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

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

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

- 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

February 25, 2022 & Beyond
Road to Recovery

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

- **86,804** Direct Mail
- **32,012** Personal Outreach / Calls
- **332,204** Automated Calls
- **204,227** Email

Customer Touchpoints
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 Partnerships

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late February 2022</td>
<td>Overall collections engine restarts</td>
</tr>
<tr>
<td>Late March 2022</td>
<td>Late Fee restart for non-EAPR customers</td>
</tr>
<tr>
<td>Early April 2022</td>
<td>Collections Fee restart, for non-EAPR customers</td>
</tr>
<tr>
<td>Mid-April 2022</td>
<td>Accounts may be disconnected due to Non-Payment</td>
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</tbody>
</table>

**Collections Restart Timeline**

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

![Aging Delinquency by Segment](image)

- Residential 70%
- SMB - Commercial 15%
- Key - Commercial 11%
- Major - Commercial 2%
- Unassigned/Other - Commercial 1%
- Street Lighting, Agriculture, Etc. 1%
- EAPR 14%

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January 19, 2022 5 Board Energy Resources and Customer Services Committee and Special SMUD Board of Directors Meeting
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