



TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: August 11, 2020

RE: **General Government and Ketchikan Public Utilities Customer Account Aging Analysis – July 31, 2020**

Attached for City Council review is the General Government and Ketchikan Public Utilities Customer Account Aging Analysis for the period ended July 31, 2020. Finance Director Bob Newell will attend the City Council meeting of August 20, 2020, in order to address any questions and/or concerns that Councilmembers may have.

MEMORANDUM
CITY OF KETCHIKAN, ALASKA
Finance Department
Office of the Finance Director

Bob Newell, Finance Director
Camille Nelson, Financial Analyst
Phone: (907) 228-5621
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TO: Karl R. Amylon, City Manager/KPU General Manager

FROM: Bob Newell, Finance Director

DATE: August 11, 2020

SUBJECT: Customer Account Aging Analysis – July 31, 2020

Attached to this memorandum is a Customer Account Aging Analysis for all of the City's major utilities and harbors customer accounts for 2020. The analysis includes December 31, 2019 as a benchmark to help the user compare a typical pre-COVID-19 aging analysis with the trending that is taking place during the COVID-19 pandemic. The table below summarizes the results of the aging analysis for the period ended July 31, 2020.

**Customer Account Aging Analysis
Summary**

	Current Month 7/31/2020	Prior Month 6/30/2020	Benchmark Month 12/31/2019
Total Accounts Receivable Balance	\$ 3,158,863	\$ 3,267,326	\$ 3,538,746
Account Balances Over 30 Days	\$ 521,217	\$ 577,279	\$ 467,109
Percentage of Account Balances Over 30 Days	16.5%	17.7%	13.2%
 Total Customer Accounts	 11,170	 11,202	 11,121
Customer Accounts Over 30 Days	1,723	1,888	1,740
Percentage of Customer Accounts Over 30 Days	15.4%	16.9%	15.6%

For additional information, please see the attached Customer Account Aging Analysis for the period beginning December 31, 2019 and ending July 31, 2020. The analysis will be updated monthly and the format will need to be revised as we progress through 2020 in order to accommodate the additional months but for now a second page has been added. The Customer Account Aging Analysis will be especially useful to users that want to have detailed utility and harbor specific information. With regards to the customer counts information, please note that electric, water, wastewater and garbage services are billed to our customers on a single bill and are included the Utility Billing line item.

City of Ketchikan/Ketchikan Public Utilities
Customer Account Aging Analysis
For The Period Beginning December 31, 2019 and Ending July 31, 2020

	As of July 31, 2020			As of June 30, 2020			As of May 31, 2020			As of April 30, 2020		
	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days
Electric	1,137,180	152,697	13.4%	1,176,895	172,069	14.6%	1,516,557	288,601	19.0%	1,670,655	216,318	12.9%
Water	261,006	28,653	11.0%	284,187	36,310	12.8%	313,805	51,013	16.3%	297,598	38,113	12.8%
Wastewater	222,878	27,846	12.5%	241,786	34,405	14.2%	266,201	47,877	18.0%	250,592	36,605	14.6%
Garbage	184,078	32,252	17.5%	210,507	37,883	18.0%	198,396	41,605	21.0%	193,225	41,089	21.3%
Telecom (1)	999,923	210,212	21.0%	1,029,518	218,839	21.3%	1,057,072	269,342	25.5%	1,018,028	224,744	22.1%
Landfill (2)	241,010	27,783	11.5%	227,667	27,883	12.2%	256,484	28,169	11.0%	222,533	28,338	12.7%
Harbors (3)	112,788	41,774	37.0%	96,765	49,890	51.6%	109,805	66,982	61.0%	176,235	35,659	20.2%
Total	3,158,863	521,217	16.5%	3,267,326	577,279	17.7%	3,718,319	793,588	21.3%	3,828,868	620,866	16.2%

(1) Telecom is billed in the last week of each month through the Commsoft Billing System.

(2) Landfill is not billed by cycle. It is billed through the Misc Billing in NW on the last day of every month.

(3) Harbor charges are billed through a billing system outside of New World.

Report Customer Counts

	As of July 31, 2020			As of June 30, 2020			As of May 31, 2020			As of April 30, 2020		
	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days
Utility Billing	6,568	753	11.5%	6,664	800	12.0%	6,701	1,028	15.3%	6,852	958	14.0%
Telecom	4,007	823	20.5%	3,977	945	23.8%	3,978	1,106	27.8%	3,963	1,000	25.2%
Landfill	169	45	26.6%	175	50	28.6%	165	51	30.9%	168	58	34.5%
Harbors	426	102	23.9%	386	93	24.1%	316	133	42.1%	362	93	25.7%
Total	11,170	1,723	15.4%	11,202	1,888	16.9%	11,160	2,318	20.8%	11,345	2,109	18.6%

* Report Totals only include accounts which have balances due. They do not include paid in full accounts.

City of Ketchikan/Ketchikan Public Utilities
Customer Account Aging Analysis
For The Period Beginning December 31, 2019 and Ending July 31, 2020

	As of March 31, 2020			As of February 29, 2020			As of January 31, 2020			As of December 31, 2019		
	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days	Total AR	Over 30 Days	% Over 30 Days
Electric	1,842,639	225,717	12.2%	1,960,962	236,056	12.0%	1,820,671	161,507	8.9%	1,609,493	145,929	9.1%
Water	304,050	30,941	10.2%	271,910	24,840	9.1%	269,666	20,555	7.6%	274,092	21,263	7.8%
Wastewater	255,744	29,225	11.4%	232,401	22,640	9.7%	230,291	19,395	8.4%	232,774	20,558	8.8%
Garbage	200,448	34,002	17.0%	188,868	26,128	13.8%	185,219	24,528	13.2%	187,875	26,706	14.2%
Telecom (1)	1,068,237	197,005	18.4%	989,488	200,135	20.2%	980,670	196,742	20.1%	982,654	200,686	20.4%
Landfill (2)	218,600	24,789	11.3%	191,840	23,573	12.3%	177,781	24,917	14.0%	196,107	27,518	14.0%
Harbors (3)	57,492	32,382	56.3%	95,564	36,757	38.5%	85,612	25,957	30.3%	55,751	24,450	43.9%
Total	3,947,209	574,061	14.5%	3,931,034	570,130	14.5%	3,749,911	473,602	12.6%	3,538,746	467,109	13.2%

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(3) Harbor charges are billed through a billing system outside of New World.

Report Customer Counts

	As of March 31, 2020			As of February 29, 2020			As of January 31, 2020			As of December 31, 2019		
	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days	Report Total *	Over 30 Days	% Over 30 Days
Utility Billing	6,956	915	13.2%	6,639	661	10.0%	6,561	646	9.8%	6,713	781	11.6%
Telecom	3,999	929	23.2%	3,989	765	19.2%	3,976	741	18.6%	3,987	818	20.5%
Landfill	171	54	31.6%	176	47	26.7%	154	50	32.5%	161	52	32.3%
Harbors	227	96	42.3%	218	95	43.6%	216	90	41.7%	260	89	34.2%
Total	11,353	1,994	17.6%	11,022	1,568	14.2%	10,907	1,527	14.0%	11,121	1,740	15.6%

* Report Totals only include accounts which have balances due. They do not include paid in full accounts.