



Customer Arrearages and Disconnects

SENATE FINANCE COMMITTEE

FEBRUARY 2, 2021

The Data – Arrearages

- Commercial Arrearages up 61% since 2019
- Total amount due up 45% since 2019, approximately \$900K, including payment plans and arrears
- While the total count of customers past due is up only 10%, total amount due is up 45% since 2019

Arrearages through December 2019	30-90+ Days	
	Count	Amount
Residential Customers in Arrears	11,075	\$ 988,784
Nonresidential Customers in Arrears	698	\$ 149,876
Total	11,773	\$ 1,138,660

Arrearages through December 2020	30-90+ Days	
	Count	Amount
Residential Customers in Arrears	10,914	\$ 1,259,499
Nonresidential Customers in Arrears	966	\$ 385,158
Customers on Payment Plans	1,230	\$ 424,940
Total	13,110	\$ 2,069,597

YoY % Change - Residential	-1%	21%
YoY % Change - Non Residential	28%	61%
Total	10%	45%

The Data – Disconnects

- Last actual non-payment disconnect for a VGS customer was October 2019
- Total potential customers that would normally be on disconnect list up by 36%

Month	Number of Disconnect Notices Sent 2019	Number of Disconnect Notices Sent 2020	YoY % Change	Number of Actual Disconnects 2019	Number of Actual Disconnects 2020
January	5,025	3,856	-23%	0	0
February	4,769	3,994	-16%	0	0
March	4,345	4,456	3%	0	0
April	4,636	4,641	0%	34	0
May	4,457	4,444	0%	12	0
June	3,388	3,943	16%	32	0
July	2,818	3,471	23%	55	0
August	2,494	3,295	32%	7	0
September	2,323	1,809	-22%	24	0
October	2,194	1,335	-39%	72	0
November	2,158	2,599	20%	0	0
December	2,968	3,185	7%	0	0
Total	41,575	56,722	36%	236	0
				*Did not send notices, ran internally for our records	

Customer Impact

- ✓ COVID began *after* the VGS peak cold season
- ✓ VGS's coldest months are ahead of us: January, February, March
- ✓ Good news for customers, natural gas prices are down, paying 20% less today than they were 10 years ago
- ✓ Customers were automatically opted into payments plans, keeping our overall arrearage numbers down





Questions
