagements

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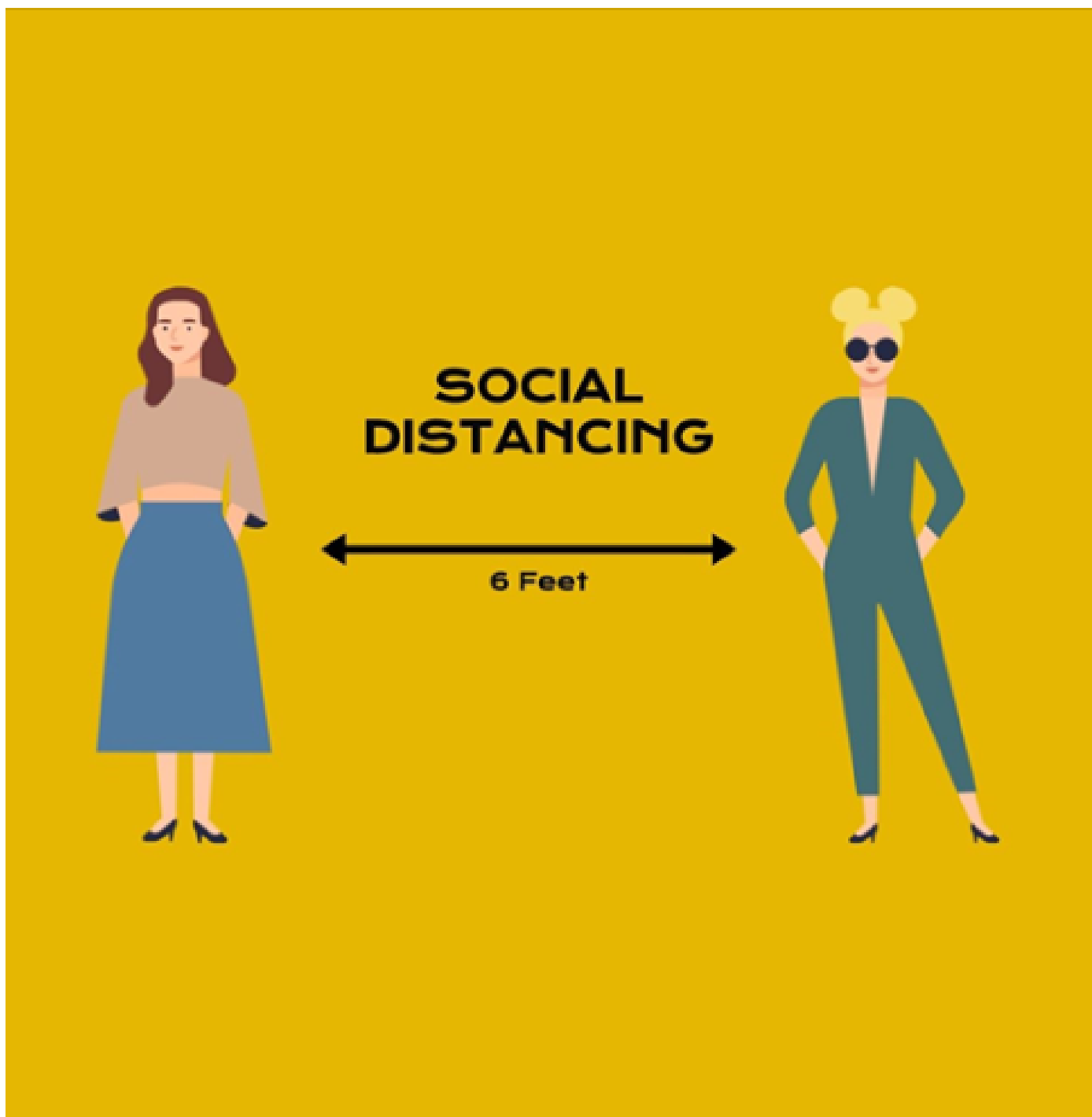
Grayson Rural Electric

June 21 at 6:00 AM · 🌐



Are you keeping a safe social distance?

Social distancing means avoiding close contact with others to reduce the spread of infection. Stay away from large gatherings of people and maintain a distance of at least six feet from others.



360

People Reached

6

Engagements

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Grayson Rural Electric



June 22 at 6:00 AM · 🌐

Qualifications have changed and you may be eligible when you haven't been before. Call your LIHEAP office today!

NEED HELP WITH YOUR ELECTRIC BILL?

LIHEAP
Low-Income Home Energy Assistance Program

First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.

1,995
People Reached

84
Engagements

Boost Post



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Grayson Rural Electric

9 hrs ·



Levelized Billing

As Easy as 1-2-3!

Even out your monthly electric payments



258

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Covid-19 Disconnect reminder Grayson RECC

In order to better serve our members during this difficult time, Grayson Rural Electric made the decision to suspend residential disconnects in an effort to ease the potential financial burden on our members directly affected by COVID 19 virus. We are still committed to this practice at this time, but disconnects could resume with little notice.

This call is a friendly reminder that your account has a past due balance. We urge you to pay your electric bill, or call our office or go online to make an arrangement to ensure uninterrupted electrical service will continue when our world returns to a normal way of life.

Grayson Rural Electric Cooperative Corporation

Case No. 2020-00085

Commission Staff's Initial Request

- 14** Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has

Response:	Sanitizing Supplies	\$ 1,603.19
	Gloves/Masks/Thermometers	\$ 2,914.99
	Employee Barriers	\$ 1,485.11
	Technology	\$ 1,264.66
	Late Fees (12)	<u>\$ 107,843.90</u>
		\$ 115,111.85

Grayson Rural Electric Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- 15** Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the

Response: Due to the restrictions and recommendations during the pandemic, Grayson has suspended non-essential travel. This has produced a savings of \$ 22,750 from budgeted travel and training expenses.

Grayson has not realized any increased income.

Grayson Rural Electric Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

- 16** Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

Response: As a member owned electric cooperative, Grayson Rural Electric strives to serve its members as efficiently and effectively as possible. As a cooperative, Grayson operates on a non-profit basis, ultimately trying to control our expenses as best as we can. While a vast majority of our members continue to pay their bills each month on time, a growing concern is the increasing likelihood of write-offs for non-paid bills as the moratorium for non-pay disconnections continues.

Grayson continually works every day with our members to assist those who may be having trouble with their bills and provide an avenue for them to stay as current as possible. We encourage the Commission to allow us to continue helping our members by lifting the moratorium so that we can begin to work with our members in setting up manageable plans to become current on their bills and reduce the liability on the entire membership.

Grayson Rural Electric Cooperative Corporation
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Commission Staff's Initial Request

17 If applicable, provide any information or concerns regarding the utility's prepay program as it related to the Commission's previous Orders in this docket.

	# Balance Owed	Balance Owed	# Positive Balance	Balance Remaining	% Negative Balance	# Within \$5
3/31/2020	187	\$ 7,597.14	775	\$ 40,491.45	19%	133
4/1/2020	171	\$ 8,051.03	790	\$ 41,423.24	18%	54
4/2/2020	162	\$ 8,638.14	802	\$ 44,837.26	17%	71
4/3/2020	178	\$ 9,519.48	784	\$ 47,210.96	19%	49
4/6/2020	215	\$ 12,219.73	748	\$ 47,719.09	22%	31
4/7/2020	172	\$ 12,445.93	793	\$ 49,917.50	18%	46
4/8/2020	194	\$ 13,197.44	770	\$ 48,814.25	20%	28
4/9/2020	204	\$ 13,766.73	762	\$ 48,943.92	21%	33
4/13/2020	213	\$ 17,643.41	753	\$ 44,991.88	22%	44
4/14/2020	214	\$ 17,994.18	753	\$ 45,702.13	22%	44
4/15/2020	233	\$ 18,621.13	735	\$ 47,055.78	24%	42
4/16/2020	227	\$ 19,691.09	742	\$ 54,140.85	23%	42
4/17/2020	220	\$ 20,414.69	750	\$ 53,802.93	23%	28
4/20/2020	245	\$ 24,088.79	725	\$ 49,539.52	25%	36
4/21/2020	218	\$ 24,496.33	754	\$ 50,108.29	22%	33
4/22/2020	221	\$ 25,290.50	752	\$ 50,334.98	23%	28
4/23/2020	197	\$ 26,372.91	779	\$ 47,564.12	20%	40
4/24/2020	216	\$ 26,553.67	760	\$ 46,964.02	22%	33
4/27/2020	215	\$ 28,633.44	764	\$ 46,602.14	22%	34
4/28/2020	217	\$ 28,775.54	762	\$ 46,319.42	22%	35
4/29/2020	216	\$ 29,619.14	763	\$ 47,448.28	22%	34
4/30/2020	215	\$ 29,803.59	765	\$ 49,238.93	22%	42
5/1/2020	214	\$ 30,169.71	768	\$ 53,103.34	22%	40
5/4/2020	200	\$ 30,509.72	781	\$ 60,712.10	20%	31
5/5/2020	193	\$ 30,704.81	789	\$ 62,907.11	20%	27
5/6/2020	195	\$ 30,408.75	788	\$ 68,391.34	20%	23
5/7/2020	195	\$ 30,588.71	789	\$ 67,877.59	20%	33
5/8/2020	196	\$ 30,380.80	787	\$ 67,833.46	20%	29
5/11/2020	227	\$ 32,231.03	758	\$ 63,606.27	23%	29
5/12/2020	209	\$ 32,418.41	776	\$ 64,911.57	21%	31
5/13/2020	212	\$ 33,183.17	774	\$ 65,522.87	22%	24
5/14/2020					#DIV/0!	
5/15/2020	214	\$ 33,958.01	776	\$ 66,030.17	22%	31
5/18/2020	225	\$ 35,325.00	764	\$ 62,700.81	23%	26
5/19/2020	202	\$ 36,696.12	788	\$ 62,981.98	20%	36
5/20/2020	198	\$ 37,054.47	793	\$ 63,595.20	20%	35
5/21/2020	201	\$ 37,582.87	791	\$ 63,730.61	20%	36
5/22/2020	203	\$ 38,183.01	789	\$ 63,140.07	20%	23
5/25/2020					#DIV/0!	
5/26/2020	226	\$ 40,970.16	770	\$ 58,431.90	23%	43
5/27/2020	217	\$ 41,600.68	780	\$ 58,175.50	22%	39
5/28/2020	209	\$ 42,236.24	789	\$ 58,174.34	21%	40
5/29/2020	219	\$ 42,559.33	778	\$ 57,500.99	22%	43
6/1/2020	185	\$ 42,434.40	811	\$ 62,296.01	19%	39
6/2/2020	202	\$ 42,816.50	795	\$ 61,156.25	20%	34
6/3/2020	202	\$ 42,670.84	795	\$ 61,765.07	20%	36
6/4/2020	205	\$ 42,496.62	793	\$ 62,247.61	21%	33
6/5/2020	204	\$ 41,607.62	793	\$ 63,160.66	20%	38
6/8/2020	221	\$ 43,376.20	778	\$ 60,979.40	22%	36
6/9/2020	213	\$ 42,533.34	786	\$ 61,008.36	21%	35
6/10/2020	198	\$ 42,594.42	802	\$ 62,340.39	20%	36
6/11/2020	211	\$ 43,163.64	791	\$ 61,923.18	21%	35
6/12/2020	213	\$ 43,091.00	790	\$ 62,859.16	21%	34
6/15/2020	226	\$ 44,749.84	780	\$ 61,961.85	22%	30
6/16/2020	206	\$ 44,600.57	799	\$ 62,388.80	20%	32
6/17/2020	221	\$ 45,191.95	784	\$ 62,048.14	22%	30
6/18/2020	218	\$ 45,701.67	789	\$ 61,739.55	22%	23
6/19/2020	202	\$ 45,374.93	806	\$ 61,907.13	20%	28
6/22/2020	249	\$ 47,304.00	759	\$ 57,189.27	25%	40
6/23/2020	227	\$ 46,823.07	782	\$ 58,243.74	22%	33
6/24/2020	227	\$ 47,575.76	781	\$ 57,739.39	23%	39
6/25/2020	216	\$ 47,842.16	791	\$ 59,384.74	21%	48
6/26/2020	241	\$ 48,708.54	767	\$ 57,864.64	24%	35
6/29/2020	252	\$ 51,186.69	757	\$ 54,764.44	25%	31
6/30/2020	228	\$ 52,766.68	782	\$ 55,668.46	23%	44
7/1/2020	228	\$ 53,774.35	782	\$ 55,611.57	23%	52
7/2/2020	253	\$ 54,190.27	758	\$ 55,693.00	25%	41
7/3/2020					#DIV/0!	
7/6/2020	282	\$ 56,719.37	731	\$ 53,366.45	28%	36
7/7/2020	252	\$ 56,351.59	760	\$ 56,258.14	25%	36
7/8/2020	259	\$ 56,682.32	754	\$ 56,045.47	26%	47
7/9/2020	263	\$ 57,021.24	754	\$ 58,079.46	26%	39
7/10/2020	264	\$ 57,272.33	754	\$ 59,564.24	26%	36

Response: Grayson has been tracking the daily balances of its' prepay members since March 31. From the data and graph included, the balance owed on accounts has continuously increased since the moratorium has been in effect. Approximately 26% of our prepay members would be subject to disconnection at this time. As this period of non-disconnection continues, we anticipate that number to increase as well.

