

# Exhibit to Agenda Item #1

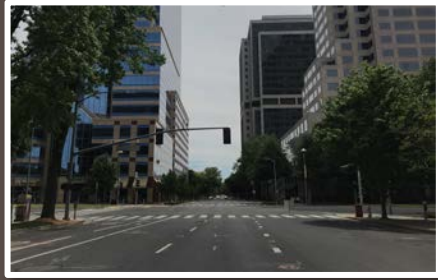
Provide an update to the Board on the current state of customer accounts in arrears and the intent to restart SMUD's standard collections process in February 2022.

Board Energy Resources and Customer Services Committee and  
Special SMUD Board of Directors Meeting

Wednesday, January 19, 2022, scheduled to begin at 5:30 p.m.

Virtual Meeting (online)

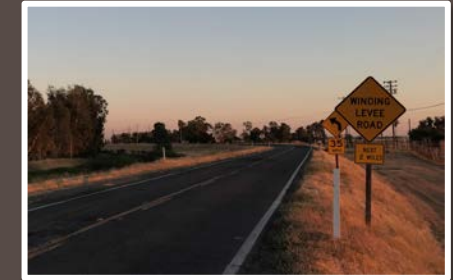
# Collections Timeline of Events



March 12, 2020  
COVID-19 Pandemic



March 13, 2020 – February 25, 2022  
We're Here to Help



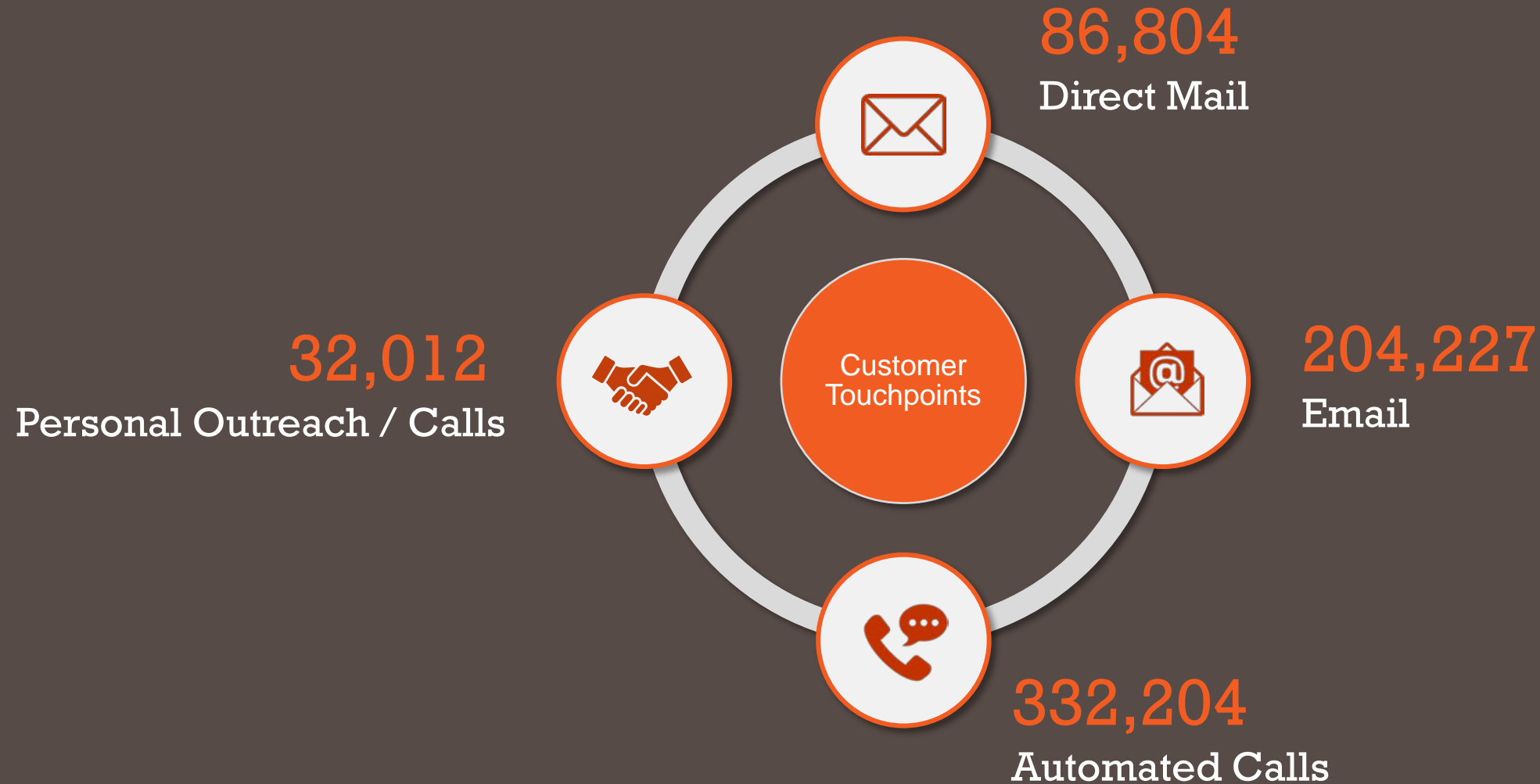
February 25, 2022 & Beyond  
Road to Recovery

- Widespread COVID-19 Pandemic
- All Standard Collections Activities Suspended

- We're Here to Help Communications
- Friendly Reminder Campaigns
- Financial Assistance Programs
- State Funding Applied (CAPP)
- Outreach & Community Partnerships
- Enhanced Payment Options Offered
- Targeted Customer Communications
- Robust Contact Center Training
- Backoffice Operational Readiness

- Collections Restart late February 2022
- Disconnections Due to Non-Payment no sooner than mid-April, 2022

# Friendly Reminder Campaigns



# Financial Assistance & Community Partnerships

57k

Customers

Total \$41.3M Received

California Arrearage  
Payment Program  
(CAPP)

Nearly 5k

Accounts

Total \$4.7M Received

SHRA's Sacramento  
Emergency Rental  
Assistance (SERA2)

14k

Accounts

Total \$7.3M Commitment

SMUD Home Energy  
Assistance Program  
(HEAP)

8k

Accounts

Total \$1.6M Commitment

SMUD EnergyHelp

- Community Resource Project
- Elk Grove Food Bank
- Folsom Cordova Community Partnership
- Sacramento Food Bank & Family Services
- Salvation Army
- LAO Family Community Development
- Travelers Aid

## Community Partnerships

# Collections Restart Timeline & Arrearage

- 1

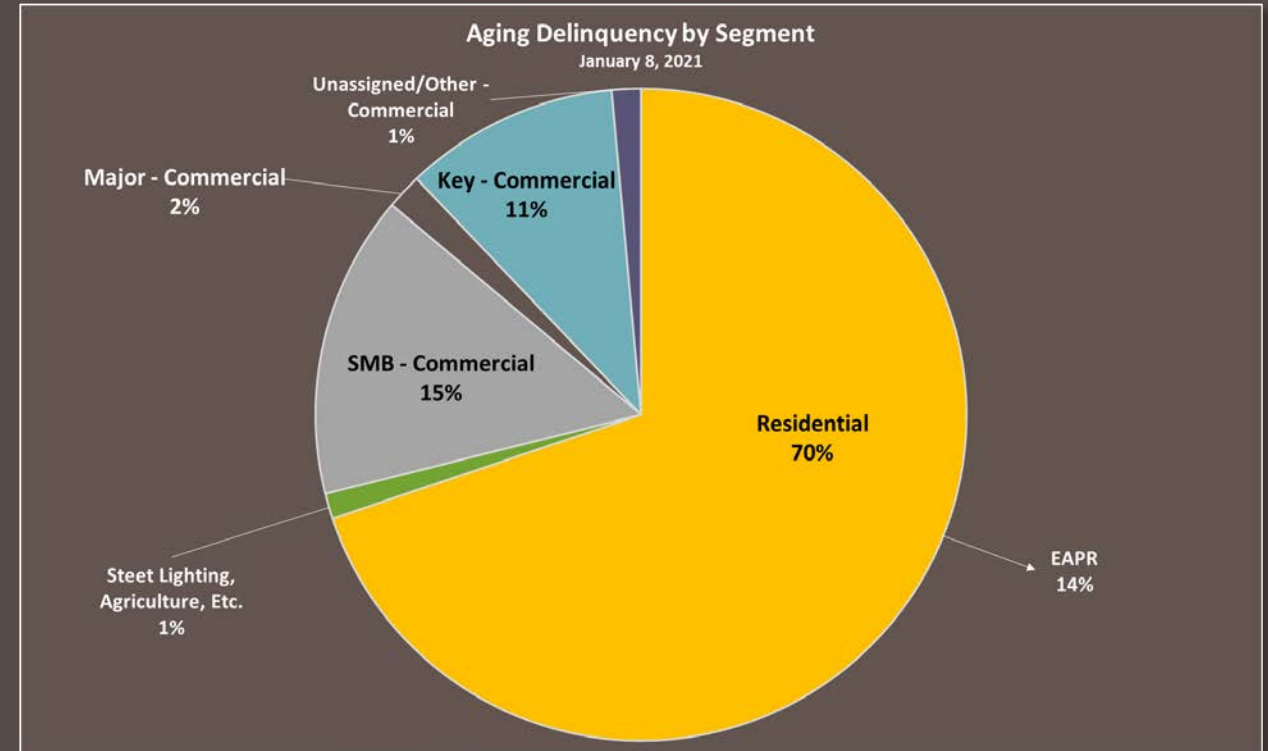
**Late February 2022**  
Overall collections engine restarts
- 2

**Late March 2022**  
Late Fee restart for non-EAPR customers
- 3

**Early April 2022**  
Collections Fee restart, for non-EAPR customers
- 4

**Mid-April 2022**  
Accounts may be Disconnected due to Non-Payment

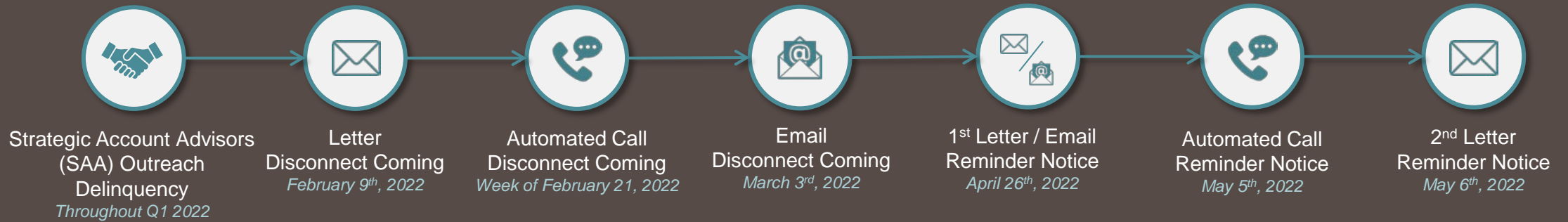
Collections Restart Timeline



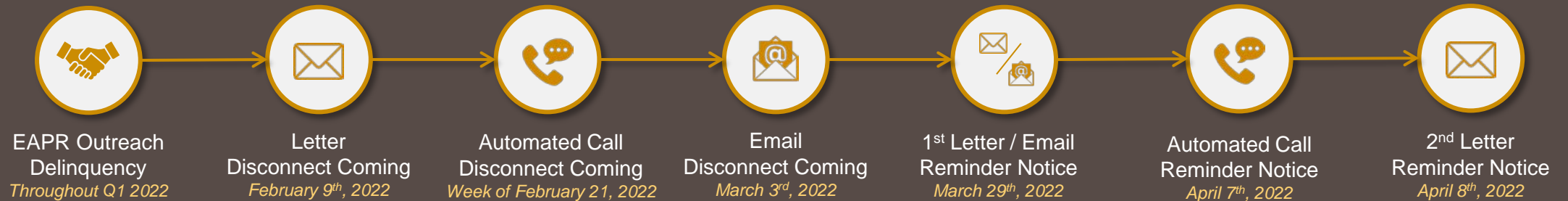
Over 204k Residential and Commercial Accounts in Arrears for near \$76.3M

# Customer Journey

A Commercial Small & Mid-Size Business (SMB) Customer | Past Due Balance: \$1,459.43 | Invoice Due: April 20, 2022



A Residential EAPR Customer | Past Due Balance: \$529.54 | Invoice Due: March 23, 2022



# We are *still* Here to Help!!



## Outreach & Education

- Financial assistance (SERA, HEAP)
- Energy Assistance Program Rate
- Continue to utilize Community Partners including Sustainable Community partners
- Personal Strategic Account Advisors (SAA) Outreach to Commercial Customers



## Workshops

- Apply / Enroll in financial assistance & discount programs
  - Provide language support when needed
  - Potential locations in our Community and at SMUD



## Additional Assistance

- Leg/Reg – Lobbying for more arrearage assistance from Federal and State entities
- Reaching back out to cities and the county for partnership opportunities
- Negotiating additional Sacramento Emergency Rental Assistance

# In Closing

