

Henderson County Water District

Provide the average total bill for all customers

a. average bill for the year 2017 \$41.30

b. average bill for the year 2018 \$44.47

c. average bill for the year 2019 \$43.74

d. average bill for each month in 2020

January	\$41.74
February	\$44.14
March	\$43.60
April	\$41.13
May	\$43.80
June	\$48.97
July	\$52.48

Henderson County Water District

Provide the average total bill for all customers in each class

	Residential	Commercial
a. average bill for the year 2017	\$40.50	\$78.93
b. average bill for the year 2018	\$42.79	\$93.06
c. average bill for the year 2019	\$42.66	\$87.44
d. Average bill for each month in 2020		
January	\$39.50	\$82.32
February	\$44.06	\$80.45
March	\$43.23	\$81.61
April	\$40.16	\$69.31
May	\$41.01	\$69.56
June	\$37.20	\$78.20
July	\$47.35	\$79.22

Henderson County Water District

Provide the average bill for current service for all customers

a. average bill for the year 2017 \$40.62

b. average bill for the year 2018 \$43.18

c. average bill for the year 2019 \$42.86

d. Average bill for each month in 2020

January	\$40.60
February	\$43.92
March	\$43.16
April	\$39.83
May	\$41.51
June	\$46.02
July	\$48.23

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Provide the average bill for current service for all customers in each class

	Residential	Commercial
a. average bill for the year 2017	\$38.19	\$77.65
b. average bill for the year 2018	\$40.61	\$83.29
c. average bill for the year 2019	\$40.62	\$85.93
d. Average bill for each month in 2020		
January	\$38.74	\$81.47
February	\$42.16	\$79.44
March	\$41.21	\$80.00
April	\$35.46	\$65.11
May	\$36.97	\$66.49
June	\$41.33	\$75.11
July	\$43.11	\$76.16

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B. Provide the monthly bad debit write-off for each month in 2018, 2019, and 2020

<u>Year</u>	<u>February</u>	<u>September</u>
2018	\$2,488.79	\$3,939.44
2019	\$8,057.98	\$5,154.00
2020	\$2,204.19	

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Provide the numbers of customers in each class that would be subject to disconnections assuming the Commissions moratorium on disconnections was not in effect

<u>Month</u>	<u>Residential</u>	<u>Commercial</u>	<u>Determination Date</u>
March	57	3	March 25, 2020
April	108	4	April 27, 2020
May	137	4	May 25, 2020
June	144	6	June 25, 2020

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Provide the percentage of customers, by class, that pay on time

<u>Year</u>	
2017	80.1%
2018	81.2%
2019	82.5%
2020	

  

<u>Month of</u>	
January	83.5%
February	81.4%
March	83.4%
April	80.2%
May	62.3%
June	84.4%

Provide the following information for January 1, 2015 until December 31, 2019 response to question 10

	Year	January	February	March	April	May	June	July	August	September	Oct	
A. Monthly totals of service termination notices issued to customers only for nonpayment of bills	2105	1,437	1,196	1,268	1,298	1,346	1,084	1,264	1,363	1,059		
	2016	1,375	1,125	1,025	1,277	1,259	1,106	1,385	1,115	1,327		
	2017	1,238	1,186	1,187	1,263	1,040	1,330	1,304	1,059	1,290		
	2018	1,192	1,253	1,322	1,137	1,021	1,239	1,197	1,144	1,238		
	2019	954	1,145	1,144	956	1,043	1,140	993	1,378	1,146		
	B. Monthly totals of service termination for customers only for non-payment of bills	2015	43	30	45	36	34	37	38	42	20	
		2016	55	36	27	26	36	41	40	37	29	
		2017	41	22	44	40	33	35	37	28	36	
		2018	36	25	43	37	31	50	29	33	28	
		2019	30	33	33	26	26	43	37	31	44	
C. Total number of customers for each month		2015	6,319	6,311	6,304	6,311	6,314	6,314	6,313	6,315	6,331	
		2016	6,336	6,336	6,332	6,335	6,347	6,354	6,354	6,356	6,350	
		2017	6,351	6,339	6,334	6,340	6,342	6,341	6,343	6,336	6,333	
		2018	6,323	6,318	6,306	6,302	6,299	6,296	6,306	6,304	6,309	
		2019	6,308	6,293	6,286	6,284	6,284	6,301	6,301	6,306	6,306	
	C. Total number of residential customers for each month	2015	6127	6119	6115	6123	6126	6122	6121	6122	6136	
		2016	6142	6144	6143	6146	6156	6163	6166	6166	6161	
		2017	6160	6149	6144	6151	6153	6152	6155	6147	6146	
		2018	6135	6129	6118	6116	6113	6109	6120	6118	6121	
		2019	6119	6105	6099	6097	6096	6112	6113	6118	6117	
C. Total number of commercial customers for each month		2015	192	192	189	188	188	192	192	193	195	
		2016	194	192	189	189	191	191	188	190	189	
		2017	191	190	190	189	189	189	188	189	187	
		2018	188	189	188	186	186	187	186	186	188	
		2019	189	188	187	187	188	189	188	188	189	

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Provide total income received from late payment fees

<u>Year</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>
2017	\$5,152.19	\$5,355.53	\$4,813.04	\$4,521.80	\$4,487.36	\$5,463.19	\$6,534.08	\$5,498.44	\$6,568.35	\$6,800.55	\$4,561.37	\$5,501.35
2018	\$5,548.02	\$5,733.28	\$7,242.30	\$4,807.79	\$4,156.34	\$5,334.73	\$6,837.32	\$6,090.16	\$6,571.42	\$6,108.94	\$5,701.29	\$5,623.66
2019	\$4,327.15	\$5,298.65	\$5,687.02	\$3,953.05	\$4,749.45	\$5,040.94	\$5,938.95	\$6,085.04	\$6,485.40	\$5,429.61	\$5,783.96	\$4,880.67
2020	\$4,741.65	\$5,143.24	\$4,555.77	\$0.00	\$0.00	\$0.00						