

PA-II-31

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.
Please provide the same data as presented immediately above except in dollar terms rather than in terms of number of payments.

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

Payments Received: Dollars

Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-Date	TOTAL
Mail	\$154,495,890.11	\$154,631,787.60	\$138,722,630.66	\$128,407,718.89	\$64,507,341.16	\$640,765,368.42
Online	\$57,662,796.09	\$74,305,797.78	\$85,213,902.28	\$28,987,107.90	\$10,112,374.51	\$256,281,978.56
Auto Debit	\$125,981,885.99	\$127,334,169.17	\$125,989,679.90	\$124,206,570.53	\$60,289,268.43	\$563,801,574.02
Credit/Debit Card	\$0.00	\$0.00	\$1,725,793.01	\$66,482,720.23	\$47,330,904.33	\$115,539,417.57
Payment Agents	\$3,517,096.41	\$2,961,114.53	\$2,355,499.46	\$2,086,173.54	\$454,103.16	\$11,373,987.10
Other	\$71,734,500.03	\$68,620,811.32	\$71,026,787.91	\$73,789,301.59	\$30,682,344.04	\$315,853,744.89
TOTAL	\$413,392,168.63	\$427,853,680.40	\$425,034,293.22	\$423,959,592.68	\$213,376,335.63	\$1,903,616,070.56

Payments Received: Percentage

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Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-Date
Mail	37.37%	36.14%	32.64%	30.29%	30.23%
Online	13.95%	17.37%	20.05%	6.84%	4.74%
Auto Debit	30.48%	29.76%	29.64%	29.30%	28.25%
Credit/Debit Card	0.00%	0.00%	0.41%	15.68%	22.18%
Payment Agents	0.85%	0.69%	0.55%	0.49%	0.21%
Other	17.35%	16.04%	16.71%	17.40%	14.38%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%