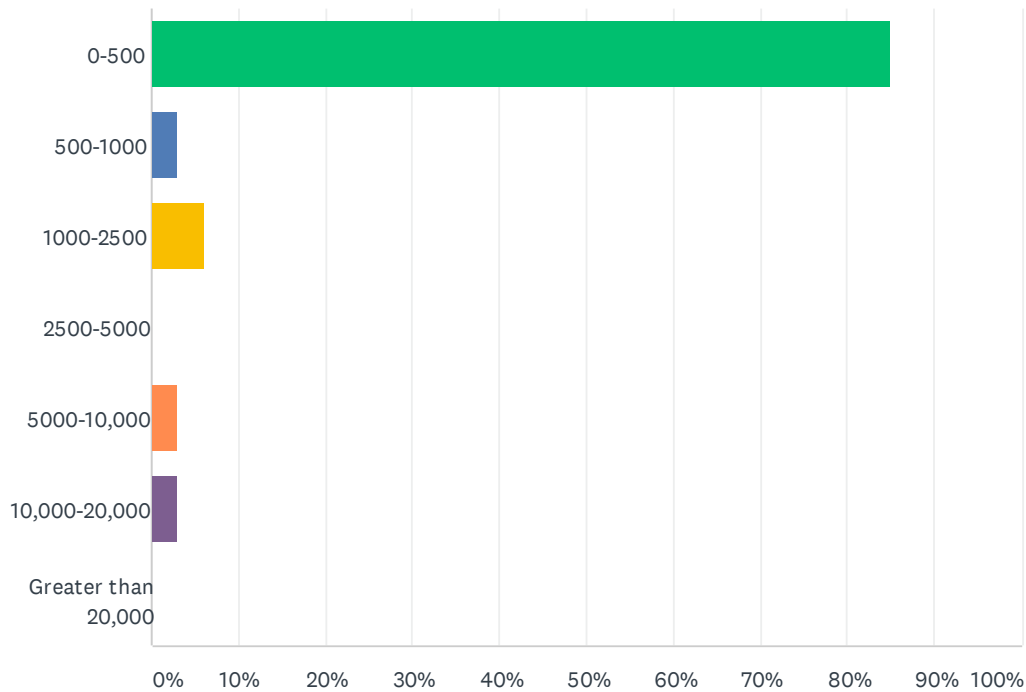


Q2 How many delinquent Water accounts does your utility have as of June 30, 2020?

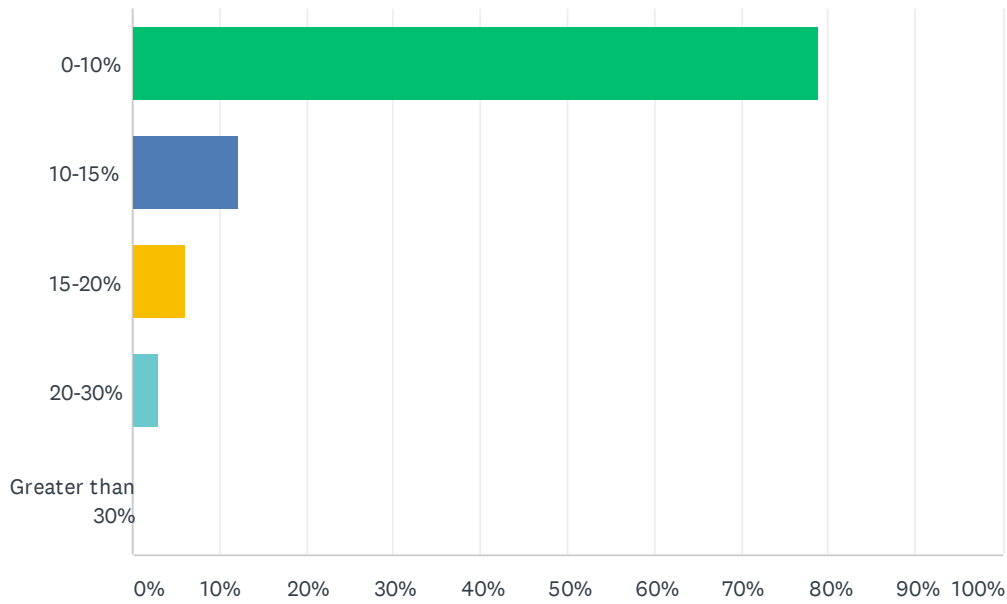
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-500	84.85%	28
500-1000	3.03%	1
1000-2500	6.06%	2
2500-5000	0.00%	0
5000-10,000	3.03%	1
10,000-20,000	3.03%	1
Greater than 20,000	0.00%	0
TOTAL		33

Q3 What percent of your Water accounts are delinquent as of June 30, 2020?

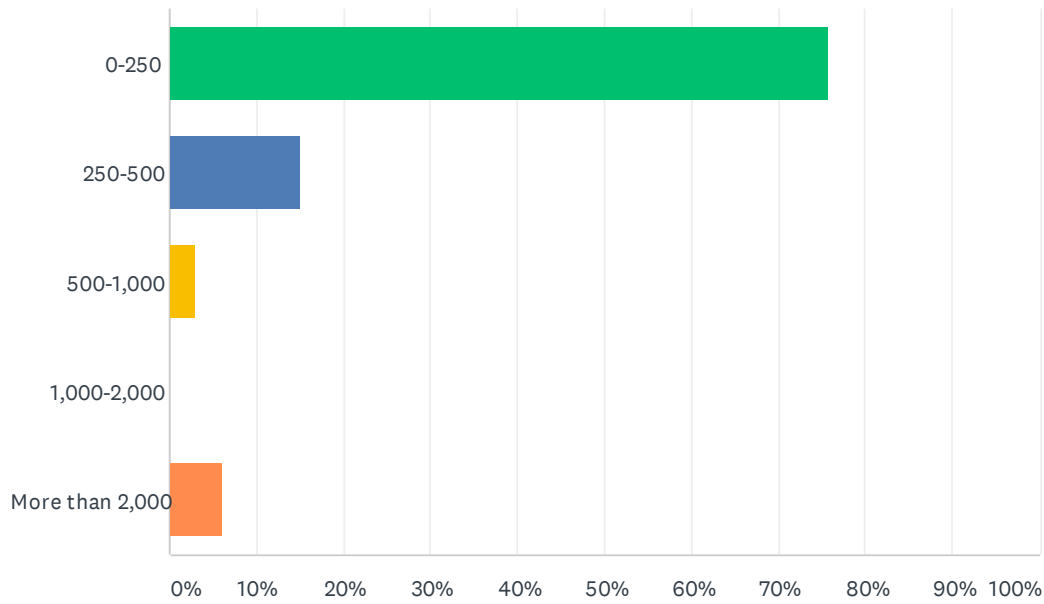
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
0-10%	78.79% 26
10-15%	12.12% 4
15-20%	6.06% 2
20-30%	3.03% 1
Greater than 30%	0.00% 0
TOTAL	33

Q4 How many accounts were not disconnected as a result of the order, January 1 to June 30, 2020?

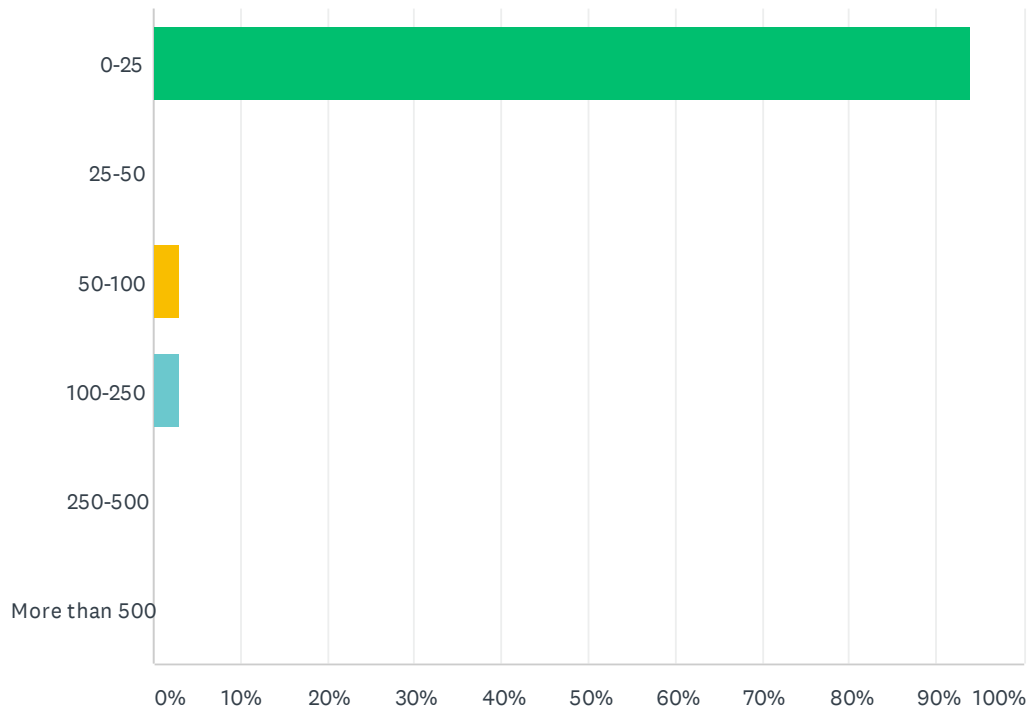
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
0-250	75.76% 25
250-500	15.15% 5
500-1,000	3.03% 1
1,000-2,000	0.00% 0
More than 2,000	6.06% 2
TOTAL	33

Q5 How many accounts were reconnected as a result of the order, January 1 to June 30, 2020?

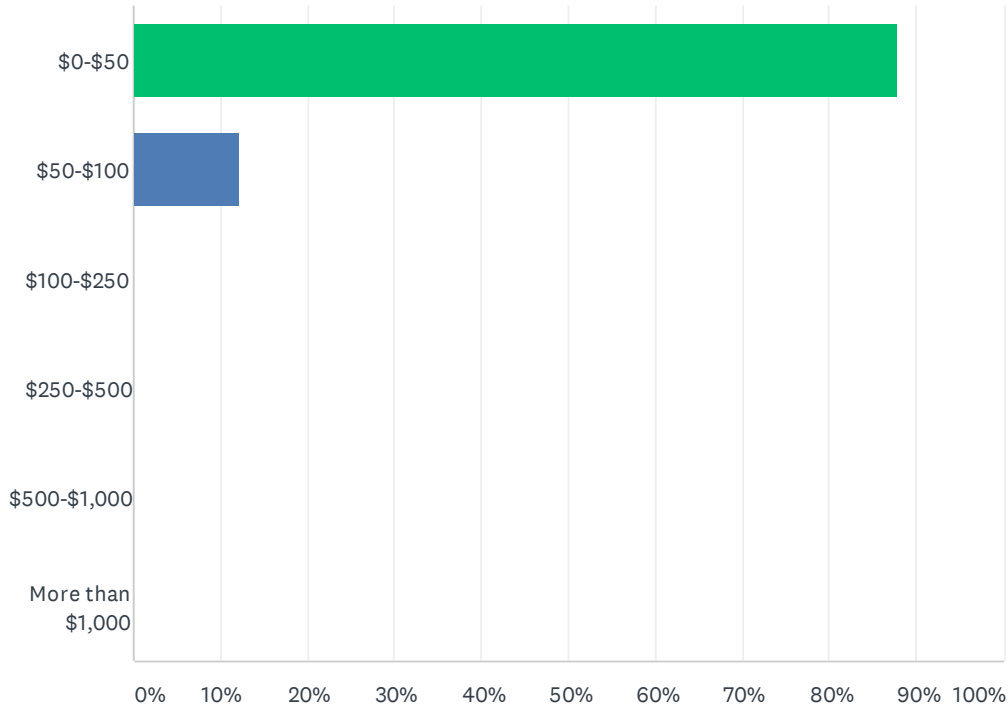
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-25	93.94%	31
25-50	0.00%	0
50-100	3.03%	1
100-250	3.03%	1
250-500	0.00%	0
More than 500	0.00%	0
TOTAL		33

Q6 Estimated average cost per reconnection?

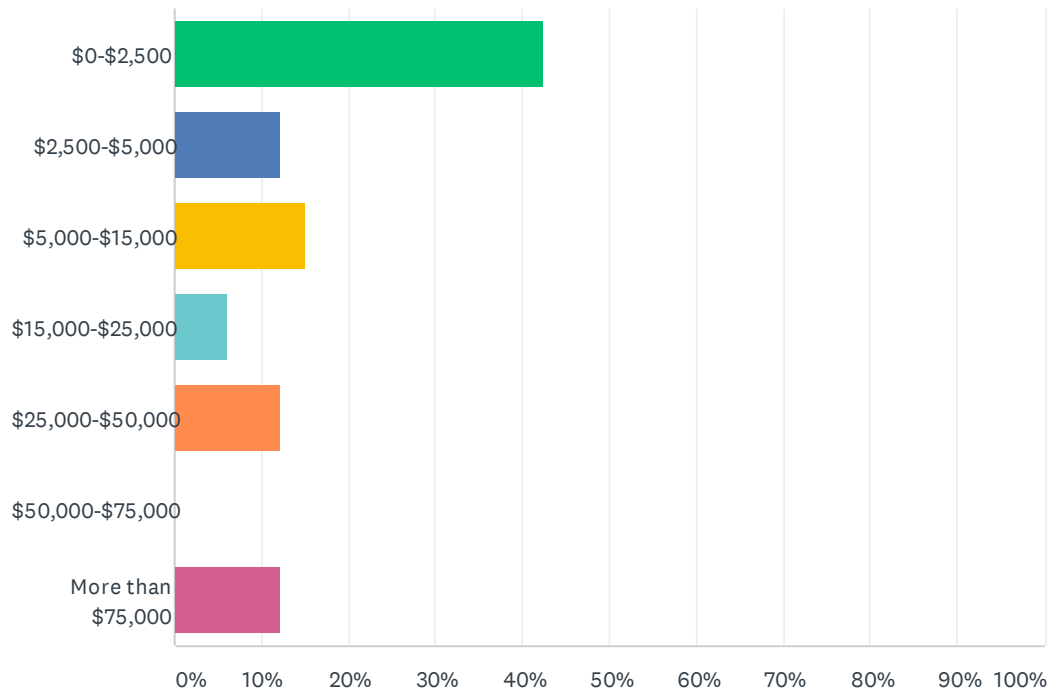
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
\$0-\$50	87.88% 29
\$50-\$100	12.12% 4
\$100-\$250	0.00% 0
\$250-\$500	0.00% 0
\$500-\$1,000	0.00% 0
More than \$1,000	0.00% 0
TOTAL	33

Q7 Estimated loss of revenue due specifically to the No-Shutoff Order, January 1 to June 30, 2020?

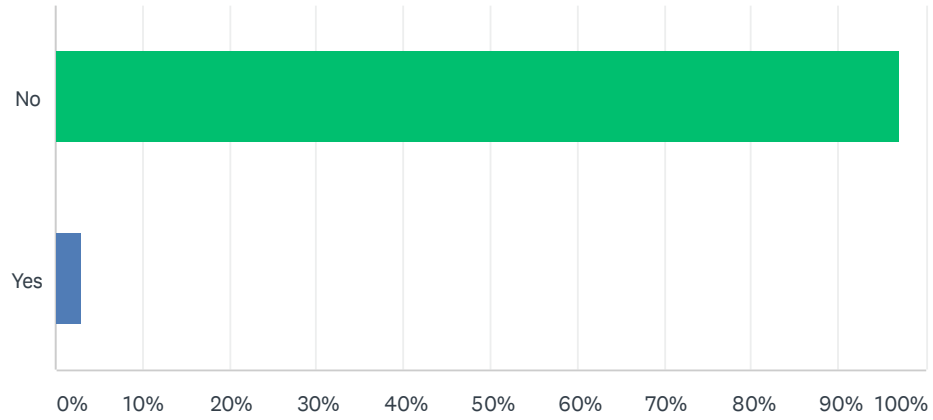
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
\$0-\$2,500	42.42%	14
\$2,500-\$5,000	12.12%	4
\$5,000-\$15,000	15.15%	5
\$15,000-\$25,000	6.06%	2
\$25,000-\$50,000	12.12%	4
\$50,000-\$75,000	0.00%	0
More than \$75,000	12.12%	4
TOTAL		33

Q8 Utility employees furloughed:

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
No	96.97% 32
Yes	3.03% 1
TOTAL	33

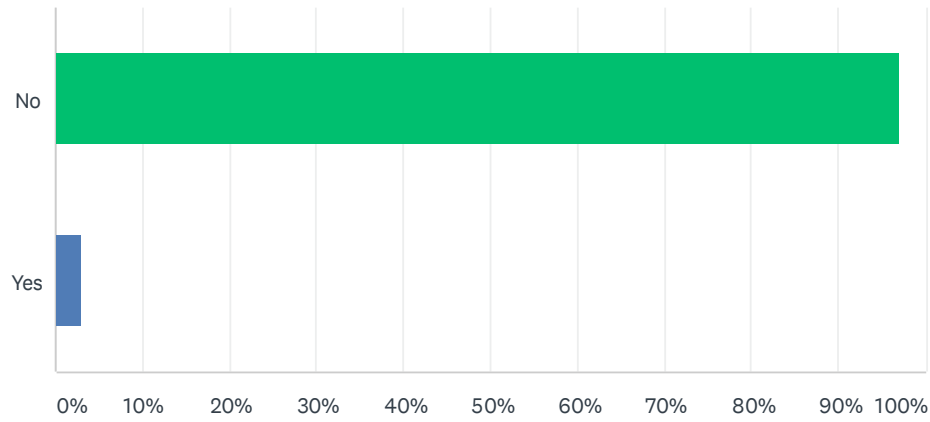
Q9 If yes, how many?

Answered: 2 Skipped: 31

#	RESPONSES	DATE
1	1	7/7/2020 11:00 AM
2	2	7/7/2020 10:57 AM

Q10 Utility employees laid-off:

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	96.97%	32
Yes	3.03%	1
TOTAL		33

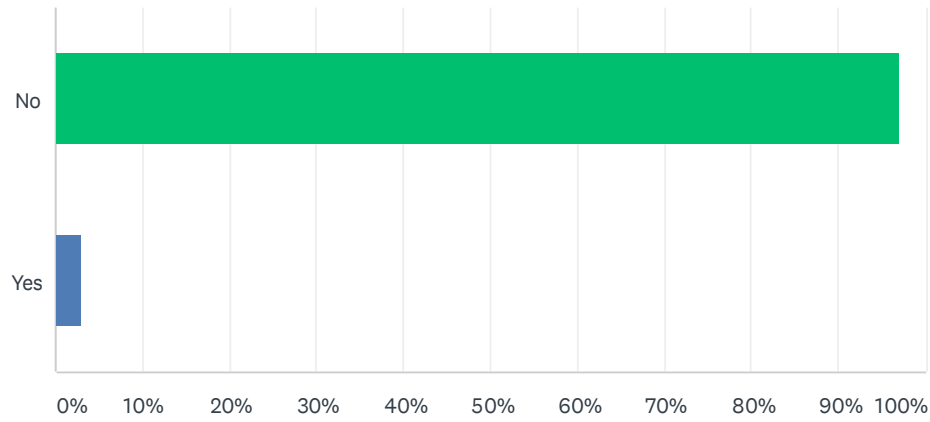
Q11 If yes, how many?

Answered: 1 Skipped: 32

#	RESPONSES	DATE
1	1	7/7/2020 11:00 AM

Q12 Current COVID-19 illness:

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
No	96.97% 32
Yes	3.03% 1
TOTAL	33

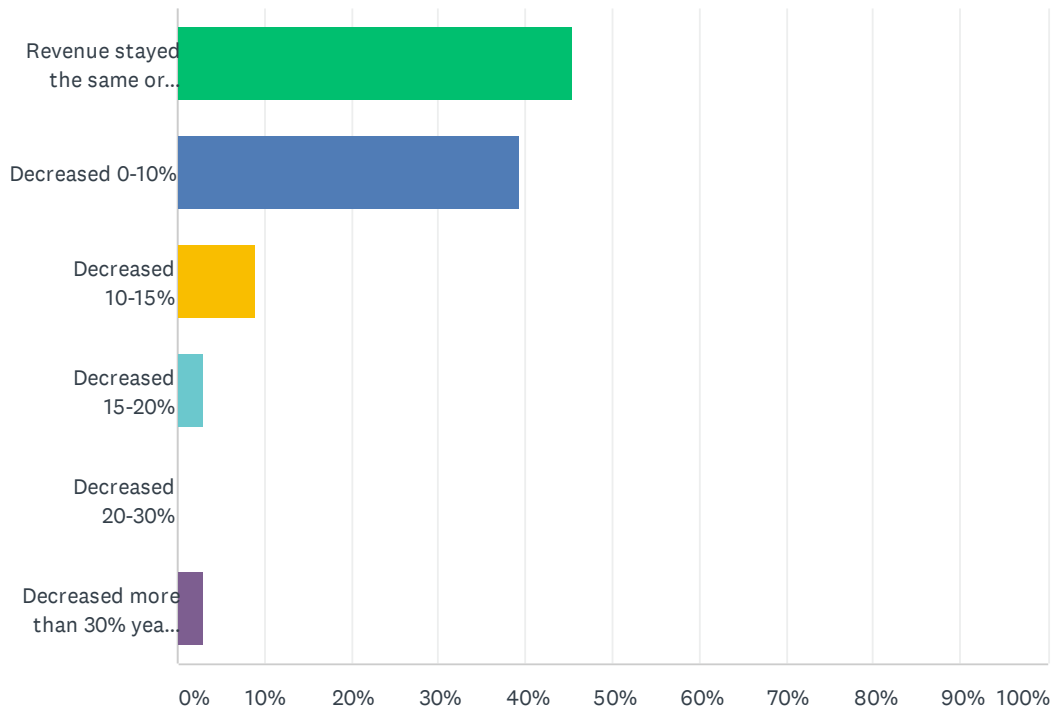
Q13 If yes, how many? (optional)

Answered: 2 Skipped: 31

#	RESPONSES	DATE
1	2 with temputures we sent home. tested neg.	7/13/2020 1:10 PM
2	9	7/10/2020 9:32 AM

Q14 Compare your utility's revenue from January 1 to June 30, 2020, vs. the same time period in 2019. Has the total revenue stayed nearly the same or decreased as a result of the pandemic? (factor out any rate increase).

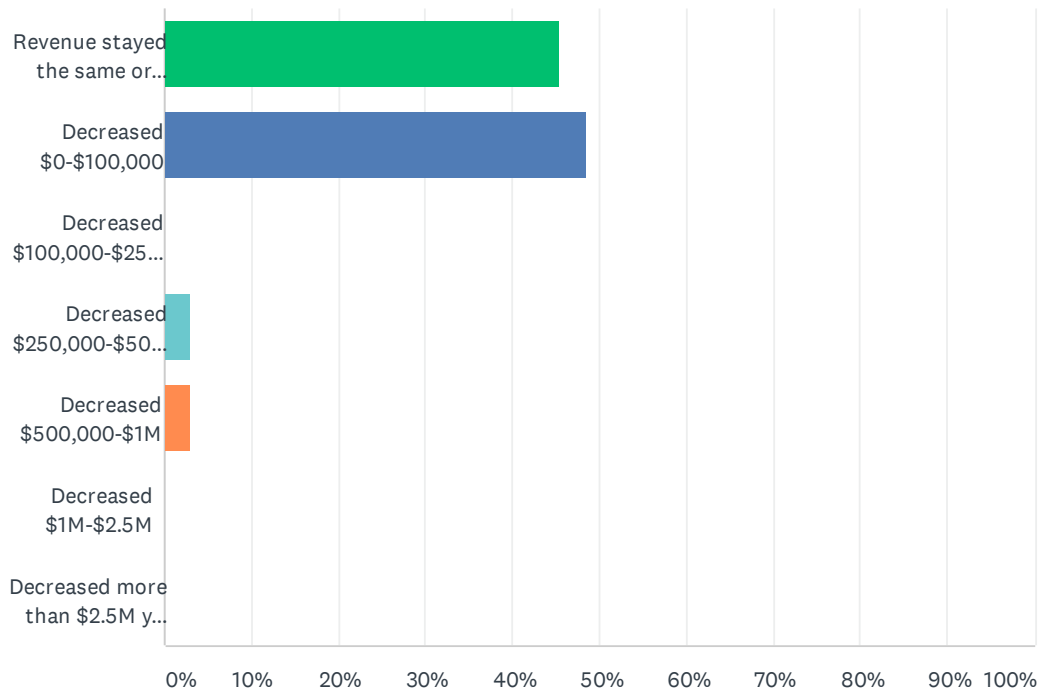
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Revenue stayed the same or increased	45.45%	15
Decreased 0-10%	39.39%	13
Decreased 10-15%	9.09%	3
Decreased 15-20%	3.03%	1
Decreased 20-30%	0.00%	0
Decreased more than 30% year to date	3.03%	1
TOTAL		33

Q15 Compare your utility's revenue from January 1 to June 30, 2020, vs. the same time period in 2019. Has the total revenue stayed nearly the same or decreased as a result of the pandemic? (factor out any rate increase).

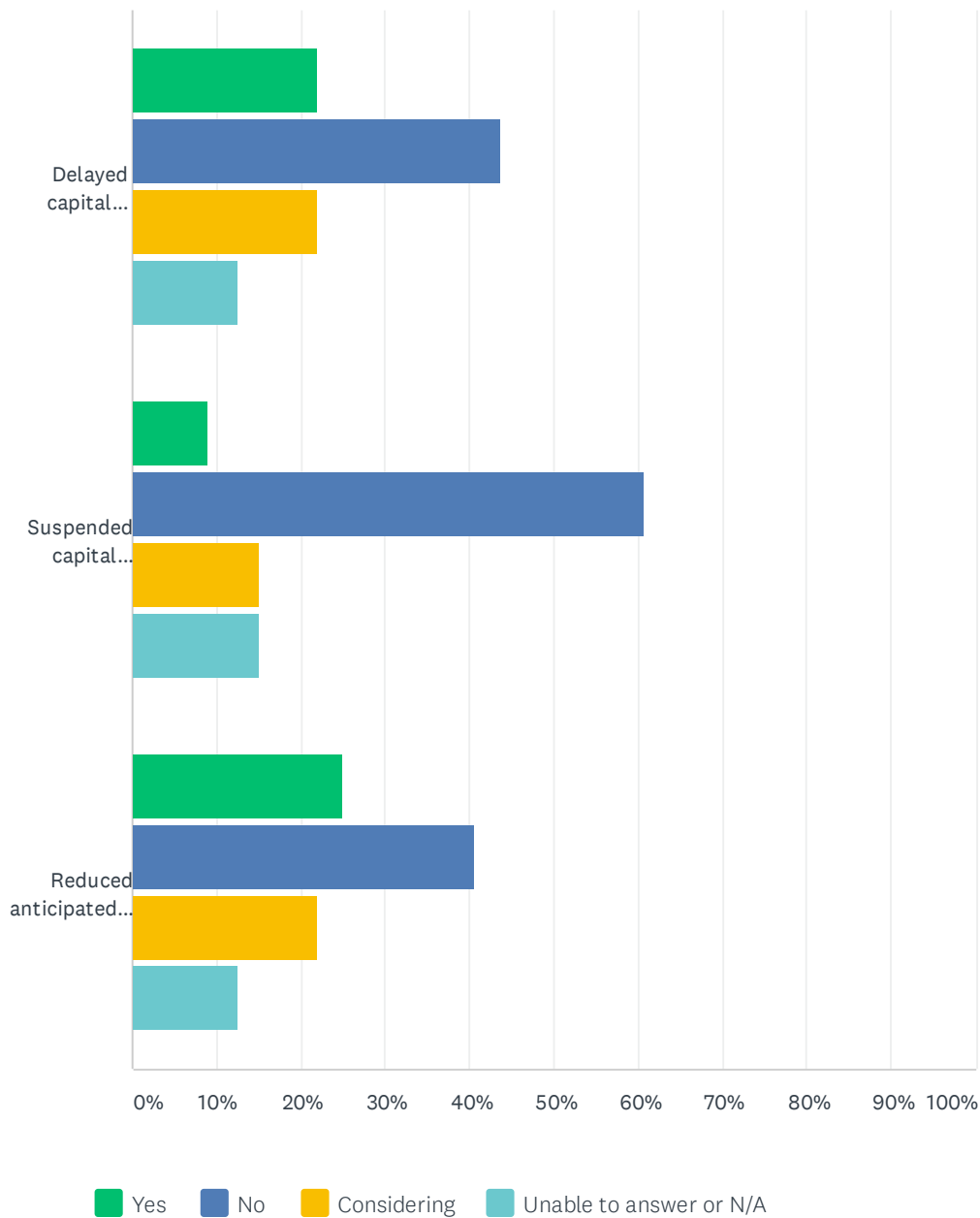
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Revenue stayed the same or increased	45.45%	15
Decreased \$0-\$100,000	48.48%	16
Decreased \$100,000-\$250,000	0.00%	0
Decreased \$250,000-\$500,000	3.03%	1
Decreased \$500,000-\$1M	3.03%	1
Decreased \$1M-\$2.5M	0.00%	0
Decreased more than \$2.5M year to date	0.00%	0
TOTAL		33

Q16 Please indicate which of the below your organization has in place or is developing to manage risk/plan for contingencies due to COVID-19:

Answered: 33 Skipped: 0



	YES	NO	CONSIDERING	UNABLE TO ANSWER OR N/A	TOTAL
Delayed capital construction	21.88% 7	43.75% 14	21.88% 7	12.50% 4	32
Suspended capital construction that was in progress	9.09% 3	60.61% 20	15.15% 5	15.15% 5	33
Reduced anticipated maintenance and repair schedules	25.00% 8	40.63% 13	21.88% 7	12.50% 4	32

Q17 Please list the greatest concern to maintaining operations over the next 12-18 months?

Answered: 25 Skipped: 8

#	RESPONSES	DATE
1	Getting customers up to par with there bill	7/13/2020 3:14 PM
2	Manpower and Budget	7/13/2020 2:56 PM
3	Grant cuts for project starting 02/21	7/13/2020 1:10 PM
4	The continued rise in cases of the disease and how that might impact staffing.	7/13/2020 12:26 PM
5	Staff infections and/or related staff quarantine orders; reduction in force of essential workers	7/13/2020 11:49 AM
6	The concern of the pandemic rising and effecting jobs and residence financial situations in the future.	7/13/2020 11:18 AM
7	revenue returning to previous levels	7/13/2020 10:46 AM
8	Keeping staff healthy and valve exercising and replacement	7/10/2020 4:05 PM
9	Continued health of our employees due to the COVID event continuing and spiking right now, thus causing us to revert back to reduced staffing levels.	7/10/2020 9:32 AM
10	Possible covid cases	7/9/2020 7:33 AM
11	Personnel remaining healthy.	7/8/2020 5:49 PM
12	Income to maintain stable to continue services and quality of product.	7/8/2020 10:22 AM
13	None	7/8/2020 8:02 AM
14	Water usage/billing from schools and Muskingum University if students do not return to class in the fall of 2020.	7/7/2020 2:11 PM
15	Health and welfare of existing employees, recruiting new operators	7/7/2020 1:33 PM
16	Customers misunderstanding that relief funds to cities can be used to forgive past due billings	7/7/2020 12:00 PM
17	One or more operators testing positive for Covid-19.	7/7/2020 11:28 AM
18	healthy employees	7/7/2020 11:00 AM
19	Maintenance and repairs.	7/7/2020 10:57 AM
20	getting new water tower online	7/7/2020 10:55 AM
21	Loss of manpower due to extended illness.	7/7/2020 10:35 AM
22	The unknown is the greatest concern	7/7/2020 10:12 AM
23	collecting unpaid water and sewer bills	7/7/2020 10:09 AM
24	Enough revenue to operate	7/7/2020 10:07 AM
25	illness with Water Plant Staff	7/7/2020 10:07 AM