

**PA-II-30**

For each fiscal year 2017 to present inclusive (2020 year to date), please provide both the number and percentage of payments received from residential customers via the following payment channels: mail, online, auto debit, credit/debit card, payment agents, other.

**Payments Received: July 1, 2016 - December 31, 2021**

**Payments Received: Count**

Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-Date	TOTAL
Mail	1,548,687	1,475,199	1,328,002	1,212,280	594,508	6,158,676
Online	494,284	613,059	729,322	288,205	145,947	2,270,817
Auto Debit	1,647,252	1,632,484	1,649,251	1,617,360	764,047	7,310,394
Credit/Debit Card	0	0	13,285	562,642	399,372	975,299
Payment Agents	12,265	10,970	8,667	7,111	1,455	40,468
Other	465,146	471,602	501,307	473,094	184,349	2,095,498
<b>TOTAL</b>	<b>4,167,634</b>	<b>4,203,314</b>	<b>4,229,834</b>	<b>4,160,692</b>	<b>2,089,678</b>	<b>18,851,152</b>

**Payments Received: Percentage**

**Type of Payment**

Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-Date
Mail	37.2%	35.1%	31.4%	29.1%	28.4%
Online	11.9%	14.6%	17.2%	6.9%	7.0%
Auto Debit	39.5%	38.8%	39.0%	38.9%	36.6%
Credit/Debit Card	0.0%	0.0%	0.3%	13.5%	19.1%
Payment Agents	0.3%	0.3%	0.2%	0.2%	0.1%
Other	11.2%	11.2%	11.9%	11.4%	8.8%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>