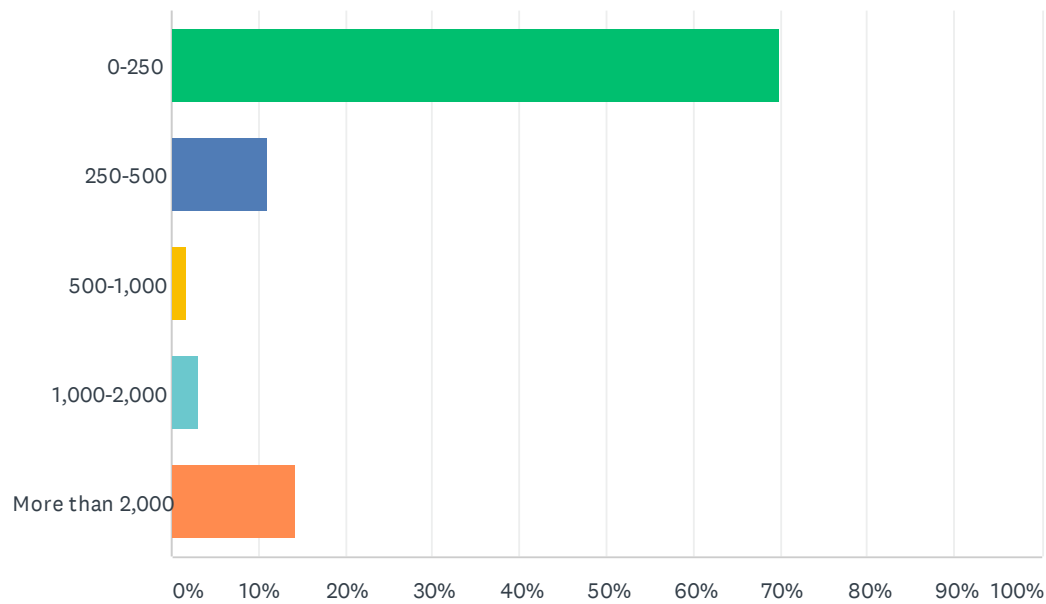


## Q2 How many accounts were not disconnected as a result of the order, January 1 to May 31, 2020?

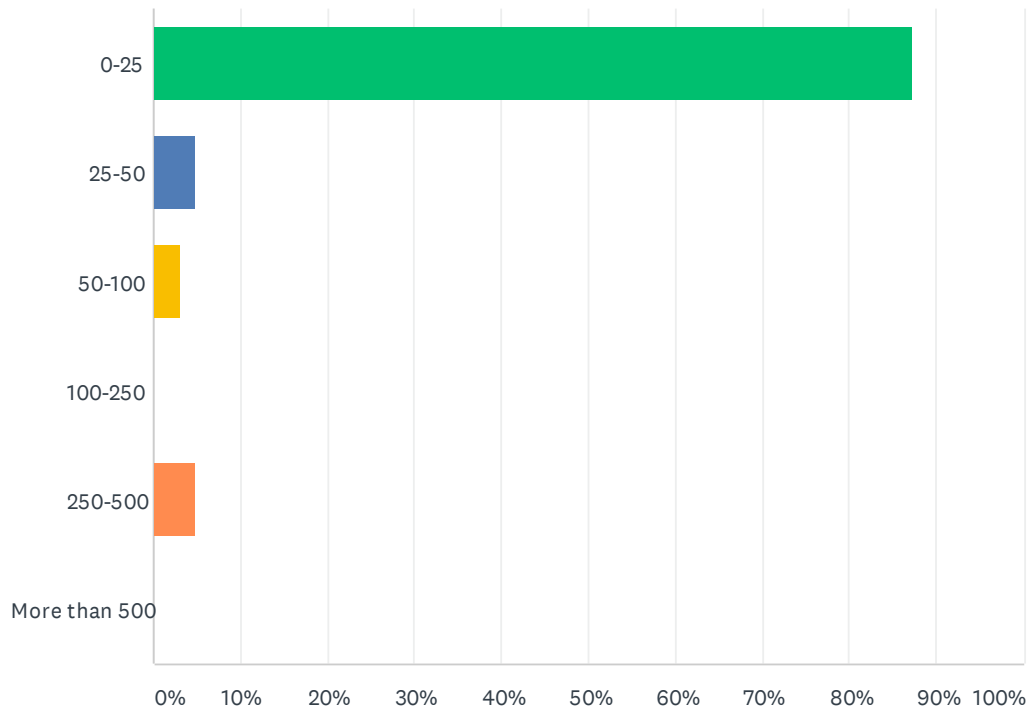
Answered: 63 Skipped: 0



| ANSWER CHOICES  | RESPONSES |    |
|-----------------|-----------|----|
| 0-250           | 69.84%    | 44 |
| 250-500         | 11.11%    | 7  |
| 500-1,000       | 1.59%     | 1  |
| 1,000-2,000     | 3.17%     | 2  |
| More than 2,000 | 14.29%    | 9  |
| TOTAL           |           | 63 |

### Q3 How many accounts were reconnected as a result of the order, January 1 to May 31, 2020?

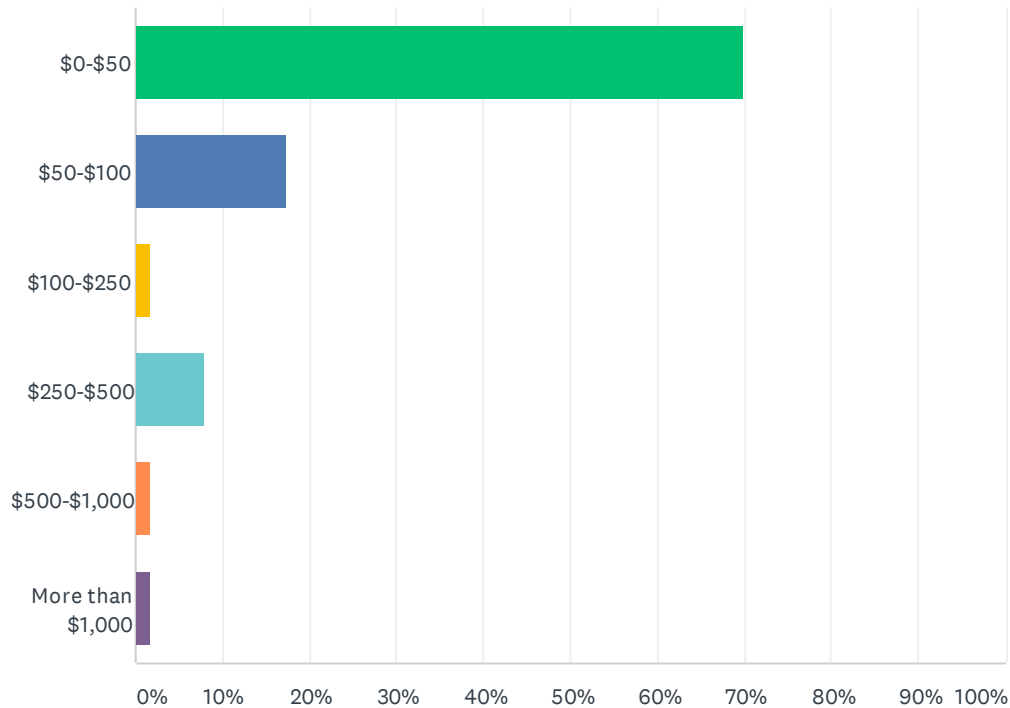
Answered: 63 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| 0-25           | 87.30%    | 55 |
| 25-50          | 4.76%     | 3  |
| 50-100         | 3.17%     | 2  |
| 100-250        | 0.00%     | 0  |
| 250-500        | 4.76%     | 3  |
| More than 500  | 0.00%     | 0  |
| TOTAL          |           | 63 |

## Q4 Estimated average cost per reconnection?

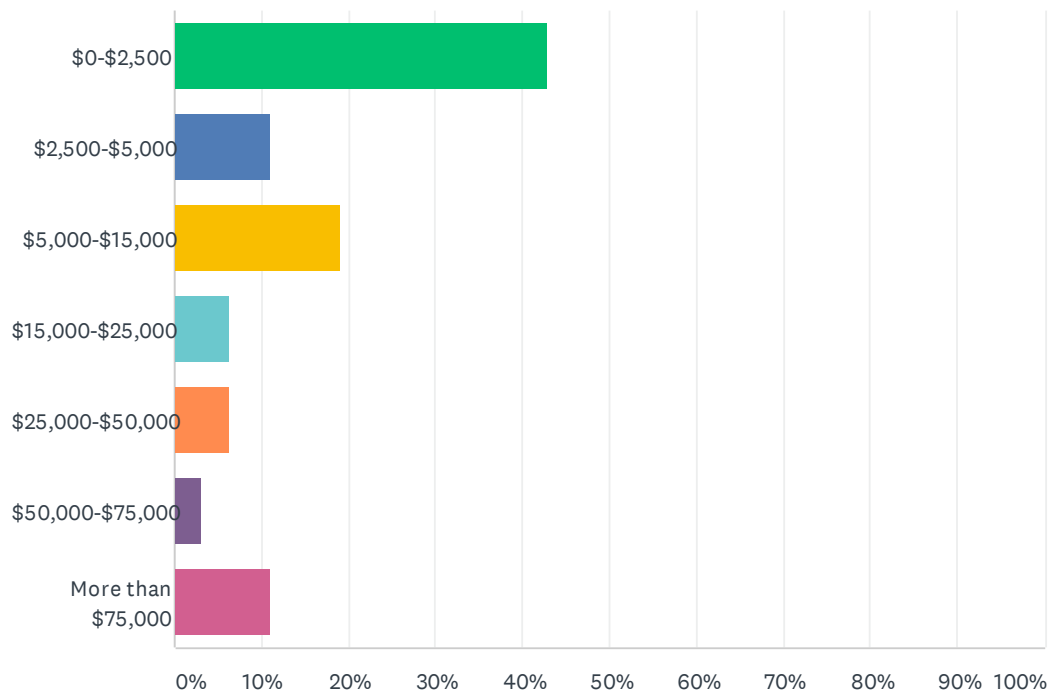
Answered: 63 Skipped: 0



| ANSWER CHOICES    | RESPONSES |
|-------------------|-----------|
| \$0-\$50          | 69.84% 44 |
| \$50-\$100        | 17.46% 11 |
| \$100-\$250       | 1.59% 1   |
| \$250-\$500       | 7.94% 5   |
| \$500-\$1,000     | 1.59% 1   |
| More than \$1,000 | 1.59% 1   |
| TOTAL             | 63        |

## Q5 Estimated loss of revenue due specifically to the No-Shutoff Order, January 1 to May 31, 2020?

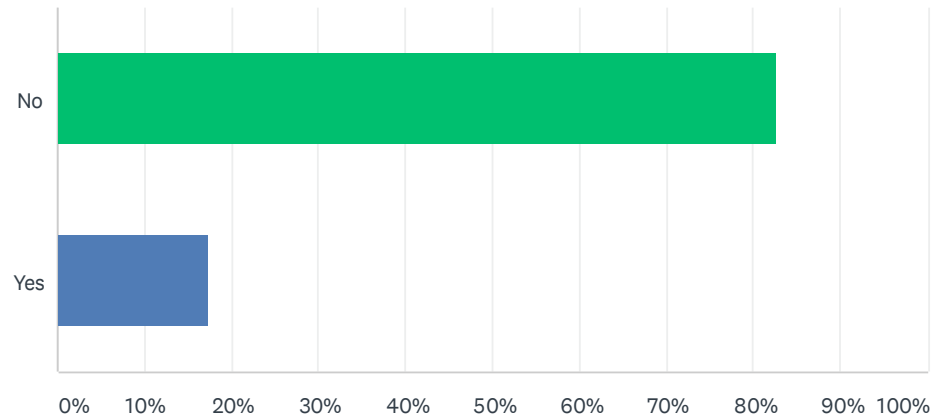
Answered: 63 Skipped: 0



| ANSWER CHOICES     | RESPONSES |    |
|--------------------|-----------|----|
| \$0-\$2,500        | 42.86%    | 27 |
| \$2,500-\$5,000    | 11.11%    | 7  |
| \$5,000-\$15,000   | 19.05%    | 12 |
| \$15,000-\$25,000  | 6.35%     | 4  |
| \$25,000-\$50,000  | 6.35%     | 4  |
| \$50,000-\$75,000  | 3.17%     | 2  |
| More than \$75,000 | 11.11%    | 7  |
| TOTAL              |           | 63 |

## Q6 Utility employees furloughed:

Answered: 63 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| No             | 82.54%    | 52 |
| Yes            | 17.46%    | 11 |
| TOTAL          |           | 63 |

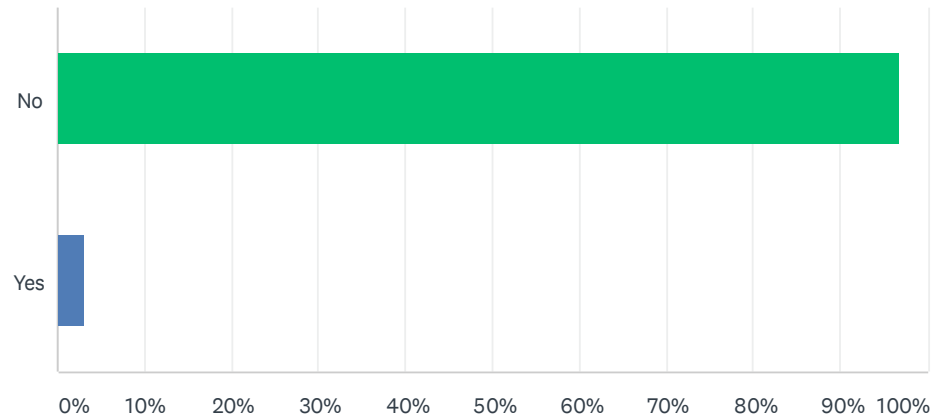
## Q7 If yes, how many?

Answered: 14 Skipped: 49

| #  | RESPONSES | DATE              |
|----|-----------|-------------------|
| 1  | 1         | 6/8/2020 11:26 AM |
| 2  | N/A       | 6/8/2020 10:41 AM |
| 3  | N/A       | 6/8/2020 10:32 AM |
| 4  | 277       | 6/5/2020 3:52 PM  |
| 5  | 3         | 6/3/2020 1:10 PM  |
| 6  | 2         | 6/3/2020 8:29 AM  |
| 7  | 1         | 6/2/2020 3:35 PM  |
| 8  | 15        | 6/2/2020 1:31 PM  |
| 9  | 6         | 6/2/2020 12:34 PM |
| 10 | 2         | 6/2/2020 11:50 AM |
| 11 | 50        | 6/2/2020 10:54 AM |
| 12 | 7         | 6/2/2020 10:53 AM |
| 13 | 1         | 6/2/2020 10:49 AM |
| 14 | 0         | 6/2/2020 10:35 AM |

## Q8 Utility employees laid-off:

Answered: 63 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| No             | 96.83%    | 61 |
| Yes            | 3.17%     | 2  |
| TOTAL          |           | 63 |

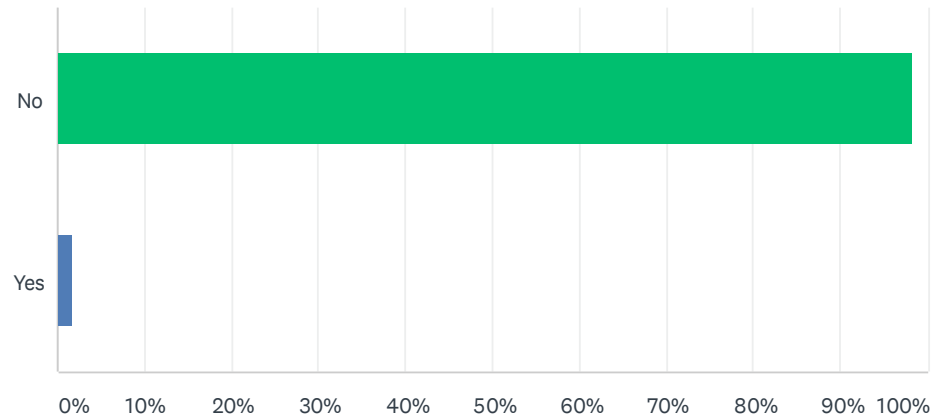
## Q9 If yes, how many?

Answered: 5   Skipped: 58

| # | RESPONSES | DATE              |
|---|-----------|-------------------|
| 1 | N/A       | 6/8/2020 10:41 AM |
| 2 | N/A       | 6/8/2020 10:32 AM |
| 3 | 1         | 6/3/2020 1:39 PM  |
| 4 | 2         | 6/2/2020 11:09 AM |
| 5 | 0         | 6/2/2020 10:35 AM |

## Q10 Current COVID-19 illness:

Answered: 63 Skipped: 0



| ANSWER CHOICES | RESPONSES |    |
|----------------|-----------|----|
| No             | 98.41%    | 62 |
| Yes            | 1.59%     | 1  |
| TOTAL          |           | 63 |

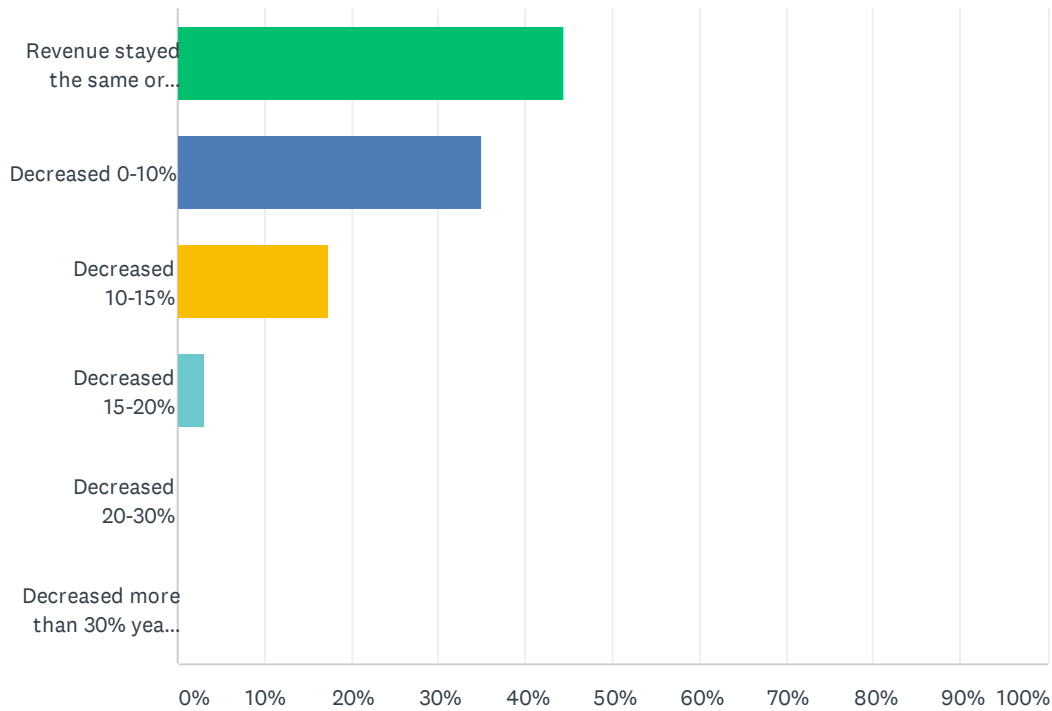
## Q11 If yes, how many? (optional)

Answered: 3   Skipped: 60

| # | RESPONSES | DATE              |
|---|-----------|-------------------|
| 1 | N/A       | 6/8/2020 10:41 AM |
| 2 | N/A       | 6/8/2020 10:32 AM |
| 3 | 0         | 6/2/2020 10:35 AM |

**Q12 Compare your utility's revenue from January 1 to May 31, 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).**

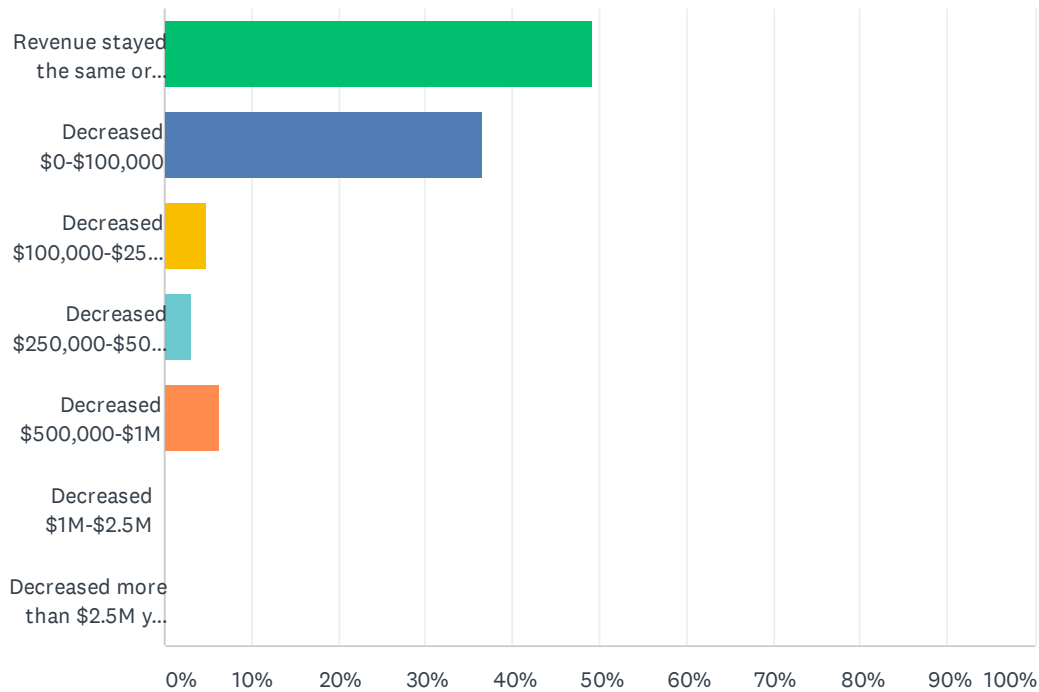
Answered: 63 Skipped: 0



| ANSWER CHOICES                       | RESPONSES |           |
|--------------------------------------|-----------|-----------|
| Revenue stayed the same or increased | 44.44%    | 28        |
| Decreased 0-10%                      | 34.92%    | 22        |
| Decreased 10-15%                     | 17.46%    | 11        |
| Decreased 15-20%                     | 3.17%     | 2         |
| Decreased 20-30%                     | 0.00%     | 0         |
| Decreased more than 30% year to date | 0.00%     | 0         |
| <b>TOTAL</b>                         |           | <b>63</b> |

**Q13 Compare your utility's revenue from January 1 to May 31, 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).**

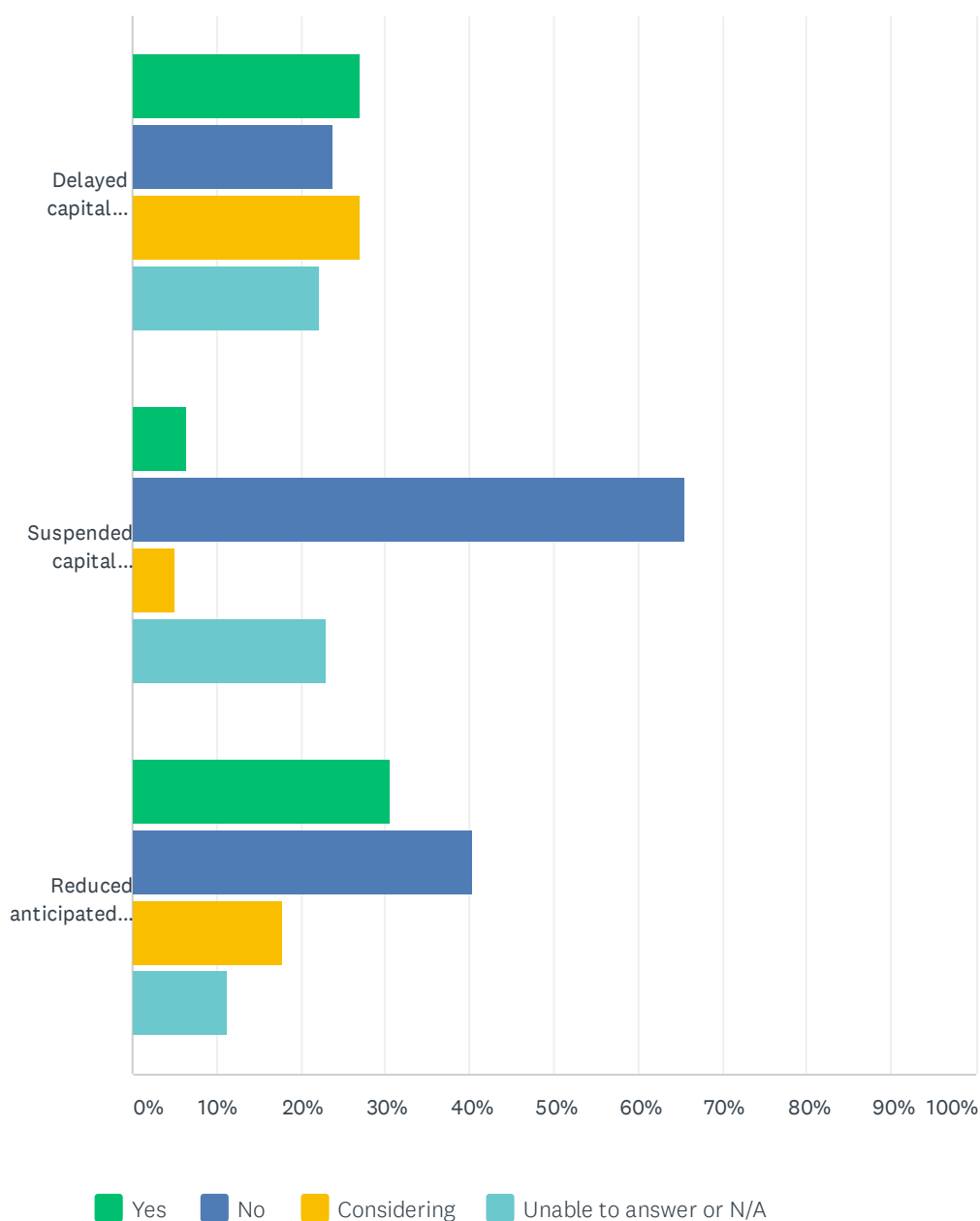
Answered: 63 Skipped: 0



| ANSWER CHOICES                          | RESPONSES |           |
|---|-----------|-----------|
| Revenue stayed the same or increased    | 49.21%    | 31        |
| Decreased \$0-\$100,000                 | 36.51%    | 23        |
| Decreased \$100,000-\$250,000           | 4.76%     | 3         |
| Decreased \$250,000-\$500,000           | 3.17%     | 2         |
| Decreased \$500,000-\$1M                | 6.35%     | 4         |
| Decreased \$1M-\$2.5M                   | 0.00%     | 0         |
| Decreased more than \$2.5M year to date | 0.00%     | 0         |
| <b>TOTAL</b>                            |           | <b>63</b> |

# Q14 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: 63 Skipped: 0



|  | YES          | NO           | CONSIDERING  | UNABLE TO ANSWER OR N/A | TOTAL |
|--|--------------|--------------|--------------|-------------------------|-------|
| Delayed capital construction                         | 26.98%<br>17 | 23.81%<br>15 | 26.98%<br>17 | 22.22%<br>14            | 63    |
| Suspended capital construction that was in progress  | 6.56%<br>4   | 65.57%<br>40 | 4.92%<br>3   | 22.95%<br>14            | 61    |
| Reduced anticipated maintenance and repair schedules | 30.65%<br>19 | 40.32%<br>25 | 17.74%<br>11 | 11.29%<br>7             | 62    |

**Q15 Please list the greatest concern to maintaining operations over the next 12-18 months?**

Answered: 45   Skipped: 18

| #  | RESPONSES   | DATE              |
|----|---|-------------------|
| 1  | Possible system/facility impacts due to not being able to perform preventive maintenance because of staffing limitations during the event.  | 6/8/2020 4:48 PM  |
| 2  | Being able to manage delinquent utility accounts. We are a small community, & typically don't have a lot of 3 month overdue customers. Currently, we have over 150 residents 3 months in the rears. Working out a payment plan for each individual that can't afford to pay up to current will that a lot of work & creativity. | 6/8/2020 3:58 PM  |
| 3  | Arrearages, disconnections  | 6/8/2020 3:10 PM  |
| 4  | Cash Flow   | 6/8/2020 2:41 PM  |
| 5  | Staying healthy   | 6/8/2020 2:39 PM  |
| 6  | Revenue   | 6/8/2020 1:26 PM  |
| 7  | the increase of water customers that couldn't pay the bills now that are several months behind do to loss of work.as everything is spiking in price with no return other than to raise rates for up coming cost for repairs and maintenance.  | 6/8/2020 11:52 AM |
| 8  | grants available for capital improvements   | 6/8/2020 11:51 AM |
| 9  | Revenue   | 6/8/2020 11:26 AM |
| 10 | Man Power. Implementing asset management plan.  | 6/8/2020 11:03 AM |
| 11 | Supply chain continuation   | 6/8/2020 10:45 AM |
| 12 | None  | 6/8/2020 10:36 AM |
| 13 | Decrease revenue due to on going issues with pandemic. Second wave hitting U.S. in the fall.  | 6/8/2020 10:32 AM |
| 14 | Customers ability to pay their utility bill.  | 6/8/2020 10:10 AM |
| 15 | Maintaining continuity of operations with restrictions on staff and hiring.   | 6/5/2020 3:52 PM  |
| 16 | Although revenue remains positive for the first 5 months of 2020, metered sales are beginning to decline.   | 6/5/2020 12:12 PM |
| 17 | Overall reduced revenues from local and state sources. Currently under 20% reduction forecasting.   | 6/5/2020 6:29 AM  |
| 18 | The greatest concern we have is the ability to balance revenues and the ability to pay down outstanding debt.   | 6/4/2020 10:30 AM |
| 19 | Unemployment continuing at a much higher rate cuaseing late or no payments  | 6/4/2020 10:13 AM |
| 20 | Continue to keep full work force.   | 6/3/2020 4:56 PM  |
| 21 | Ongoing loss of revenue.  | 6/3/2020 1:39 PM  |
| 22 | Will things get back to a common sense normal?  | 6/3/2020 9:16 AM  |
| 23 | None  | 6/2/2020 10:31 PM |
| 24 | The loss of continued revenue loss from out of work residents, the monies lost during the Pandemic and having to write some off due to poverty margins. loss of all tax monies due to the pandemic, we are a small town with limited tax revenue.   | 6/2/2020 4:02 PM  |
| 25 | POSSIBLE LOSS OF REVENUE  | 6/2/2020 3:35 PM  |
| 26 | Revenue and delinquency concerns.   | 6/2/2020 3:23 PM  |
| 27 | LOSS OF REVENUE   | 6/2/2020 2:51 PM  |
| 28 | outbreak of virus in plant personnel  | 6/2/2020 1:54 PM  |
| 29 | finances and staffing   | 6/2/2020 1:53 PM  |
| 30 | The inability to disconnect delinquent accounts with past due balances in excess of ninety (90) days. The inability to asses penalties for non payment.The decreased revenue due to non payments on delinquent account. The EPA orders and State HB197 have placed unreasonable   | 6/2/2020 1:47 PM  |

restrictions on small municipalities. These are adversely affecting revenue for public works, this same revenue is what pays public utility workers. The cost of operating both the water and wastewater treatment plants did not decrease in 2020, it has increased and with the revenue that was projected being curtailed due to State regulations it has put a undue burden on small municipalities.

|    |  |                   |
|----|--|-------------------|
| 31 | Revenue  | 6/2/2020 1:31 PM  |
| 32 | Nothing in particular. Daily issues or breaks  | 6/2/2020 12:11 PM |
| 33 | emergencies and scheduled water line upgrades are happening, but in-house projects will be done on a per item basis depending on financially how much this affects the village.  | 6/2/2020 12:02 PM |
| 34 | None   | 6/2/2020 12:02 PM |
| 35 | Am able to operate as close to normal  | 6/2/2020 11:58 AM |
| 36 | REVENUE LOSS   | 6/2/2020 11:50 AM |
| 37 | Not being able to get grants needed for a couple of big projects we need to do. With a very small town and not a lot of income we have to have grants to help us with this . The longer we are not aloud to shut water/sewer off because of non payment is a problem because after so long they seem to never catch up and we still have bills to pay. | 6/2/2020 11:13 AM |
| 38 | More and more are taking advantage of not being able to shut them off. The people who are taking advantage are the same ones on the list every month. In addition...we are supposed to be adding a new system to get people water. Hopefully that will be able to still go as planned.   | 6/2/2020 11:11 AM |
| 39 | Hiring freeze was put in place and we need another operator and a laborer.   | 6/2/2020 11:09 AM |
| 40 | Loss of revenue  | 6/2/2020 10:54 AM |
| 41 | revenue  | 6/2/2020 10:54 AM |
| 42 | The reduction in revenue.  | 6/2/2020 10:53 AM |
| 43 | healthy work force   | 6/2/2020 10:49 AM |
| 44 | Employees becoming ill.  | 6/2/2020 10:47 AM |
| 45 | All the new pandemic rules to follow   | 6/2/2020 10:35 AM |