

**PA-II-32**

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 mechanisms: cash, check, debit card, credit card, ACH credit, ACH debit, prepaid EBT cards, mobile app.

**Payments Received: July 1, 2016 - December 31, 2020**

**Payments Received: Count**

Type of Payment	FY 2021 To-					TOTAL
	FY 2017	FY 2018	FY 2019	FY 2020	Date	
ACH	1,010	706	4,231	74,829	49,479	130,255
ALL1	1,669	1,207	1,079	1,312	112	5,379
ECK	190,286	267,292	340,727	477,956	374,323	1,650,584
IVR	111,680	128,757	106,726	112,611	71,273	531,047
PENN	1,890	2,104	1,122	4	0	5,120
POS	312,111	296,037	306,873	209,339	26,476	1,150,836
RCB	8,706	7,659	6,466	5,796	1,343	29,970
REMITPRO	1,548,687	1,474,953	1,327,956	1,212,297	594,472	6,158,365
WEB	303,998	345,767	401,880	372,926	170,927	1,595,498
ZC	352,209	359,589	378,241	384,885	178,363	1,653,287
ZP	1,295,079	1,272,931	1,271,060	1,232,497	585,554	5,657,121
OTHER	40,335	46,093	83,476	76,311	37,080	283,295
<b>TOTAL</b>	<b>4,167,660</b>	<b>4,203,095</b>	<b>4,229,837</b>	<b>4,160,763</b>	<b>2,089,402</b>	<b>18,850,757</b>

**Payments Received: Percentage**

Type of Payment	FY 2021 To-				
	FY 2017	FY 2018	FY 2019	FY 2020	Date
ACH	0.02%	0.02%	0.10%	1.80%	2.37%
ALL1	0.04%	0.03%	0.03%	0.03%	0.01%
ECK	4.57%	6.36%	8.06%	11.49%	17.92%
IVR	2.68%	3.06%	2.52%	2.71%	3.41%
PENN	0.05%	0.05%	0.03%	0.00%	0.00%
POS	7.49%	7.04%	7.25%	5.03%	1.27%
RCB	0.21%	0.18%	0.15%	0.14%	0.06%
REMITPRO	37.16%	35.09%	31.39%	29.14%	28.45%
WEB	7.29%	8.23%	9.50%	8.96%	8.18%
ZC	8.45%	8.56%	8.94%	9.25%	8.54%
ZP	31.07%	30.29%	30.05%	29.62%	28.02%
OTHER	0.97%	1.10%	1.97%	1.83%	1.77%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>