

PA-II-33

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

PA-II-32 (The "immediately above" question: 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,

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

Payments Received: Amount

Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-	TOTAL
ACH	\$1,971,073.92	\$2,091,406.94	\$2,552,903.48	\$12,902,874.38	\$8,140,577.94	\$27,658,836.66
ALL1	\$418,148.56	\$292,984.77	\$317,045.79	\$433,480.97	\$35,705.89	\$1,497,365.98
ECK	\$20,260,550.59	\$29,368,462.54	\$35,201,059.52	\$48,051,999.04	\$35,485,939.74	\$168,368,011.43
IVR	\$13,417,972.89	\$15,199,210.32	\$11,883,705.76	\$13,567,004.75	\$7,841,860.67	\$61,909,754.39
PENN	\$458,589.01	\$504,628.68	\$300,624.08	\$1,074.22	\$0.00	\$1,264,915.99
POS	\$47,889,810.88	\$42,839,134.72	\$43,368,982.79	\$34,195,354.75	\$8,646,994.73	\$176,940,277.87
RCB	\$2,640,358.84	\$2,163,501.08	\$1,737,829.59	\$1,651,618.35	\$418,397.27	\$8,611,705.13
REMITPRO	\$154,495,890.11	\$154,631,787.60	\$138,722,630.66	\$128,407,718.89	\$64,507,341.16	\$640,765,368.42
WEB	\$37,402,245.50	\$44,937,335.24	\$51,738,635.77	\$47,417,829.09	\$21,957,339.10	\$203,453,384.70
ZC	\$24,697,503.24	\$26,416,227.66	\$27,553,308.62	\$28,006,389.44	\$13,376,905.77	\$120,050,334.73
ZP	\$101,284,382.75	\$100,917,941.51	\$98,436,371.28	\$96,200,181.09	\$46,912,362.66	\$443,751,239.29
OTHER	\$8,455,642.34	\$8,491,059.34	\$13,221,195.88	\$13,124,067.71	\$6,052,910.70	\$49,344,875.97
TOTAL	#####	#####	#####	#####	#####	#####

Payments Received: Percentage

Type of Payment	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021 To-
ACH	0.48%	0.49%	0.60%	3.04%	3.82%
ALL1	0.10%	0.07%	0.07%	0.10%	0.02%
ECK	4.90%	6.86%	8.28%	11.33%	16.63%
IVR	3.25%	3.55%	2.80%	3.20%	3.68%
PENN	0.11%	0.12%	0.07%	0.00%	0.00%
POS	11.58%	10.01%	10.20%	8.07%	4.05%
RCB	0.64%	0.51%	0.41%	0.39%	0.20%
REMITPRO	37.37%	36.14%	32.64%	30.29%	30.23%
WEB	9.05%	10.50%	12.17%	11.18%	10.29%
ZC	5.97%	6.17%	6.48%	6.61%	6.27%
ZP	24.50%	23.59%	23.16%	22.69%	21.99%
OTHER	2.05%	1.98%	3.11%	3.10%	2.84%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%