

# ICC STAFF REPORT

Public Utility Data on Customer Credit, Collections, &  
Arrearages (220 ILCS 5/8-201.10(b))  
March 2022 through December 2023



Utility Research & Analytics Division – Public Utilities Bureau  
August 14, 2024

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## I. BACKGROUND

Pursuant to Section 8-201.10(b) of the Illinois Public Utilities Act, all public utilities are required to file with the Illinois Commerce Commission (ICC) by the 15<sup>th</sup> of each month a report on 22 credit, collection, and arrearage metrics for the immediately preceding month by zip code. The public utilities are encouraged by the ICC, but not required, to provide the data separately for residential low-income customers. For the purposes of this voluntary reporting, residential electric and gas low-income customers are those enrolled in the Low-Income Home Energy Assistance Program (LIHEAP) and their data is a subset of the reported residential customer information.

Of the 15 utilities reporting as of the date of this report, only eight utilities provide disaggregated residential low-income data: Ameren Illinois (Ameren IL), Commonwealth Edison (ComEd), Consumers Gas (Consumers), Illinois Gas (IL Gas), Northern Illinois Gas (Nicor), North Shore Gas (North Shore), Peoples Gas Light & Coke (Peoples Gas), and Prairie Path Water (PPWC). Unlike the other seven energy companies listed, PPWC's residential low-income water and sewer customers are defined as customers with incomes below the federal poverty line who opted into the utility's low-income tariff rate. This Staff Report will focus on the reported low-income data where such data is available.

The remaining seven utilities that did not separately provide residential low-income data are: Aqua Illinois (Aqua), Illinois American Water (IAWC), Liberty Utilities Midstates Natural Gas (Liberty), Mt. Carmel Public Utility (Mt. Carmel), MidAmerican Energy Company (MEC), Powers Water Company (Powers), and Silvis Heights Water Corporation (Silvis Heights).

All Section 8-201.10(b) reports are available to the public at the ICC's website at <https://www.icc.illinois.gov/industry-reports/credit-collections-and-arrearages-reports>. A visual representation of the reported data by company and zip code is available at <https://www.icc.illinois.gov/industry-reports/credit-collections-and-arrearages-reports/monthly-dashboard>. All company data can be viewed and downloaded by the public.

### WORKSHOP AND TEMPLATE REPORT

In collaboration with stakeholders in a public workshop held in February 2022, ICC Staff developed a standard report template to be used by the utilities for its required Section 8-201.10(b) monthly reports. *Utility data filed using that standard monthly report template were used to prepare this Staff Report.* Various factors, including the need for the companies to make changes to their information technology systems, delayed the ability of some utilities to submit their data using the report template. Accordingly, the earliest data for the larger public utilities in this Staff Report are as follows: ComEd, Peoples Gas, North Shore, IAWC, and Aqua – March 2022; MEC – April 2022; Ameren IL – June 2022; and Nicor – July 2022.

### DATA SET AND REPORT PARAMETERS

For the reasons explained above, 2022 monthly data are available for 10 months for most public utilities, while others report data for six (Nicor), seven (Ameren IL) or nine (MEC) months.

Zip code-level data for Consumers Gas is available only for the last four months of 2022. Year 2023 monthly information consists of 12 months of data for all companies including at the zip code level.

The data presented in the tables and charts in this report are the average of the monthly observations reported per year. They are either rounded to the nearest whole dollar or to the nearest tenth or hundredth percent (i.e., one or two decimal places). For this reason, some total columns may not appear to add up. The underlying raw data can be obtained from the ICC websites noted above.

Residential low-income data is a *subset* of residential data. Therefore, where applicable, this report separately identifies “**Residential Non-Low Income**” data (which is total residential customer data *minus* the corresponding data for residential low income customers) and “**Residential Low Income**” information under “Part II. High Level Overview.” Some companies do not separately report residential low income data and that is noted where applicable. Under “Part III. Top 20 Zip Codes for Arrearage Metrics and Equity Investment Eligible Communities,” only “**Residential**” data (which *includes* residential low income data) and “**Residential Low Income**” data are reported. While some high level tables and charts in this report provide non-residential data, they are not discussed as the focus of this report is on residential customer outcomes.

Not all collected metrics are presented in this Staff Report. For example, medical payment arrangements are not included (Metric #11 through #14) because most companies did not report having any such arrangements and those that did had very few customers with that arrangement. Further, companies that do not have data for a particular metric are excluded from the corresponding table and chart for that metric. For example, IL Gas is not shown in the gas Late Payment Fee chart and table since IL Gas does not charge late payment fees.

This Staff Report focuses on the statutorily required metrics pertaining to disconnections, late payment fees, required deposits, and arrearages, i.e., over 30 days past due accounts for customers that are or are not taking service under a deferred payment arrangement (DPA).

#### APPLICABLE STATUTE

The 22 metrics required to be measured and reported by the public utilities monthly to the ICC per 220 ILCS 5/8-201.10(b) are as follows:

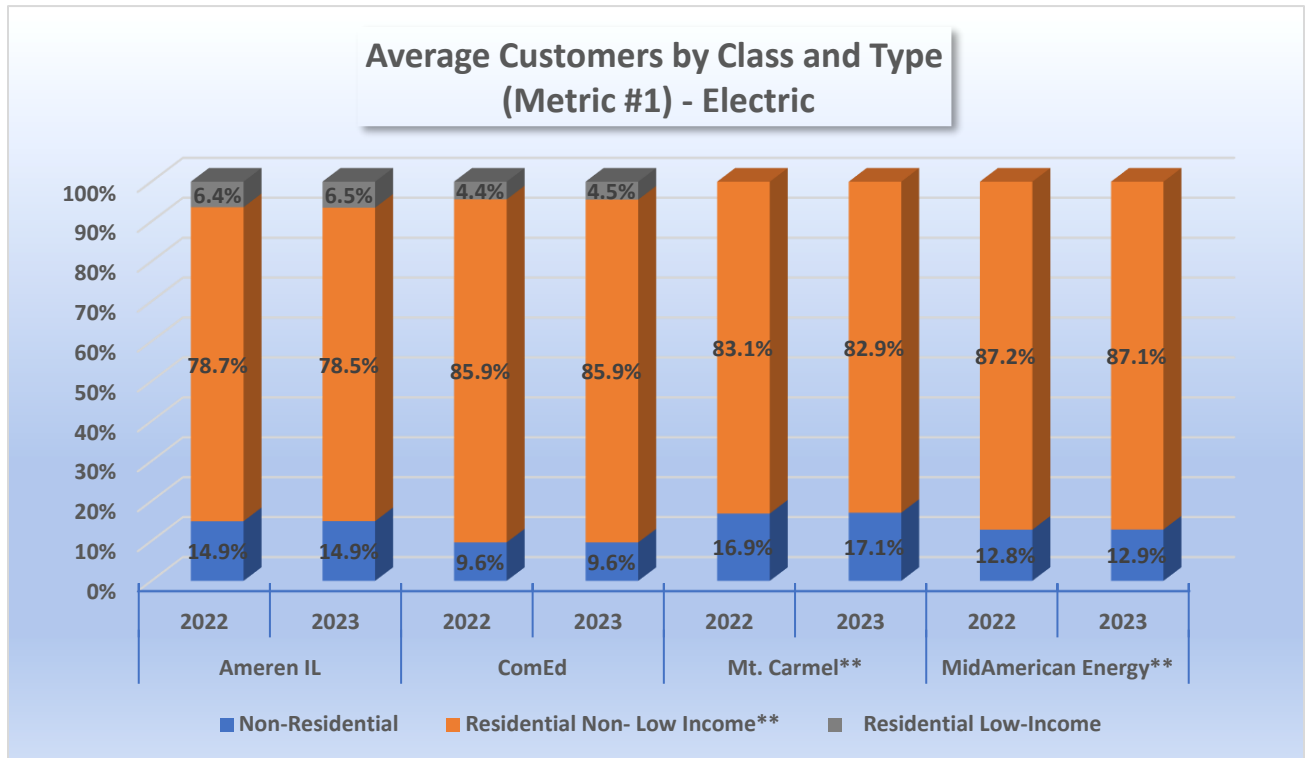
- (1) the number of customers, by **customer class and type of utility service provided**, during each month;
- (2) the number of customers, by customer class and type of utility service, **receiving disconnection notices** during each month;
- (3) the number of customers, by customer class and type of utility service, **disconnected for nonpayment** during each month;
- (4) the number of customers, by customer class and type of utility service, **reconnected because they have paid in full or set up payment arrangements** during each month;
- (5) the number of **new deferred payment agreements**, by customer class and type of utility service, each month;

- (6) the number of customers, by customer class and type of utility service, **taking service** at the beginning of the month **under existing deferred payment arrangements**;
- (7) the number of customers, by customer class and type of utility service, **completing deferred payment arrangements** during the month;
- (8) the **number of payment agreements**, by customer class and type of utility service, **that failed** during each month;
- (9) the number of customers, by customer class and type of utility service, **renegotiating deferred payment arrangements** during the month;
- (10) the number of customers, by customer class and type of utility service, **assessed late payment fees or charges** during the month;
- (11) the number of customers, by customer class and type of utility service, **taking service** at the beginning of the month **under existing medical payment arrangements**;
- (12) the number of customers, by utility service, **completing medical payment arrangements** during the month;
- (13) the number of customers, by utility service, **enrolling in new medical payment arrangements** during the month;
- (14) the number of customers, by utility service, **renegotiating medical payment arrangements** plans during the month;
- (15) the number of customers, by customer class and utility service, with **required deposits** with the company at the beginning of the month;
- (16) the number of customers, by customer class and utility service, **required to submit new deposits or increased deposits** during the month;
- (17) the number of customers, by customer class and utility service, whose **required deposits were reduced in part or forgone** during the month;
- (18) the number of customers, by customer class and utility service, whose **deposits were returned in full** during the month;
- (19) the **number of customers**, by customer class and utility service, **with past due amounts greater than 30 days past due** at the beginning of the month and **taking service** at the beginning of the month **under existing deferred payment arrangements**;
- (20) the **dollar volume** of past due accounts, by customer class and utility service, **for customers with past due amounts greater than 30 days past due** at the beginning of the month and taking service at the beginning of the month **under existing deferred payment arrangements**;
- (21) the **number of customers**, by customer class and utility service, **with past due amounts greater than 30 days past due** at the beginning of the month and **not taking service** at the beginning of the month **under existing deferred payment arrangements**; and
- (22) the **dollar volume** of past due accounts, by customer class and utility service, **for customers with past due amounts greater than 30 days past due** at the beginning of the month and **not taking service** at the beginning of the month **under existing deferred payment arrangements**.

## II. HIGH LEVEL OVERVIEW

### CUSTOMERS – CLASSES AND TYPE OF UTILITY SERVICE (METRIC #1)

Customer classes are broadly classified as either non-residential or residential. Seven utilities providing electric and/or gas distribution service voluntarily identified a subset of their residential customers that are considered low-income based on their enrollment in LIHEAP. Customer classes are presented by type of utility service: electric, gas, water, and sewer.

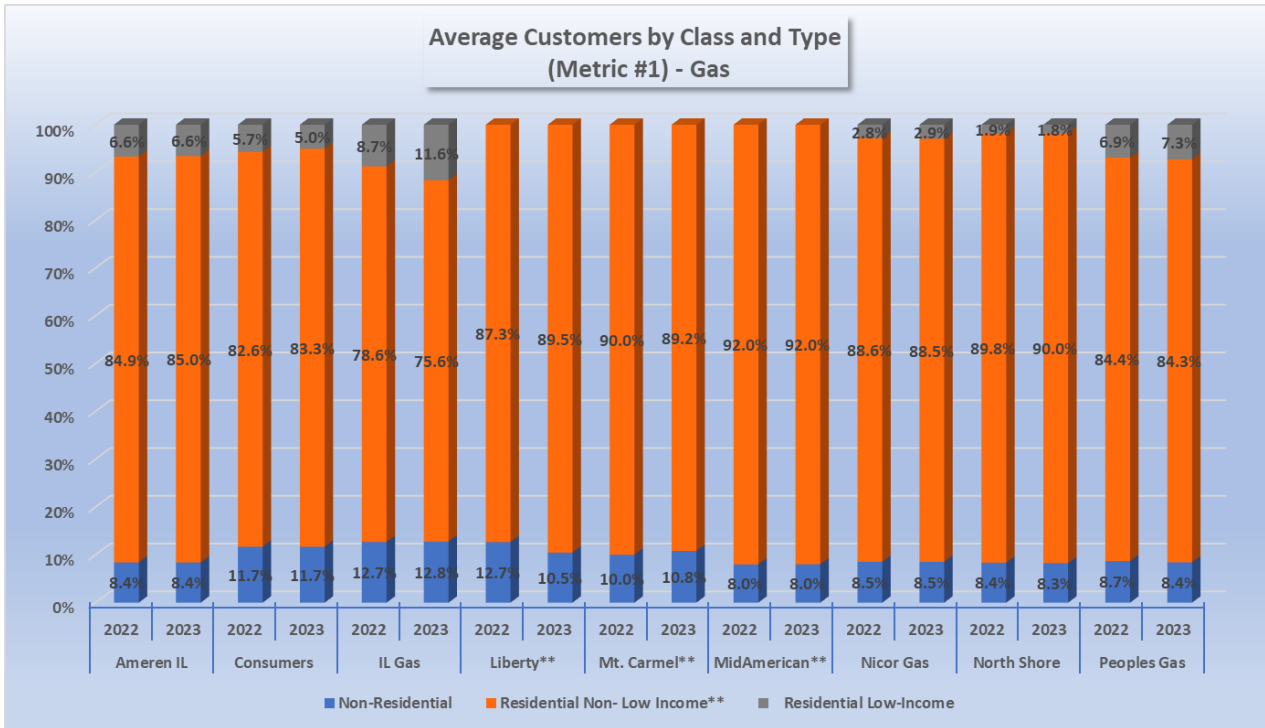


\*\*Includes Residential Low-Income since company does not disaggregate this data.

**Table 1.1 Average Electric Customers by Customer Class and Company**

Public Utility	Year	Non-Residential	Residential Non- Low Income	Residential Low-Income	Average Total Electric Customers
Ameren IL	2022	186,420	981,541	79,708	1,247,669
	2023	186,476	979,603	81,301	1,247,380
ComEd	2022	399,102	3,558,569	184,171	4,141,841
	2023	399,205	3,560,333	186,497	4,146,035
Mt. Carmel**	2022	888	4,375	N/A	5,263
	2023	895	4,353	N/A	5,248
MidAmerican Energy**	2022	10,775	73,319	N/A	84,094
	2023	10,818	73,285	N/A	84,103

\*\*Includes Residential Low-Income since company does not disaggregate this data.

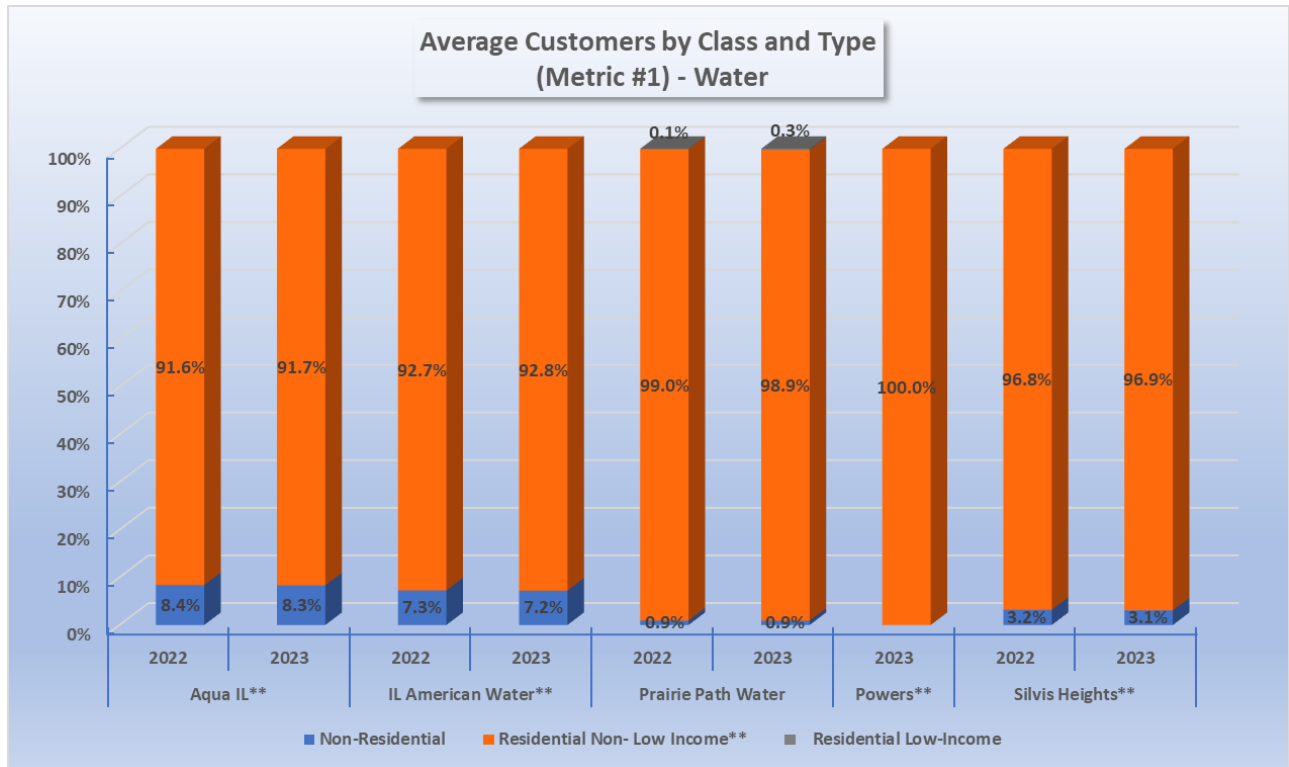


\*\*Includes Residential Low-Income since company does not disaggregate this data.

**Table 1.2 Average Gas Customers by Customer Class and Company**

Public Utility	Year	Non-Residential	Residential Non-Low Income	Residential Low-Income	Average Total Gas Customers
Ameren IL	2022	68,236	689,099	53,887	811,222
	2023	68,309	689,424	53,269	811,002
Consumers	2022	610	4,286	295	5,192
	2023	607	4,319	260	5,186
IL Gas	2022	1,178	7,294	809	9,280
	2023	1,184	7,014	1,076	9,274
Liberty**	2022	2,704	18,623	N/A	21,327
	2023	2,176	18,604	N/A	20,779
Mt. Carmel**	2022	362	3,249	N/A	3,610
	2023	368	3,026	N/A	3,393
MidAmerican**	2022	5,250	60,272	N/A	65,522
	2023	5,267	60,315	N/A	65,582
Nicor Gas	2022	192,894	2,000,605	63,360	2,256,858
	2023	193,378	2,006,372	66,526	2,266,276
North Shore	2022	13,722	147,184	3,068	163,973
	2023	13,595	148,077	2,882	164,554
Peoples Gas	2022	76,515	742,202	60,510	879,227
	2023	74,603	746,096	64,200	884,899

\*\*Includes Residential Low-Income since company does not disaggregate this data.



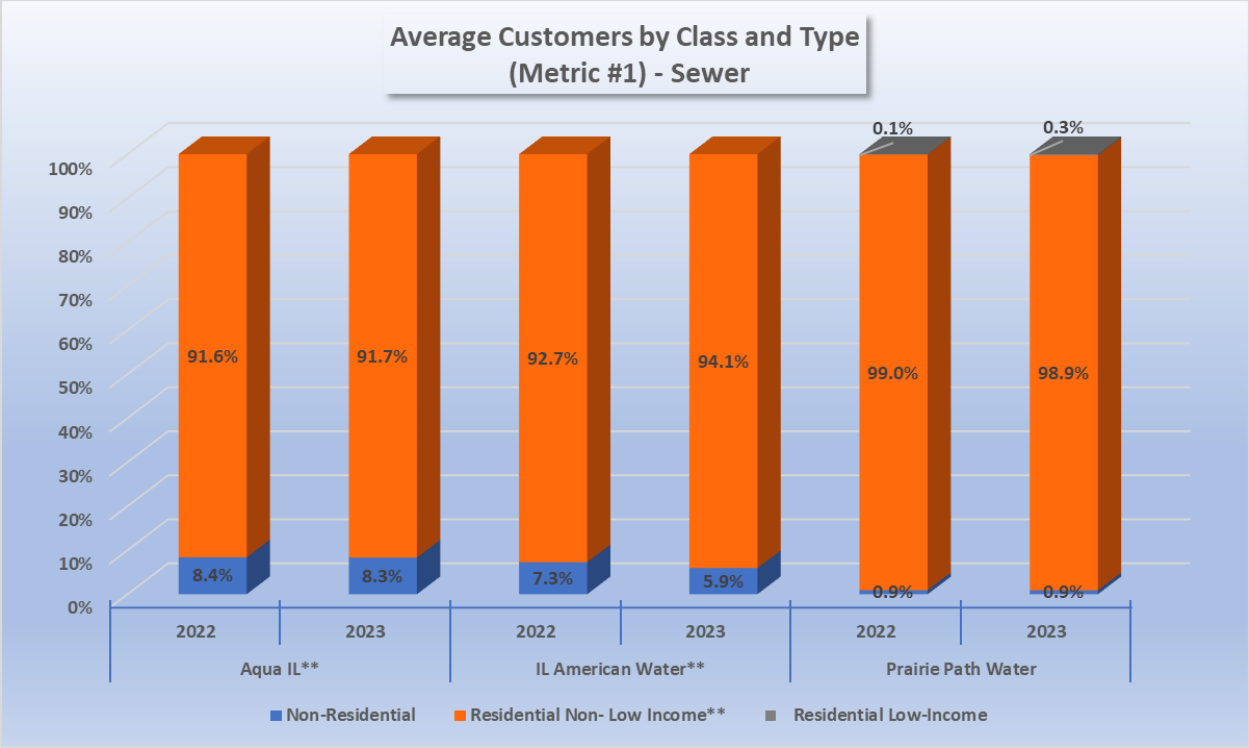
\*\*Includes Residential Low-Income since company does not disaggregate this data.

**Table 1.3 Average Water Customers by Customer Class and Company**

Public Utility	Year	Non-Residential	Residential Non-Low Income	Residential Low-Income	Average Total Water Customers
Aqua IL**	2022	5,292	57,854	N/A	63,146
	2023	5,384	59,379	N/A	64,763
IL American Water**	2022	17,652	225,022	N/A	242,674
	2023	21,180	272,510	N/A	293,690
Prairie Path Water	2022	117	12,601	12	12,729
	2023	113	12,637	33	12,783
Powers Water**	2022	N/A	N/A	N/A	-
	2023	N/A	68	N/A	68
Silvis Heights**	2022	15	455	N/A	470
	2023	15	475	N/A	490

\*\*Includes Residential Low-Income since company does not disaggregate this data.





\*\*Includes Residential Low-Income since company does not disaggregate this data.

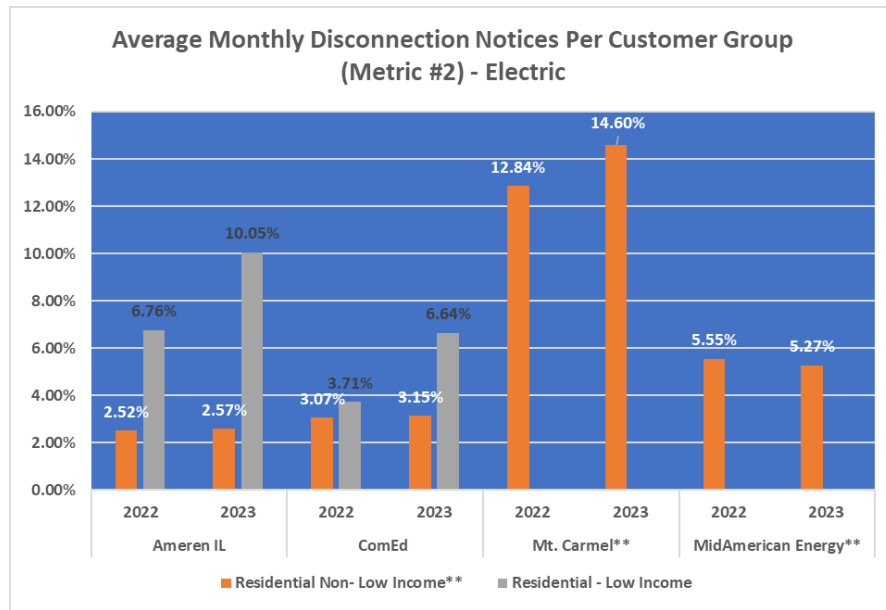
**Table 1.4 Average Sewer Customers by Customer Class and Company**

Public Utility	Year	Non-Residential	Residential Non- Low Income	Residential Low-Income	Average Total Sewer Customers
Aqua IL**	2022	2,475	30,101	N/A	32,576
	2023	2,476	30,439	N/A	32,915
IL American Water**	2022	4,583	76,381	N/A	80,964
	2023	4,936	78,138	N/A	83,074
Prairie Path Water	2022	53	3,403	2	3,458
	2023	53	3,422	6	3,480

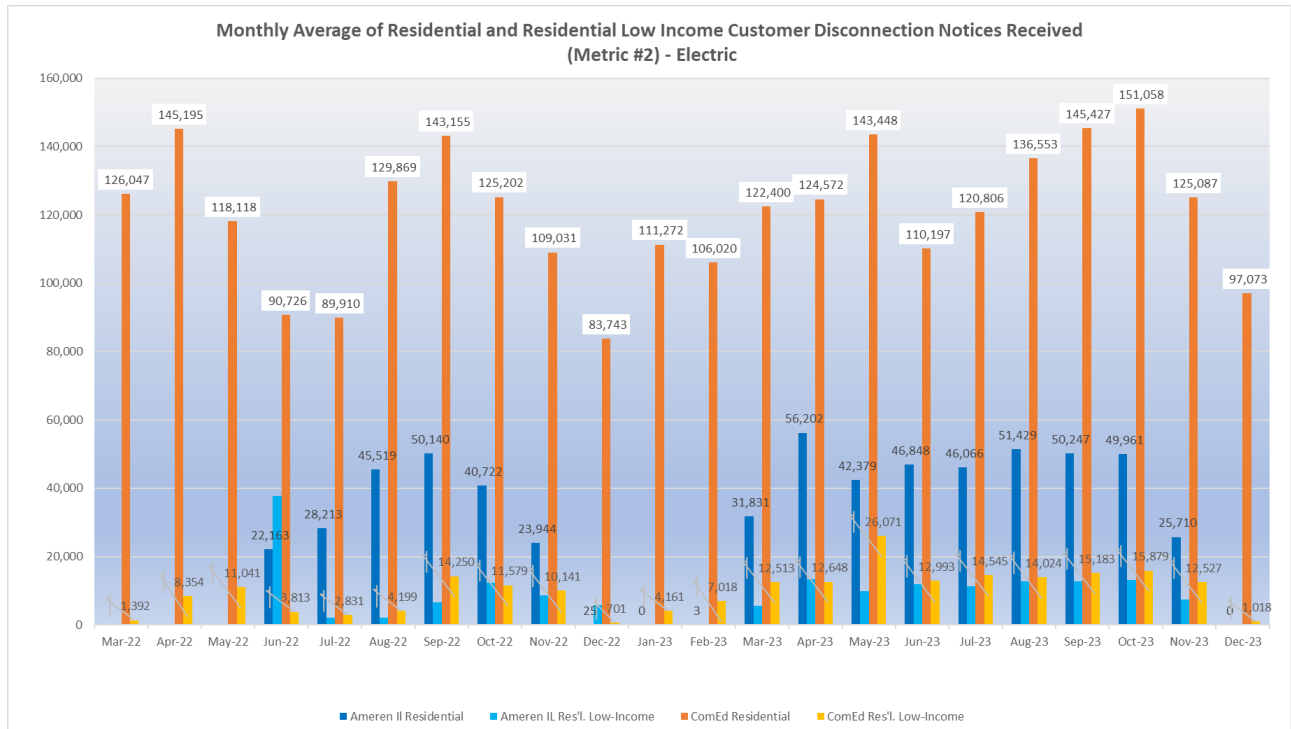
\*\*Includes Residential Low-Income since company does not disaggregate this data.

**DISCONNECTION NOTICES (METRIC #2)**

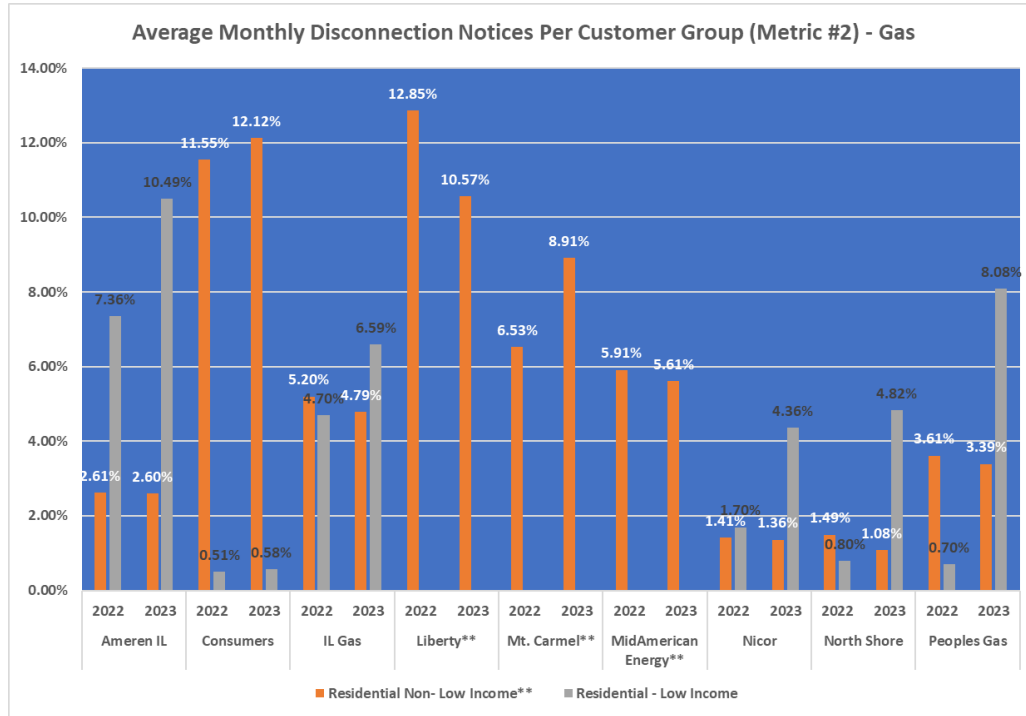
An average of 14.6% or fewer **electric residential non-low income** customers received disconnection notices from the four electric utilities. From 2022 to 2023, increases ranged from 2.2% (Ameren IL) to 13.7% (Mt. Carmel) but declined by nearly 5% for MidAmerican Energy. For Ameren IL and ComEd **residential low-income** customers, their average disconnection notices were less than 10.1% and respectively increased by about 49% and 79% from 2022 to 2023.



\*\*Includes Residential Low-Income for these companies that don't report this data separately.



An average of 12.85% or fewer **gas residential non-low income** customers received disconnection notices from the nine gas utilities. From 2022 to 2023, two increased by 5% (Consumers) and 36.5% (Mt. Carmel) while seven decreased, ranging from -0.7% (Ameren IL) to -27.9% (North Shore). In contrast, **residential low-income** disconnection notices averaged 10.5% or less and increases ranged from nearly 13.4% (Consumers) to 1,057% (Peoples Gas) from 2022 to 2023.



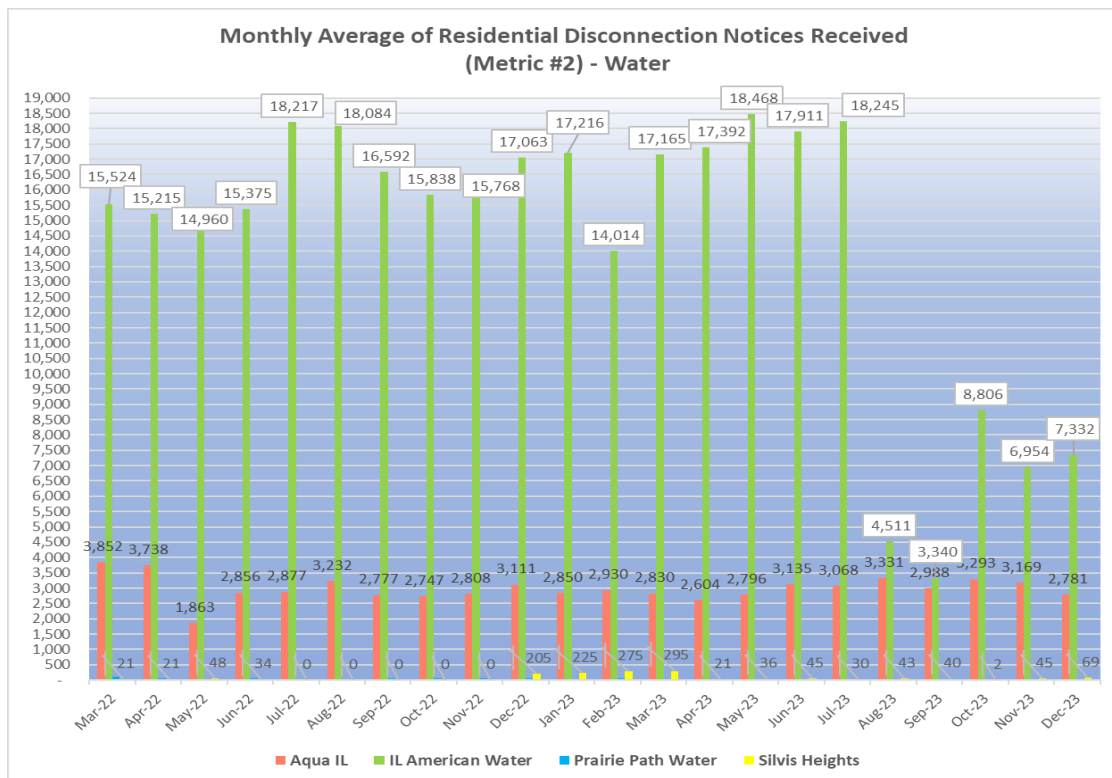
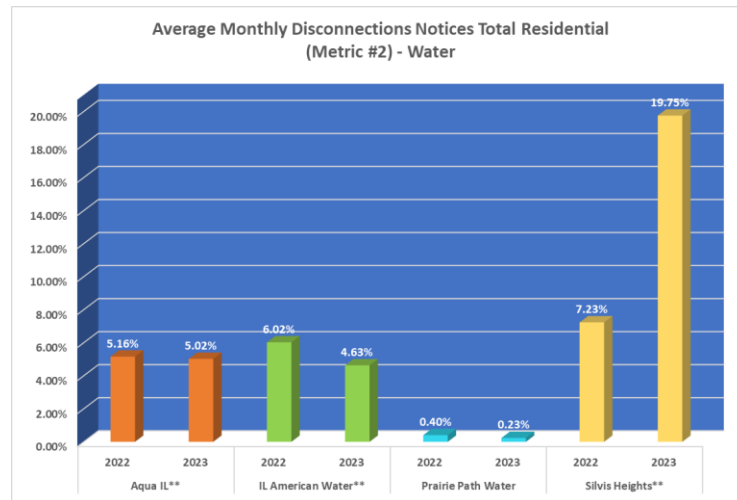
\*\*Includes Residential Low-Income for these companies that don't report this data separately.

**Table 2.1 Average Gas Residential Non-Low Income and Low Income Customer Disconnection Notices**

Date	Ameren IL (gas)		Consumers Gas		Illinois Gas		Nicor Gas		North Shore Gas		Peoples Gas	
	Res'l.	Res'l. - Low Income	Res'l.	Res'l. - Low Income	Res'l.	Res'l. - Low Income	Res'l.	Res'l. - Low Income	Res'l.	Res'l. - Low Income	Res'l.	Res'l. - Low Income
Mar-22					372	23			633	2	8,560	74
Apr-22					215	20			2,336	69	18,345	618
May-22					636	92			2,800	54	37,376	1,447
Jun-22	17,335	1,722			734	63			3,141	13	33,882	407
Jul-22	21,188	1,583			299	35	41,614	3	2,532	8	33,873	124
Aug-22	32,717	4,945			609	52	53,236	1,315	2,341	37	39,051	198
Sep-22	36,130	9,027	528	0	176	4	38,153	1,905	3,812	28	37,988	490
Oct-22	28,968	6,261	458	1	498	43	43,212	3,223	2,369	22	42,918	570
Nov-22	17,428	4,210	504	1	318	29	9	2	2,016	12	20,388	298
Dec-22	15	2	496	4	321	26	0	0	0	0	1	0
Jan-23	0	0	682	0	534	74	0	0	0	0	2	0
Feb-23	0	0	620	0	765	95	0	0	0	0	2	1
Mar-23	22,269	3,696	596	9	524	59	26,172	1,551	411	11	13,934	1,641
Apr-23	39,852	9,004	488	0	511	37	55,799	5,104	1,823	125	30,779	4,258
May-23	29,833	6,731	476	0	643	104	54,965	4,576	2,631	153	46,326	7,546
Jun-23	33,137	8,068	540	3	191	38	49,463	4,307	3,041	205	39,603	5,711
Jul-23	32,452	7,782	445	0	263	51	49,726	5,075	3,778	259	41,187	6,780
Aug-23	35,981	8,698	489	3	695	153	55,114	5,385	3,273	275	52,293	9,178
Sep-23	34,970	8,792	496	1	340	74	39,390	4,528	2,255	236	57,120	10,756
Oct-23	34,860	9,105	466	0	398	72	31,974	4,301	2,607	313	53,517	10,209
Nov-23	18,379	5,170	480	1	85	24	0	0	983	86	30,944	6,200
Dec-23	0	0	524	1	276	70	0	0	0	0	0	0

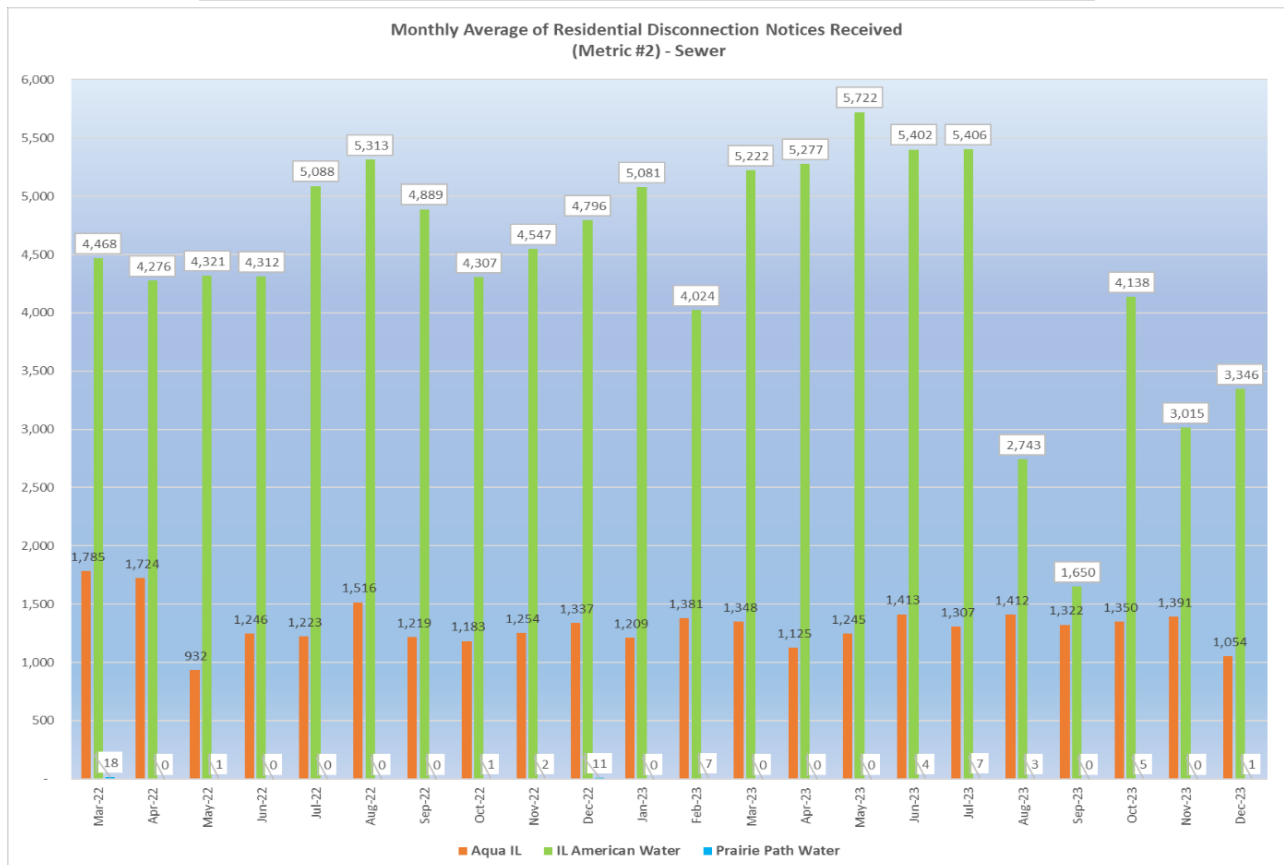
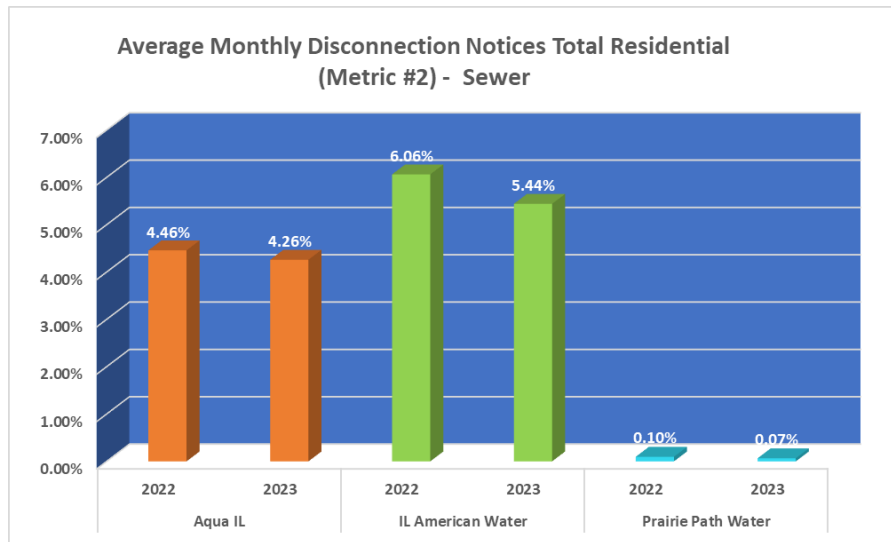
Only total **water residential** data is shown since low-income data was not separately reported or the one water utility that did report it (Prairie Path Water or PPWC ) had very few customers on a low-income rate (0.3% or less). Less than 7.2% of total **residential** customers at the five **water** utilities received disconnection notices on average per month in 2022-2023 except for Silvis Heights which was 19.8% in 2023. Disconnection notices decreased from 2022 to 2023 for Aqua IL (-2.7%), IL American Water (-23.2%), and PPWC (-42.2%) but increased for Silvis Heights (173.2%).

Powers Water is omitted as all of its reported data points are zero. All Prairie Path Water data points reflect few customers receiving disconnection notices and small percentage values. Thus, its data is not visible in the monthly average graph below.



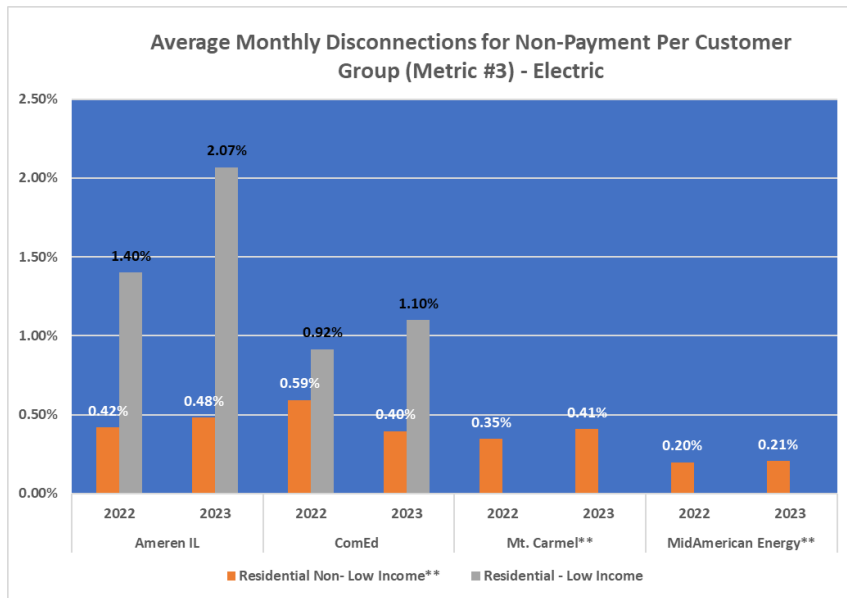
Only total **sewer residential** data is shown below since either low-income data was not separately reported or the one sewer utility that did report it (Prairie Path Water) had very few customers on a low-income rate (0.2% or less).

An average of less than 6.1% sewer **residential** customers received disconnection notices per month in 2022-2023. Disconnection notices from 2022 to 2023 decreased for Aqua IL (-4.6%), IL American Water (-10.3%), and Prairie Path Water (-32.3%).

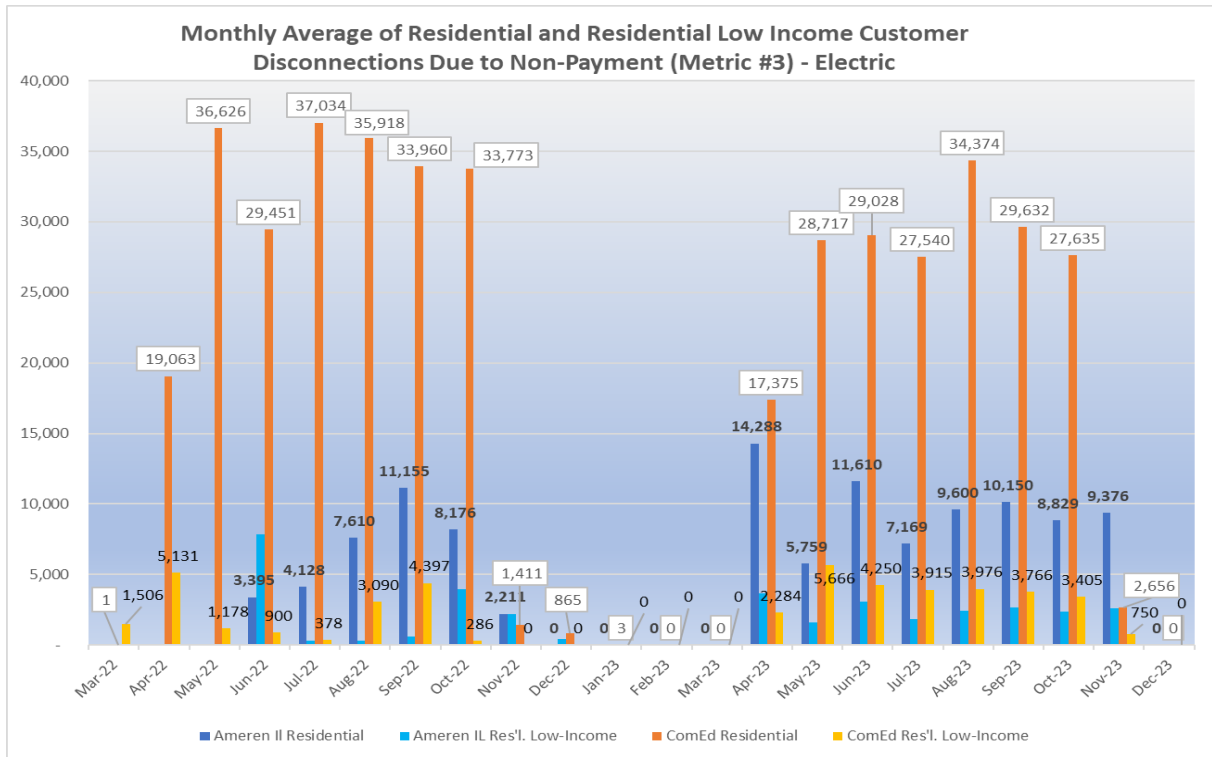


**DISCONNECTIONS DUE TO NON-PAYMENT (METRIC #3)**

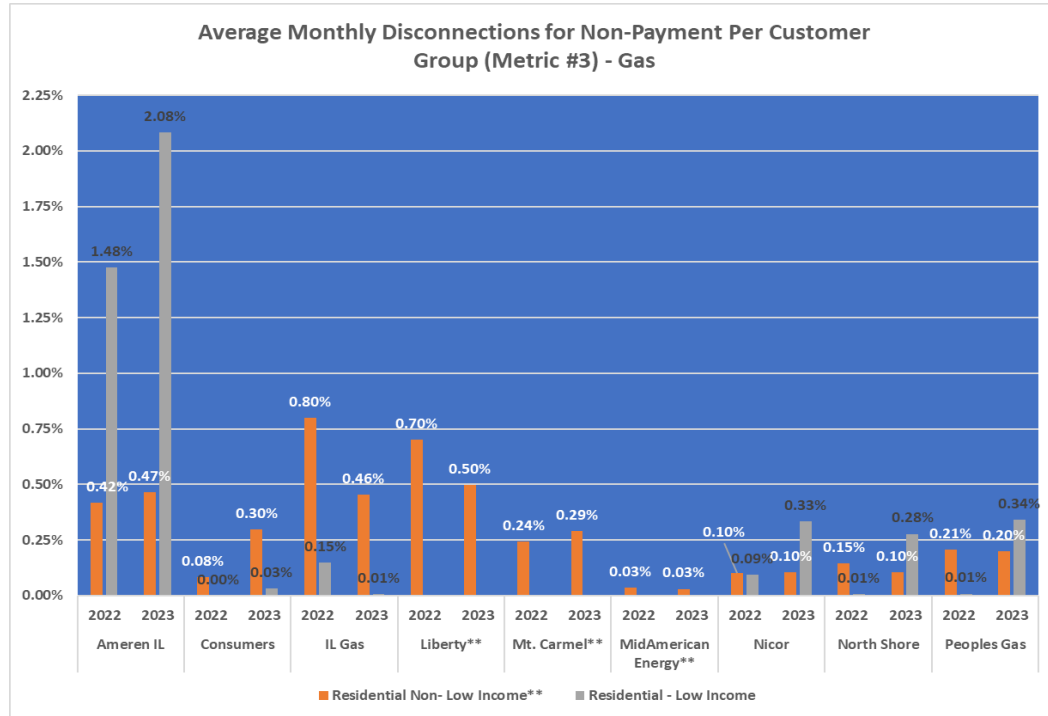
An average of 0.6% or fewer **electric residential non-low income** or **residential** customers were disconnected due to non-payment at the four electric utilities, three of which increased ranging from 4.3% (MidAmerican) to 17.4% (Ameren IL) while one declined by -33.4% (ComEd) from 2022 to 2023. In contrast, ComEd and Ameren IL **residential low-income** disconnections were 2.07% or less and respectively increased by nearly 20% and 47.6% from 2022 to 2023.



\*\*Includes Residential Low-Income for these companies that don't report this data separately.



An average of 0.80% or fewer **gas residential non-low income** or **total residential** customers were disconnected due to non-payment of utility bills at the nine gas utilities, four of which had increases ranging from 2.7% (Nicor) to 264% (Consumers) and five with decreases ranging from -3.6% (Peoples Gas) to -43% (IL Gas) from 2022 to 2023. In contrast, **residential low-income** customer disconnections were 2.08% or less and increases for four utilities ranged from 41.1% (Ameren IL) to over 4,157% (North Shore) while one declined by -94.8% (IL Gas) from 2022 to 2023.

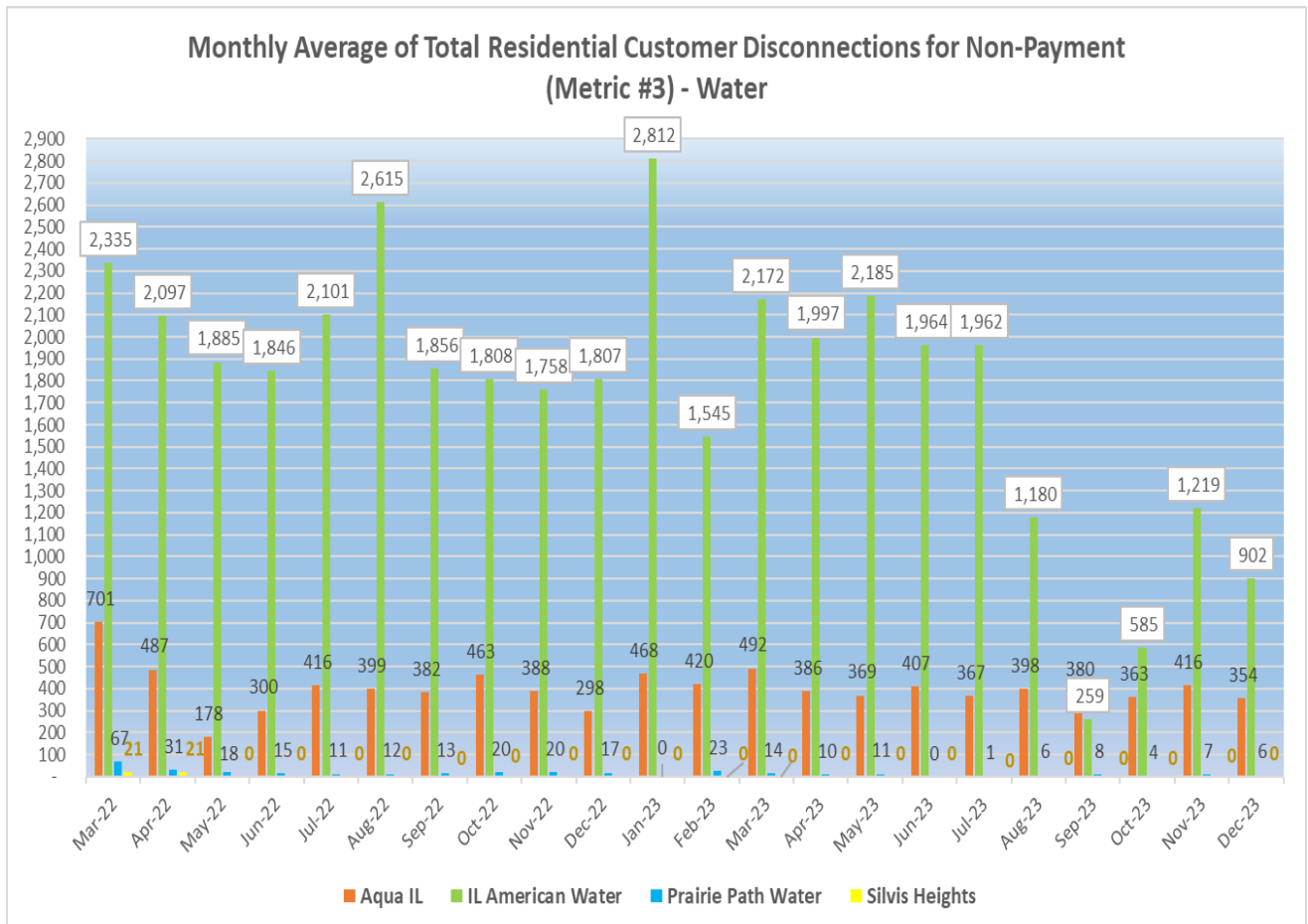
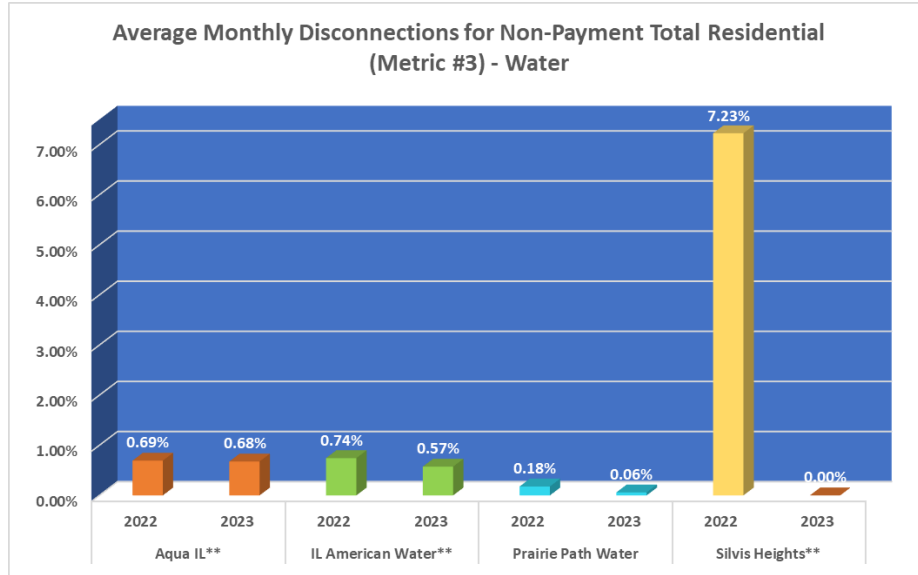


\*\*Includes Residential Low-Income for these companies that don't report this data separately.

**Table 3.1 Average Gas Residential and Residential Low-Income Customer Disconnections for Non-Payment**

Date	Ameren IL (Gas)		Consumers Gas		Illinois Gas		Nicor Gas		North Shore Gas		Peoples Gas	
	Residential	Res'l. - Low	Residential	Res'l. - Low	Residential	Res'l. - Low	Residential	Res'l. - Low	Residential	Res'l. - Low	Residential	Res'l. - Low
Mar-22	n/a	n/a	n/a	n/a	58	0	n/a	n/a	0	0	0	0
Apr-22	n/a	n/a	n/a	n/a	78	2	n/a	n/a	141	0	1,150	6
May-22	n/a	n/a	n/a	n/a	92	6	n/a	n/a	322	1	1,428	7
Jun-22	2,771	290	n/a	n/a	55	4	n/a	n/a	465	0	2,092	5
Jul-22	3,150	237	n/a	n/a	106	0	2,972	1	401	1	2,071	13
Aug-22	5,281	443	n/a	n/a	81	0	3,871	14	540	0	2,846	1
Sep-22	7,613	2,799	4	0	32	0	3,856	215	161	0	3,560	14
Oct-22	5,454	1,498	7	0	49	0	1,501	124	91	0	1,712	3
Nov-22	1,482	299	0	0	20	0	2	0	18	0	551	1
Dec-22	0	0	3	0	25	0	0	0	0	0	0	0
Jan-23	0	0	5	0	0	0	0	0	0	0	0	0
Feb-23	0	0	30	0	33	0	0	0	0	0	0	0
Mar-23	0	0	14	1	22	0	0	0	0	0	0	0
Apr-23	9,914	2,341	17	0	29	0	2,094	239	195	6	489	53
May-23	4,225	1,084	30	0	61	0	2,727	274	303	15	1,277	154
Jun-23	7,785	2,021	19	0	36	0	3,061	229	353	12	2,990	394
Jul-23	4,801	1,214	7	0	38	1	4,351	374	407	14	3,611	487
Aug-23	6,350	1,578	10	0	78	0	6,995	679	328	23	3,874	586
Sep-23	6,572	1,739	7	0	79	0	5,249	485	113	8	3,063	506
Oct-23	5,896	1,565	9	0	7	0	3,270	331	91	9	2,062	353
Nov-23	6,291	1,768	4	0	0	0	0	0	46	6	561	87
Dec-23	0	0	2	0	0	0	0	0	0	0	0	0

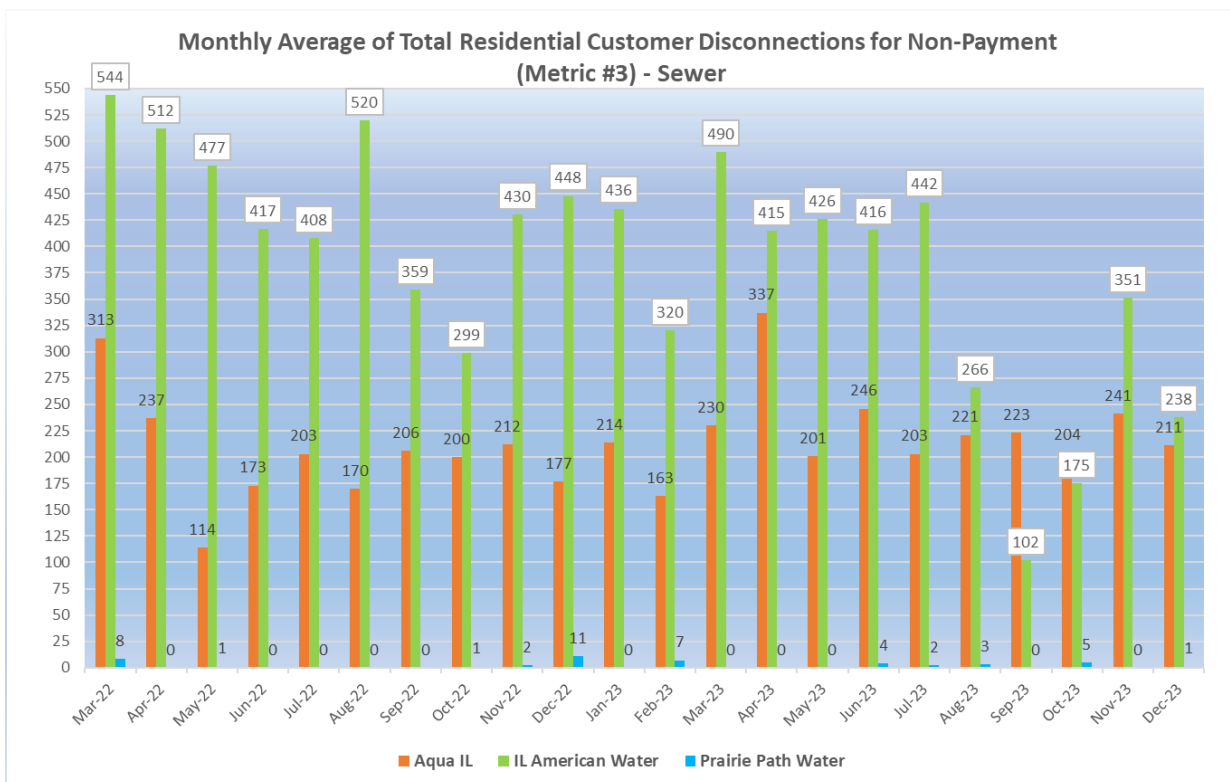
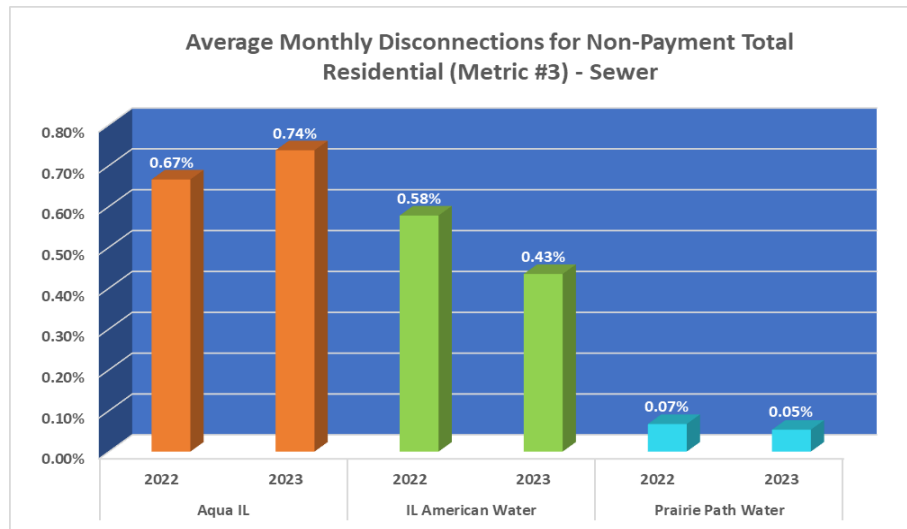
An average of 7.2% or fewer **water residential** customers were disconnected due to non-payment of utility bills at the five water utilities in 2022-2023. Disconnection decreases ranged from -2.5% (IL American Water) to -100% (Silvis Heights) from 2022 to 2023. As noted earlier, only total residential data is available. Powers Water is omitted as all of its reported data points are zero.





An average of 0.74% or fewer **sewer residential** customers were disconnected due to non-payment of utility bills at the three sewer utilities in 2022-2023. Disconnections from 2022 to 2023 declined by -20.8% (Prairie Path Water) and -24.8% (IL American Water) in 2023 but increased for Aqua IL by 10.7%.

Only total **sewer residential** data is shown since either residential low-income data was not separately reported or the one sewer utility that did report it (Prairie Path Water) had no low-income customers disconnected due to non-payment. Powers Water is omitted as all of its reported data points are zero.



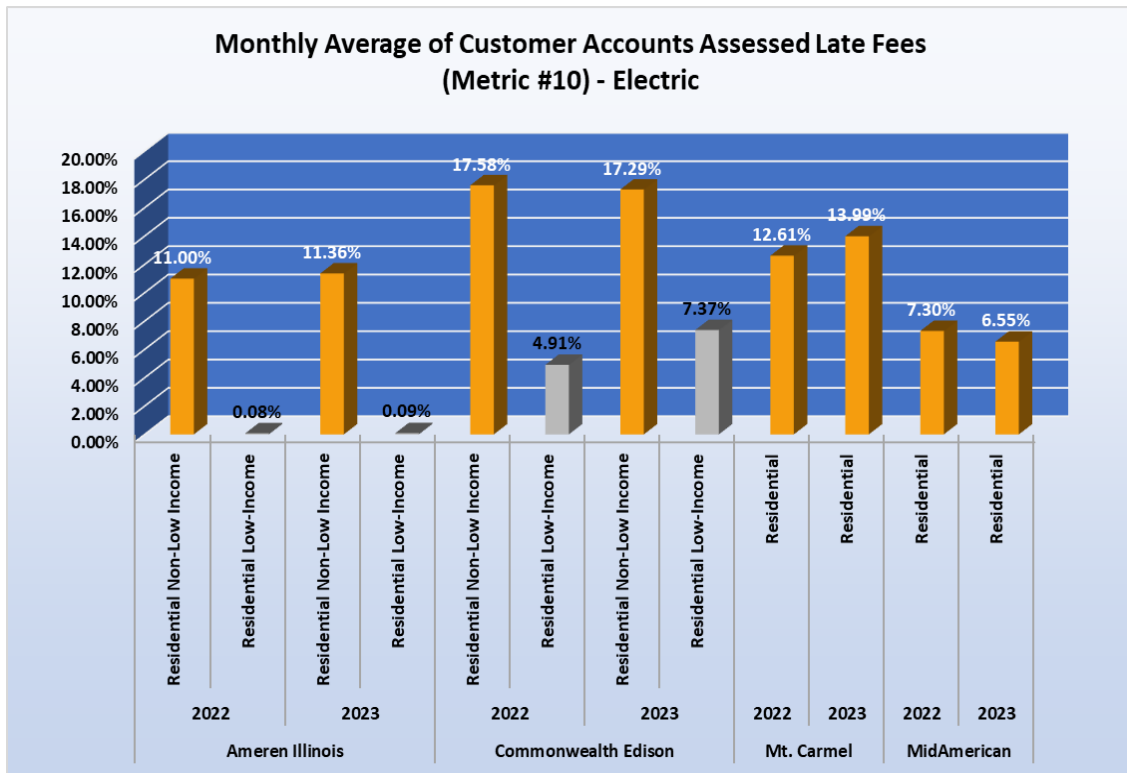
**LATE PAYMENT FEES (METRIC #10)**

Section 8-201.8 of the Public Utilities Act prohibits late fees from being assessed on residential low income electric and gas customers beginning on January 1, 2023. The electric and gas companies explain that the non-zero values for late fees seen in the following charts in 2023 are due to timing. Non-low income customers assessed with applicable late charges in a given month are sometimes re-classified as a low income customer in the same period. In such cases, the customer is reported as a residential low income customer for that month under Metric #10.

**ELECTRIC UTILITIES**

An average of less than 17.6% **electric residential non-low income** or **residential** customers were assessed a late payment fee in 2022-2023. This average respectively increased from 2022 to 2023 by 3.32% and 10.9% at Ameren IL and Mt. Carmel, and respectively decreased by -1.7% and -10.4% at ComEd and MidAmerican Energy.

In contrast, an average of less than 7.4% **residential low income** customers were assessed a late payment fee in 2022-2023 by Ameren IL and ComEd, and respectively increased by 12.5% and 50.1% from 2022 to 2023.

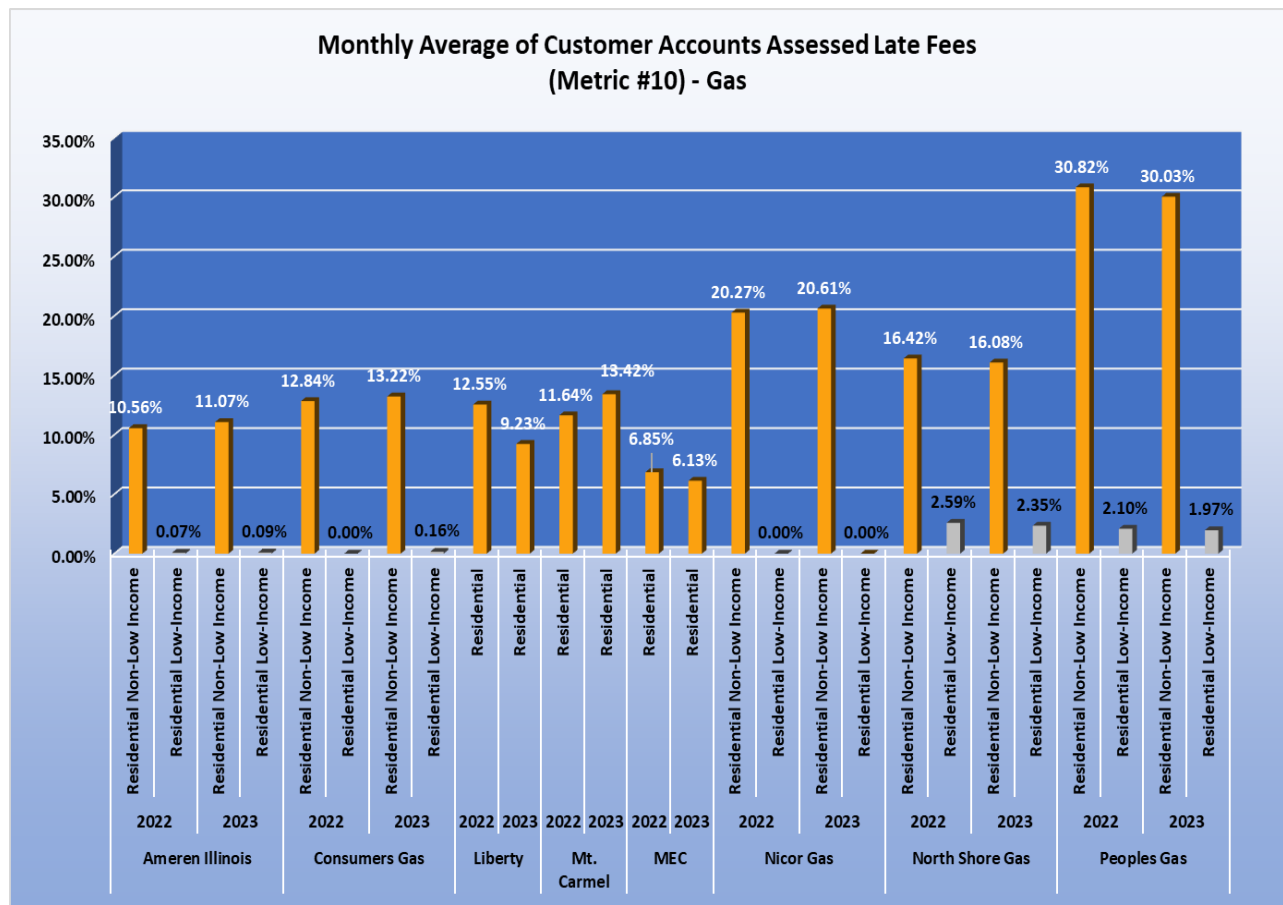


## GAS UTILITIES

An average of 30.8% or fewer **gas residential** customers were assessed a late payment fee in 2022-2023. Increases ranged from 4.1% (Ameren IL) to 69.6% (Nicor) at three utilities and decreases ranged from -2.09% (North Shore) to -26.4% (Liberty) at five utilities from 2022 to 2023.

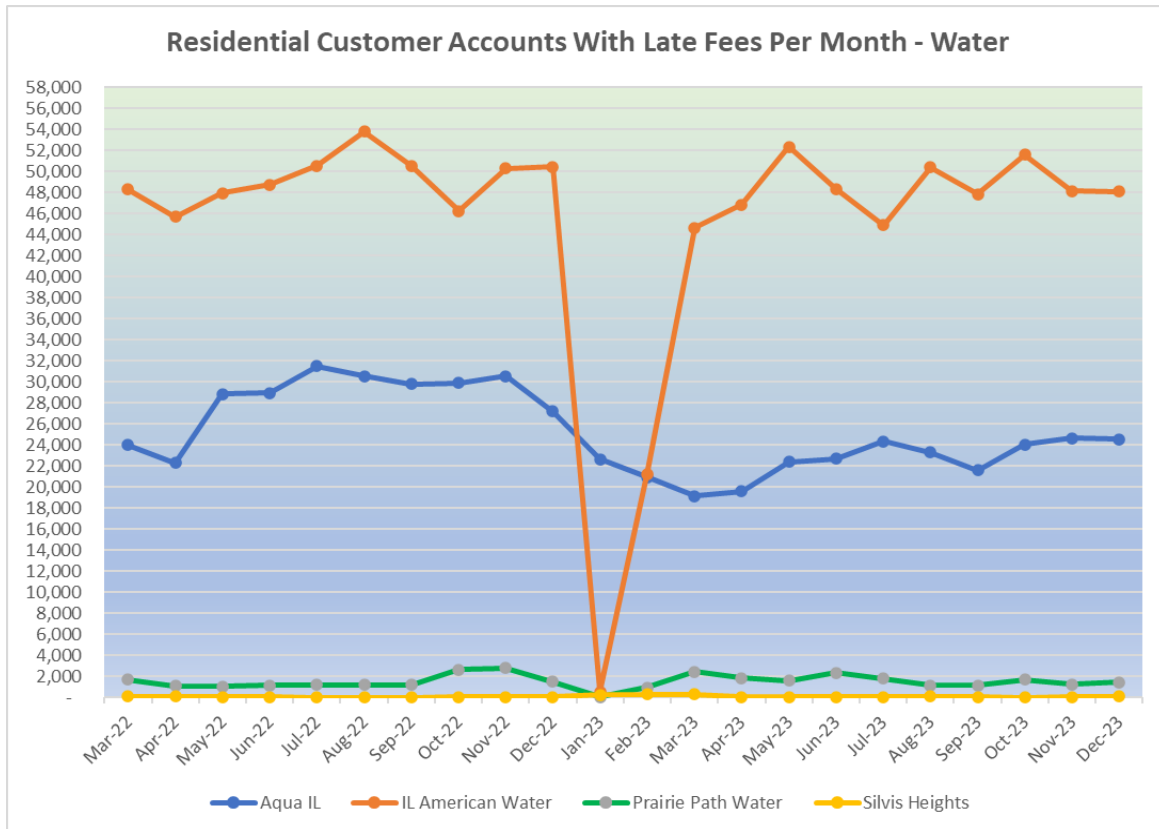
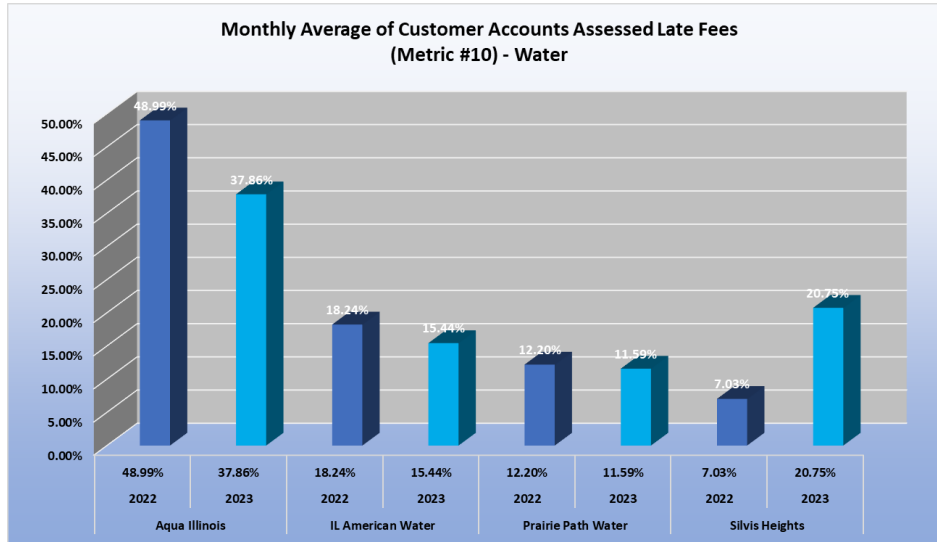
In contrast, an average of 2.6% or fewer gas **residential low income** customers were assessed a late payment fee over the same period. From 2022 to 2023, it increased by 24.6% for Ameren IL but decreases ranged from -2.09% (North Shore) to -100% (Nicor) for the remaining four utilities that disaggregated their low-income customer data.

Illinois Gas does not assess late fees and is, thus, excluded from the chart below.



## WATER UTILITIES

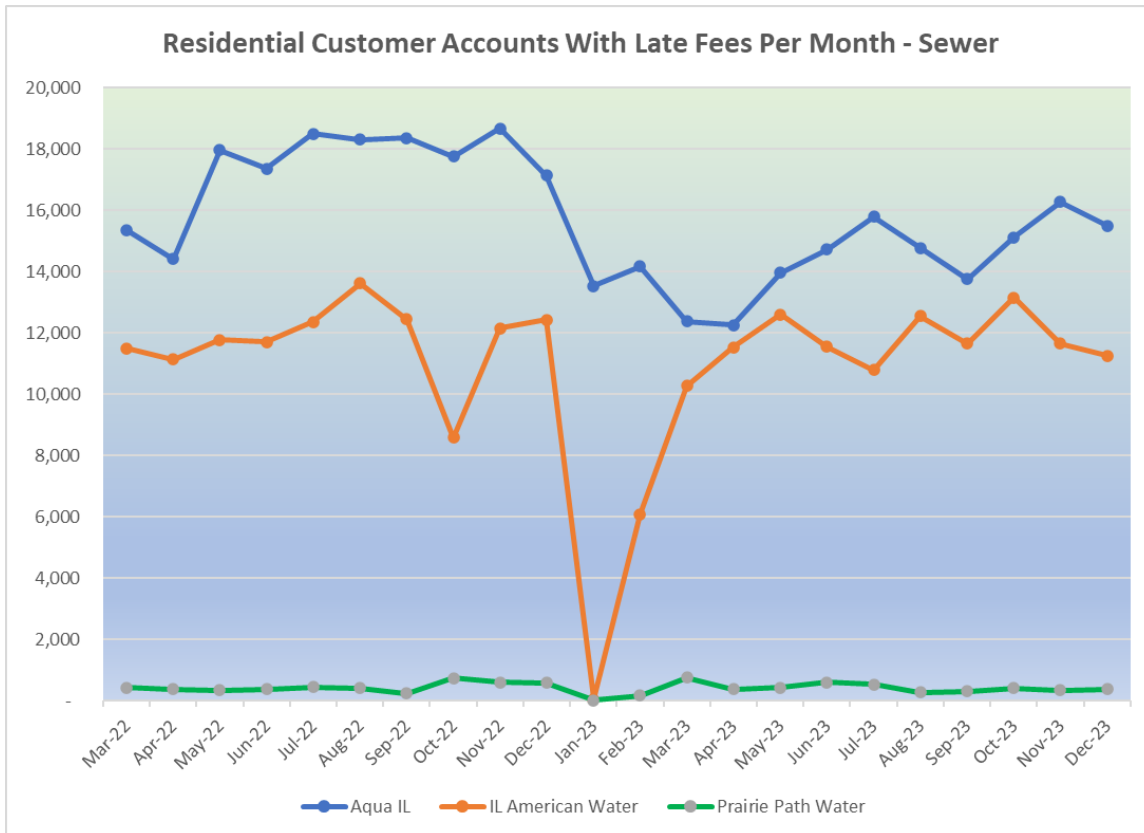
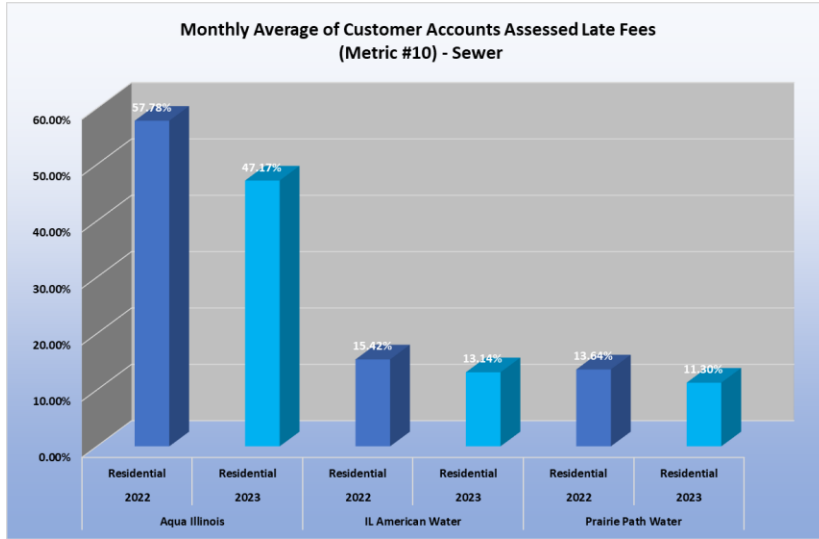
An average of less than 49% **water residential** customers were assessed late payment fees by four water utilities from 2022-2023, declining by up to 22.7% (Aqua IL) and increasing by 195.2% for Silvis Heights in 2023.



IAWC indicates that it typically waives late payment charges in January, resulting in a large one-time reduction in assessed water late payment fees in a calendar year.

**SEWER UTILITIES**

Up to 57.8% sewer residential accounts were assessed late payment fees by three sewer utilities from 2022-2023, with decreases ranging from -14.8% (IAWC) to -18.4% (Aqua IL) in 2023.



IAWC indicates that it typically waives late payment charges in January, resulting in a large one-time reduction in assessed sewer late payment fees in a calendar year.

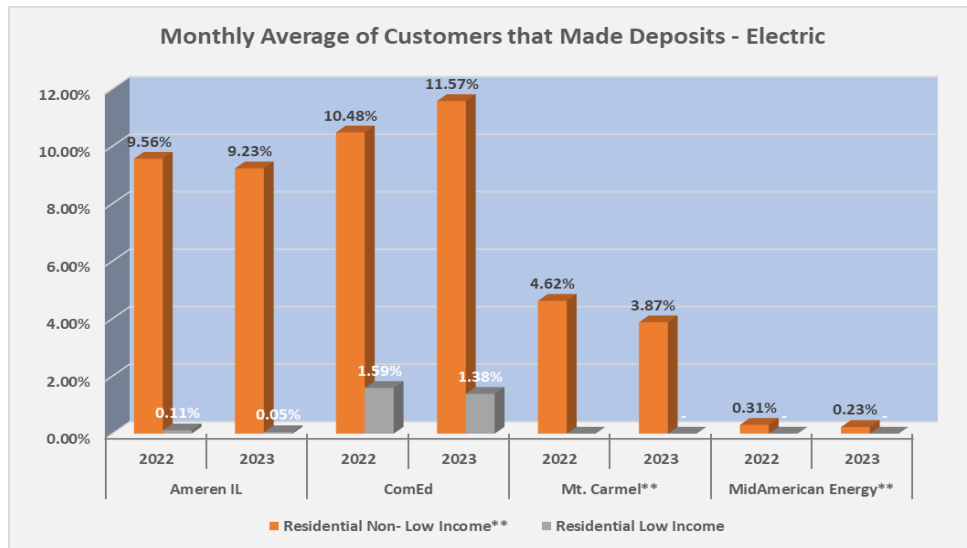
**DEPOSITS REQUIRED (METRIC #15)**

Section 8-201.7 of the Public Utilities Act prohibits requiring utility deposits as security for non-payment from residential low income electric and gas customers upon the statute’s enactment (i.e., September 16, 2021). The statute exempts from this requirement instances where the utility can prove that the low income customer engaged in utility equipment tampering in the prior five years.

The non-zero electric and gas data points seen in the charts in this section are explained by the utilities as a timing issue. A non-low income customer required to make a deposit at the beginning of a month and re-classified in the same month as a low income customer would be reflected as a residential low-income customer in Metric #15. Upon notification of a customer’s low income status, the deposit is refunded and reported the next month under Metric #18 (Deposits Returned in Full) for residential low income customers.

**ELECTRIC UTILITIES**

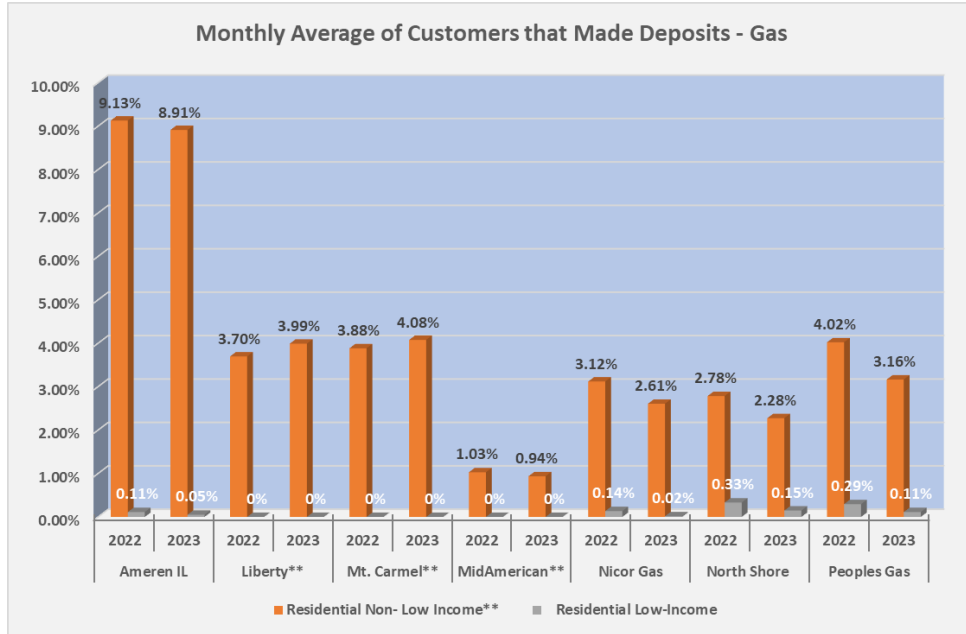
An average of 11.6% or fewer electric residential non-low income customers made a deposit to their electric service provider. In contrast, an average of less than 1.6% of electric residential low income customers made a deposit.



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

**GAS UTILITIES**

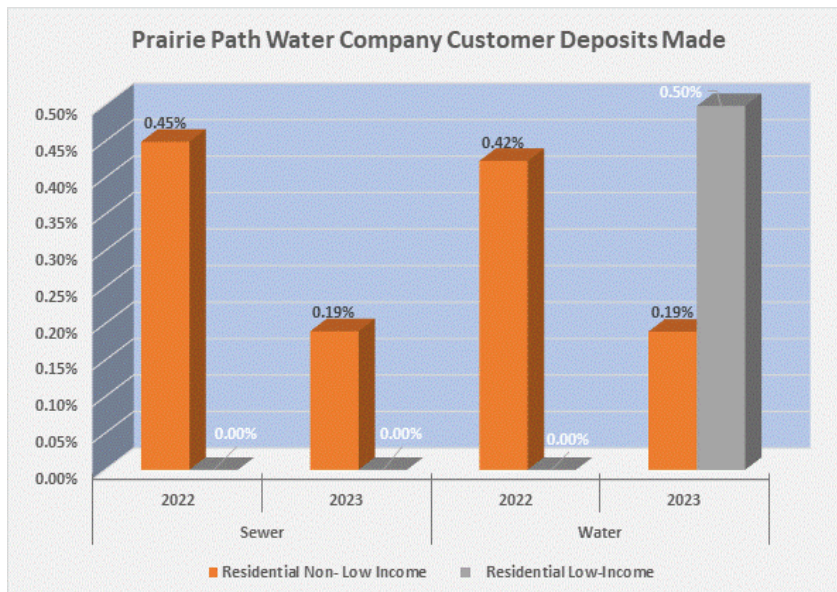
An average of 9.13% or fewer gas residential non-low income customers made a deposit to their electric service provider. In contrast, an average of 0.33% or fewer electric residential low income customers made a deposit.



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

**WATER AND SEWER UTILITIES**

Only one water and one sewer utility require deposits: Prairie Path Water Company (PPWC). PPWC’s deposit data from 2022 to 2023 is shown below.



**OVER 30 DAYS PAST DUE UNDER A DPA (METRIC #19 AND #20)**

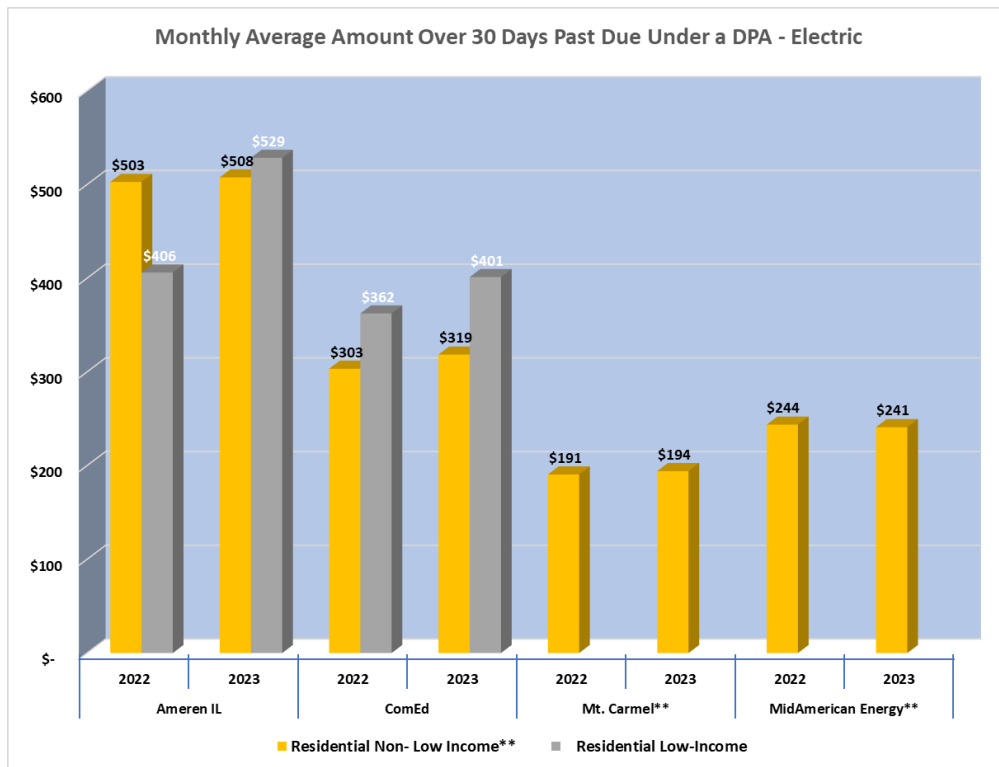
**ELECTRIC UTILITIES**

The monthly average of electric residential non-low income customer accounts more than 30 days past due under a deferred payment arrangement (DPA, Metric #19) in 2022 to 2023 ranged from 19 or 0.44% of this class of customers (Mt. Carmel) to 81,592 customers or 2.3% (ComEd). The monthly average arrearage amount (Metric #20) ranged from \$191 (Mt. Carmel) to \$529 (Ameren IL) per customer. In contrast, Metric #19 for residential low income customers ranged from 6,779 or 3.7% of this class of customers (ComEd) to 17,295 or 21.3% (Ameren IL). The monthly average arrearage amount (Metric #20) ranged from \$362 (ComEd) to \$548 (Ameren IL) per customer.

**Table 4.1 Monthly Average Number of Electric Customers Over 30 Days Past Due Under a DPA**

Public Utility	Year	Residential Non- Low Income	Residential Low Income
Ameren IL	2022	46,143	11,012
	2023	49,364	17,295
ComEd	2022	40,557	6,779
	2023	81,592	15,882
Mt. Carmel**	2022	19	N/A
	2023	48	N/A
MidAmerican Energy**	2022	2,297	N/A
	2023	2,234	N/A

*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



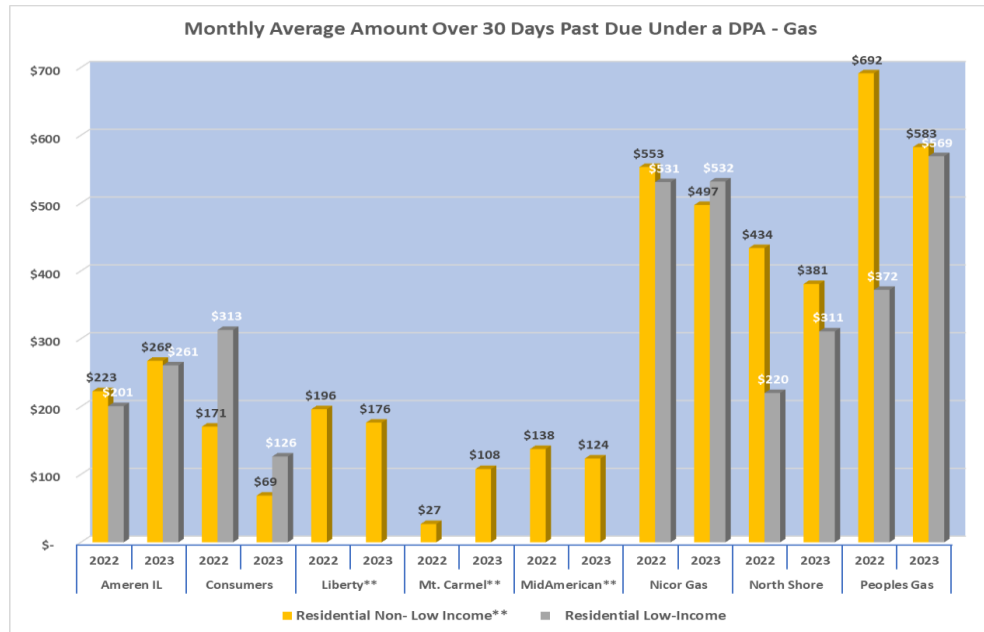
## GAS UTILITIES

The monthly average of gas residential non-low income customer accounts more than 30 days past due under a DPA (Metric #19) in 2022 to 2023 ranged from three or 0.07% of this class of customers (Consumers) to 61,573 or 3.1% (North Shore). The monthly average arrearage amount (Metric #20) ranged from \$27 or (Mt. Carmel) to \$692 (Peoples Gas). In contrast, Metric #19 for residential low-income customers ranged from 0.10 or 0.03% of this class of customers (Consumers) to 11,567 or 21.7% (Ameren IL). The monthly average arrearage amount (Metric #20) ranged from \$126 (Consumers) to \$569 (Peoples Gas) per customer. Illinois Gas reported no data for Metrics #19 and #20.

**Table 4.2 Monthly Average Number of Gas Customers Over 30 Days Past Due Under a DPA**

Public Utility	Year	Residential Non-Low Income	Residential Low-Income
Ameren IL	2022	34,208	8,022
	2023	35,321	11,567
Consumers	2022	3	0.10
	2023	3	-
Liberty**	2022	317	N/A
	2023	218	N/A
Mt. Carmel**	2022	11	N/A
	2023	31	N/A
MidAmerican**	2022	2,062	N/A
	2023	1,983	N/A
Nicor Gas	2022	61,573	4,720
	2023	49,043	6,336
North Shore	2022	2,442	102
	2023	2,321	206
Peoples Gas	2022	27,983	4,482
	2023	27,636	6,947

\*\*Includes Residential Low-Income since company does not disaggregate this data.



\*\*Includes Residential Low-Income since company does not disaggregate this data.

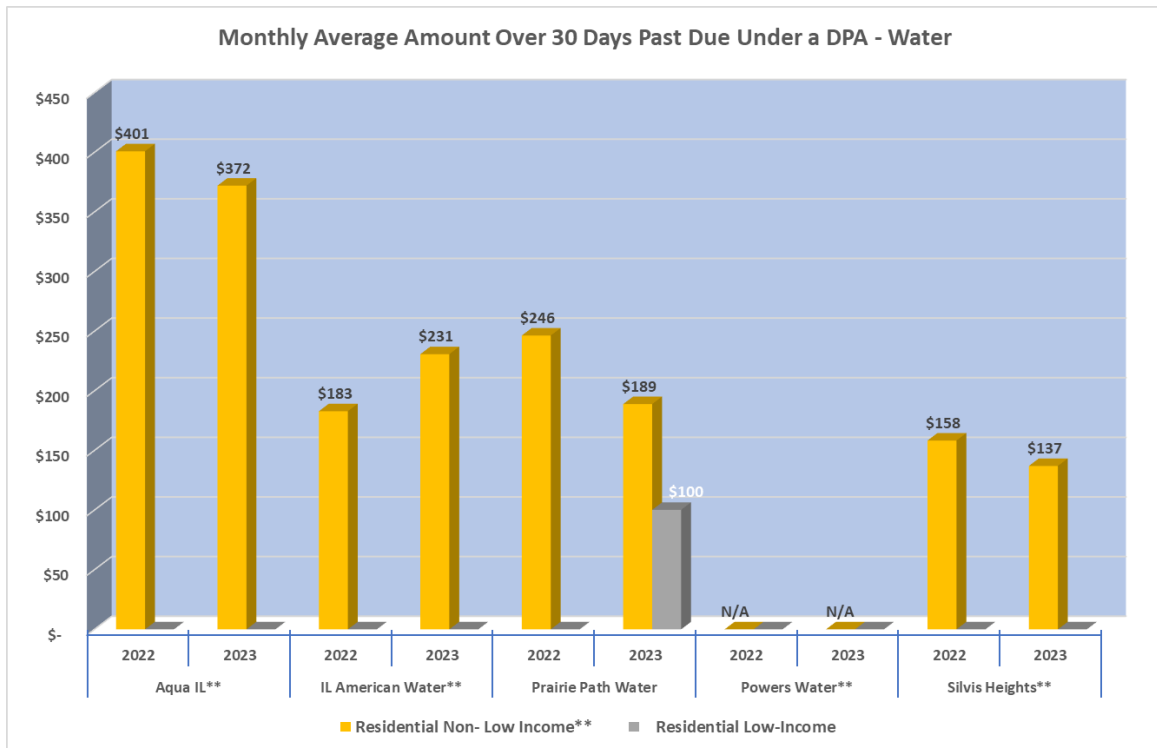
**WATER UTILITIES**

The monthly average of water residential and residential non-low income customer accounts more than 30 days past due under a DPA (Metric #19) in 2022 to 2023 ranged from two or 0.4% (Silvis Heights) of this class of customers to 6,400 or 2.84% (IL American Water). The monthly average arrearage amount (Metric #20) ranged from \$129 (Silvis Heights) to \$401 (Aqua IL). Only Prairie Path Water disaggregated residential low income data. Its Metric #19 for water residential low income customers averaged one or 3% of total low-income customers with a monthly average arrearage amount (Metric #20) of \$100, a 23.3% reduction from 2022.

**Table 4.3 Monthly Average Number of Water Customers Over 30 Days Past Due Under a DPA**

Public Utility	Year	Residential Non- Low Income	Residential Low-
Aqua IL**	2022	1,853	N/A
	2023	1,857	N/A
IL American Water**	2022	6,400	N/A
	2023	6,261	N/A
Prairie Path Water	2022	86	-
	2023	89	1
Powers Water**	2022	N/A	N/A
	2023	-	N/A
Silvis Heights**	2022	6	N/A
	2023	2	N/A

*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

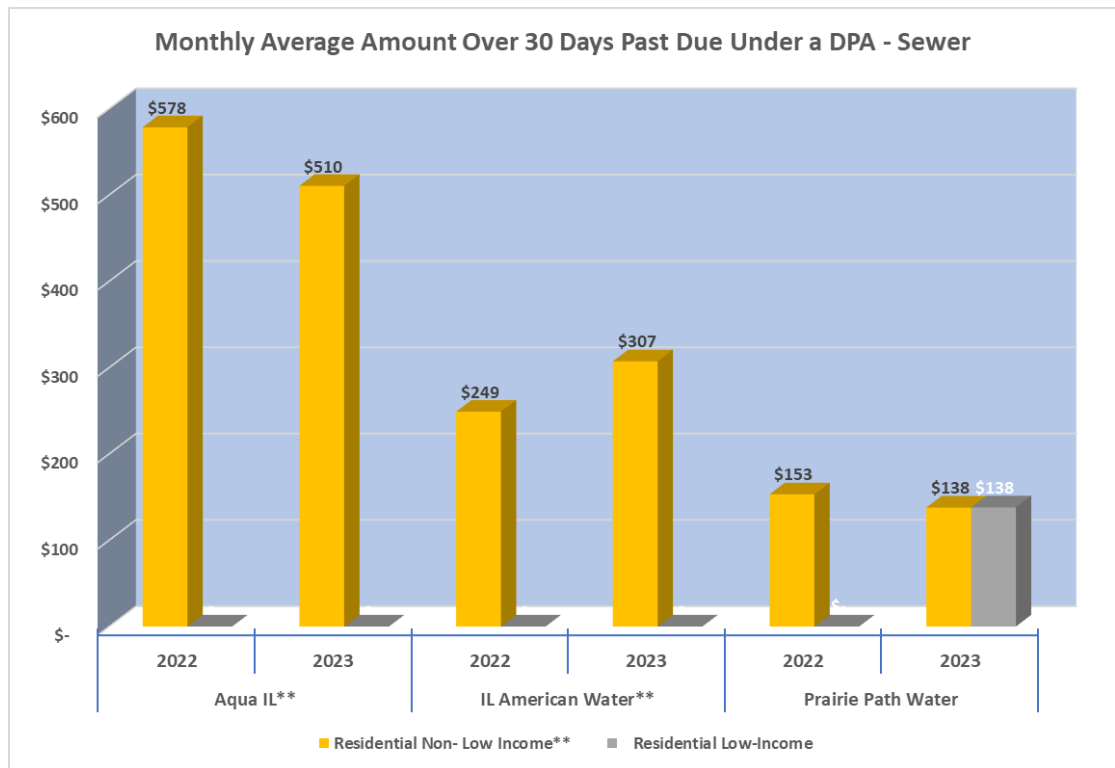
**SEWER UTILITIES**

The monthly average of sewer residential non-low income customer accounts more than 30 days past due under a DPA (Metric #19) in 2022 to 2023 ranged from 28 or 0.83% of this class of customers (Prairie Path Water) to 2,103 or 2.2% (IL American Water). The monthly average arrearage amount (Metric #20) ranged from \$138 (Silvis Heights) to \$578 (Aqua IL). Only Prairie Path Water disaggregated residential low income data. Its Metric #19 for sewer residential low income customers averaged one or 20.6% of total low income customers. The monthly average arrearage amount (Metric #20) was \$138 in 2023, a 10% reduction from 2022.

**Table 4.4 Monthly Average Number of Sewer Customers Over 30 Days Past Due Under a DPA**

	Year	Residential Non- Low Income**	Residential Low-Income
<b>Aqua IL**</b>	<b>2022</b>	691	N/A
	<b>2023</b>	650	N/A
<b>IL American Water**</b>	<b>2022</b>	1,984	N/A
	<b>2023</b>	2,103	N/A
<b>Prairie Path Water</b>	<b>2022</b>	30	-
	<b>2023</b>	28	1

*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

**OVER 30 DAYS PAST DUE WITH NO DPA (METRIC #21 AND #22)**

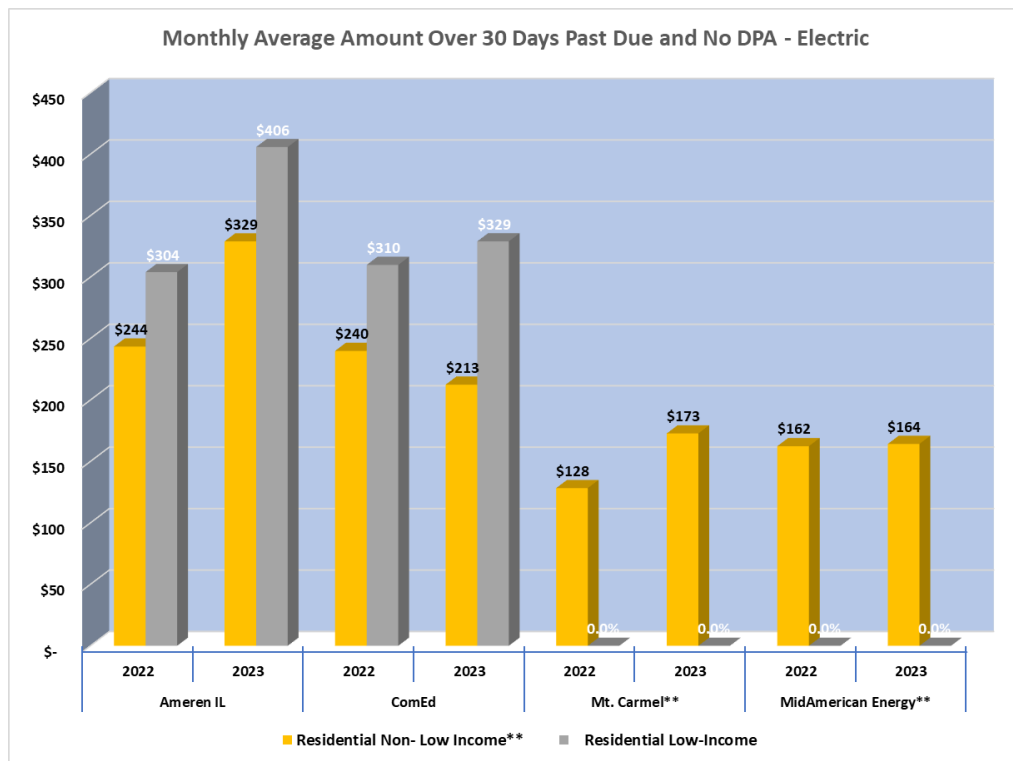
**ELECTRIC UTILITIES**

The monthly average electric residential non-low income customer accounts with bills more than 30 days past due with no deferred payment arrangement (DPA, Metric #21) in 2022 to 2023 ranged from 109 or 2.5% of this class of customers (Mt. Carmel) to 251,588 customers or 7.1% (ComEd). The monthly average arrearage amount (Metric #22) ranged from \$128 (Mt. Carmel) to \$329 (Ameren IL) per customer. In contrast, Metric #21 for electric residential low income customers ranged from 19,686 or 24.2% of this class of customers (Ameren IL) to 40,335 or 21.6% (ComEd). The monthly average arrearage amount (Metric #22) ranged from \$304 (Ameren IL) to \$406 (Ameren IL) per customer.

**Table 5.1 Monthly Average Number of Electric Customers Over 30 Days Past Due – No DPA**

Public Utility	Year	Residential Non- Low Income	Residential Low Income
Ameren IL	2022	45,164	22,601
	2023	53,284	19,686
ComEd	2022	251,588	35,060
	2023	248,448	40,335
Mt. Carmel**	2022	109	N/A
	2023	178	N/A
MidAmerican Energy**	2022	8,506	N/A
	2023	8,797	N/A

\*\*Includes Residential Low-Income since company does not disaggregate this data.



\*\*Includes Residential Low-Income since company does not disaggregate this data.

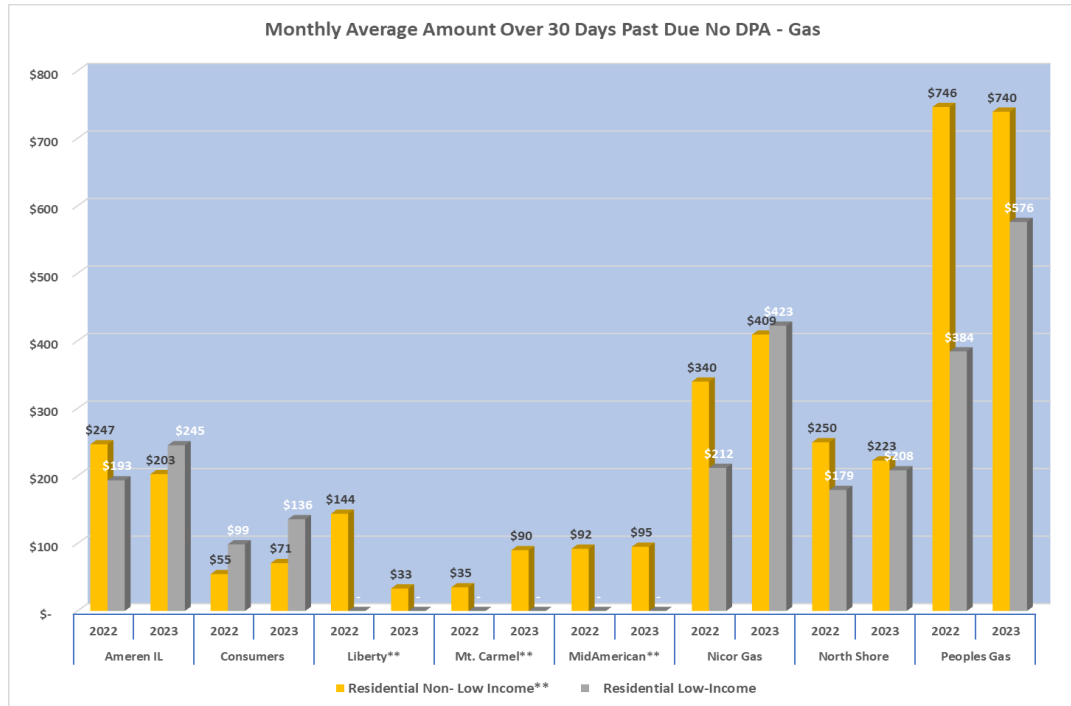
## GAS UTILITIES

The average number of gas residential non-low income customers with bills more than 30 days past due with no DPA (Metric #21) in 2022 to 2023 ranged from 60 or 1.8% of this class of customers (Mt. Carmel) to 156,017 or 7.8% (Nicor). The monthly average arrearage amount ranged from \$33 (Liberty) to \$746 (Peoples Gas). In contrast, Metric #21 for gas residential low income customers ranged from two or 0.6% of this class of customers (Consumers) to 15,034 or 23.4% (Peoples Gas). The monthly average arrearage amount (Metric #22) ranged from \$99 (Consumers) to \$576 (Peoples Gas) per residential low income customer.

**Table 5.2 Monthly Average Number of Gas Customers Over 30 Days Past Due – No DPA**

Public Utility	Year	Residential Non-Low Income	Residential Low-Income
Ameren IL	2022	29,375	14,607
	2023	35,604	12,428
Consumers	2022	198	3
	2023	149	2
Liberty**	2022	1,309	N/A
	2023	3,114	N/A
Mt. Carmel**	2022	60	N/A
	2023	109	N/A
MidAmerican**	2022	6,880	N/A
	2023	7,105	N/A
Nicor Gas	2022	140,642	10,720
	2023	156,017	13,516
North Shore	2022	7,219	587
	2023	8,284	484
Peoples Gas	2022	105,011	13,352
	2023	102,895	15,034

\*\*Includes Residential Low-Income since company does not disaggregate this data.



\*\*Includes Residential Low-Income since company does not disaggregate this data.

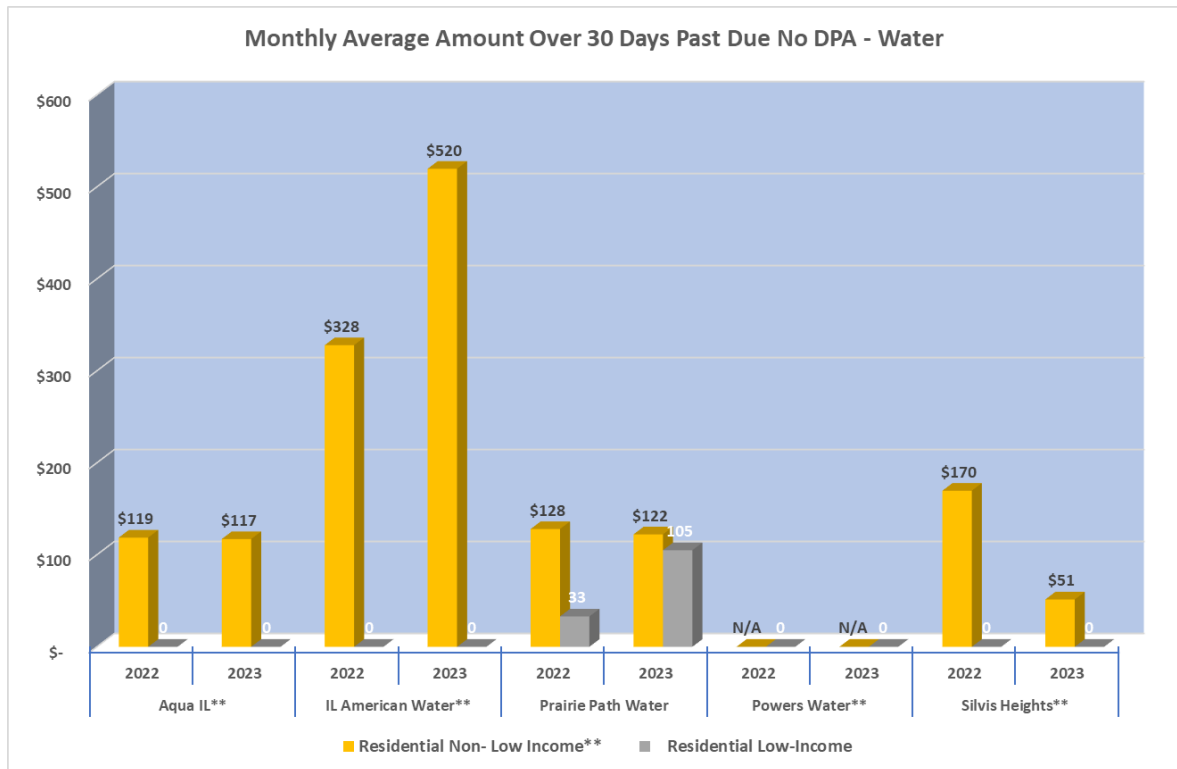
**WATER UTILITIES**

The average number of water residential customers with bills more than 30 days past due with no DPA (Metric #21) in 2022 to 2023 ranged from 49 or 10.9% of this class of customers (Silvis Heights) to 12,493 or 21% (Aqua IL). The monthly average arrearage amount (Metric #22) ranged from \$51 (Silvis Heights) to \$520 (IL American Water). In contrast, Metric #21 for water residential low income customers from Prairie Path Water ranged from less than one in 2022 to three (or 10% of total low-income customers) in 2023 with a monthly average arrearage amount (Metric #22) of \$33 in 2022 and \$105 in 2023 per residential low income customer.

**Table 5.3 Monthly Average Number of Water Customers Over 30 Days Past Due – No DPA**

Public Utility	Year	Residential Non- Low Income	Residential Low-Income
Aqua IL**	2022	11,767	N/A
	2023	12,493	N/A
IL American Water**	2022	226	N/A
	2023	88	N/A
Prairie Path Water	2022	1,127	0.20
	2023	1,455	3
Powers Water**	2022	N/A	N/A
	2023	-	N/A
Silvis Heights**	2022	49	N/A
	2023	115	N/A

*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

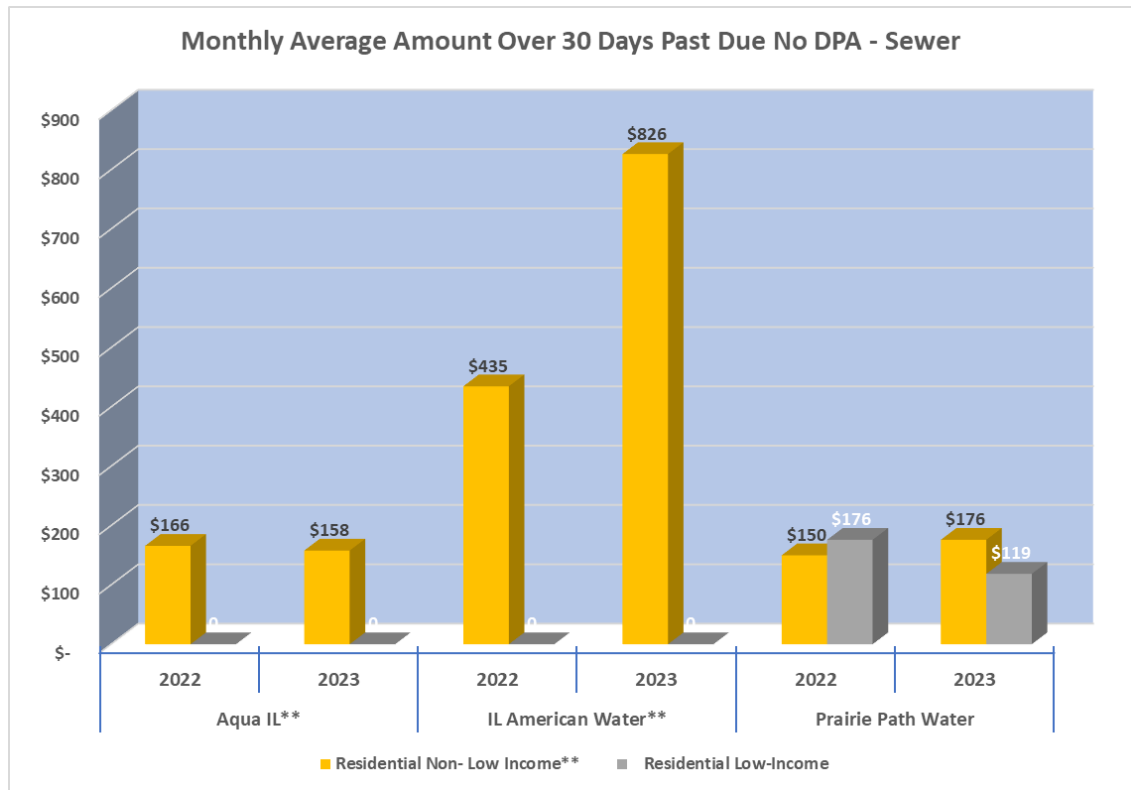
**SEWER UTILITIES**

The average number of sewer residential non-low income customers with bills more than 30 days past due with no DPA (Metric #21) in 2022 and 2023 ranged from 24 or 0.03% of this class of customers (IL American Water) to 4,127 or 13.6% (Aqua IL). The monthly average arrearage amount ranged from \$143 (Prairie Path Water) to \$826 (IL American Water). In contrast, Metric #21 for Prairie Path Water’s sewer residential low income customers ranged from one to four in only some months, resulting in a monthly average for Metric #21 of less than one customer. The monthly average arrearage amount for Prairie Path Water’s residential low-income customers was \$176 in 2022 per customer and declined to \$119 in 2023.

**Table 5.4 Monthly Average Number of Sewer Customers Over 30 Days Past Due – No DPA**

Public Utility	Year	Residential Non- Low Income	Residential Low-Income
Aqua IL**	2022	4,000	N/A
	2023	4,127	N/A
IL American Water**	2022	51	N/A
	2023	24	N/A
Prairie Path Water	2022	268	0.1
	2023	371	0.3

*\*\*Includes Residential Low-Income since company does not disaggregate this data.*



*\*\*Includes Residential Low-Income since company does not disaggregate this data.*

### III. TOP 20 ZIP CODES FOR ARREARAGE METRICS & EQUITY INVESTMENT ELIGIBLE COMMUNITIES

The relevant statute requires data on 22 credit, collection, and arrearage metrics to be reported by zip code. This section highlights the four metrics related to arrearages (Metrics #19 - #22) and the top 20 zip codes with the highest results for the larger electric, gas, water, and sewer public utilities. As some zip codes on average have very few customer accounts per year, the top 20 zip codes were selected from those with more than 100 residential customer accounts. Unlike in the previous section, the residential zip code data reported in the following tables *include* data for residential low-income customers. Despite the overlap, it is noteworthy that for certain companies, many of the top 20 residential zip codes do not correspond to the top 20 zip codes for residential low income customer accounts.

The average of each of the four metrics were calculated per company, per customer class, per zip code, and per month. The resulting monthly averages were then averaged per year for each zip code, and the top 20 results (where applicable) are shown in the tables in this section.

A zip code may cover several municipalities. For the purposes of this report, only the one municipality recommended by the [U.S. Postal Service website](#) is cited.

The Illinois Power Agency (IPA) publishes an [Equity Investment Eligible Community Map](#) (EIEC map at <https://energyequity.illinois.gov/resources/equity-investment-eligible-community-map.html>) that identifies “R3 areas”<sup>1</sup> and environmental justice communities (see [20 ILCS 3855/1-10](#)). A top 20 zip code within an EIEC is noted with a green check mark (✓).

#### ACCOUNTS & DOLLAR VOLUMES > 30 DAYS PAST DUE UNDER A DPA (METRIC #19 - #20)

The raw data for Metric #19 (Number of Accounts Over 30 Days Past Due Under a DPA) per zip code per month for *all residential* customers was divided by the corresponding average number of *total residential* customers for the same zip code and month. The resulting monthly averages were averaged per calendar year to determine the *average percentage of residential customer accounts with an arrearage balance over 30 days past due under a DPA* per year. The same calculations were made on the subset of *residential low-income customers*.

The raw data for Metric #20 (Dollar Volume of Accounts Over 30 Days Past Due Under a DPA) per zip code per month for *all residential* customers was divided by the corresponding average number of *total residential* customers for the same zip code and month. The resulting monthly averages were averaged per calendar year to determine the *average arrearage balance per residential customer account over 30 days past due under a DPA* per year. The same calculations were made on the subset of *residential low-income customers*.

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<sup>1</sup> R3 areas are established in Section 10-40 of the Cannabis Regulation and Tax Act. They include residents who have historically been excluded from economic opportunities, including in the energy sector.



**ELECTRIC – AMEREN IL AND COMED**

Ameren IL’s electric data consist of 7 months in 2022 and 12 months in 2023 for 888 zip codes. Table 6.1 below shows the top 20 Ameren IL electric residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 21.2% (62206 – East St. Louis) to a low of 10.8% (62856 – Logan). The average number of electric residential customers per zip code in the top 20 zip codes in 2022 was 2,341. In **2023**, Metric #19 ranged from a high of 22.1% (62206 – East St. Louis) to a low of 13.7% (62018 – Cottage Hills). The average number of electric residential customers per zip code in the top 20 zip codes in 2023 was 1,360.

For the subset of residential low-income customers, the top 20 Ameren IL electric zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 32.3% (61606 – Peoria) to a low of 19.9% (62526 – Decatur). The average number of electric residential low-income customers in the top 20 zip codes in 2022 was 648. In **2023**, Metric #19 ranged from a high of 40.1% (62206 – East St. Louis) to a low of 27.6% (61615 – Peoria). The average number of electric residential low-income customers per zip code in the top 20 zip codes in 2023 was 463.

**Table 6.1** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Ameren IL (Electric) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low Income	Zip Code	EIEC	Metric #19 2023 Resl. Low Income
62206	✓	21.20%	62206	✓	22.07%	61606	✓	32.26%	62206	✓	40.08%
62207	✓	18.28%	62703	✓	20.19%	62206	✓	28.89%	62221	--	37.27%
62205	✓	17.48%	62059	✓	19.84%	62208	--	27.84%	61606	✓	36.62%
62203	✓	16.80%	62207	✓	19.36%	61604	✓	27.19%	62208	--	35.99%
62204	✓	15.96%	62060	✓	19.12%	61607	--	26.59%	61607	--	35.99%
62059	✓	15.93%	62205	✓	18.16%	62018	✓	25.33%	61604	✓	35.10%
61605	✓	14.57%	62203	✓	17.87%	61603	✓	24.95%	62018	✓	32.40%
62060	✓	14.55%	62090	✓	17.38%	62221	--	24.49%	62220	--	32.12%
62355	--	14.52%	62921	✓	16.26%	61616	--	22.52%	62203	✓	30.37%
62703	✓	13.91%	62204	✓	15.77%	62522	--	22.30%	61614	✓	29.80%
62240	--	13.84%	60960	--	15.70%	62220	--	22.20%	62999	✓	29.14%
60960	--	13.08%	61605	✓	15.35%	61523	--	21.67%	62207	✓	28.57%
62018	✓	12.91%	62856	--	14.64%	62521	✓	21.62%	62060	✓	28.55%
62090	✓	12.41%	62355	--	14.48%	62205	✓	21.59%	62946	✓	28.39%
62551	--	12.28%	62240	--	13.89%	61615	--	21.39%	61603	✓	28.37%
61603	✓	11.99%	62963	--	13.88%	61605	✓	21.38%	62205	✓	28.18%
61564	✓	11.69%	62957	✓	13.73%	61614	✓	21.18%	62035	--	28.12%
62874	--	11.58%	62964	✓	13.66%	62999	✓	20.98%	61880	--	28.11%
61604	✓	11.57%	62018	✓	13.66%	62207	✓	20.95%	61705	--	27.57%
62856	--	10.83%	62890	--	12.81%	62526	✓	19.92%	61615	--	27.55%

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #19 for the residential (left) and residential low-income customers (right) listed in Table 6.1 above is shown below.

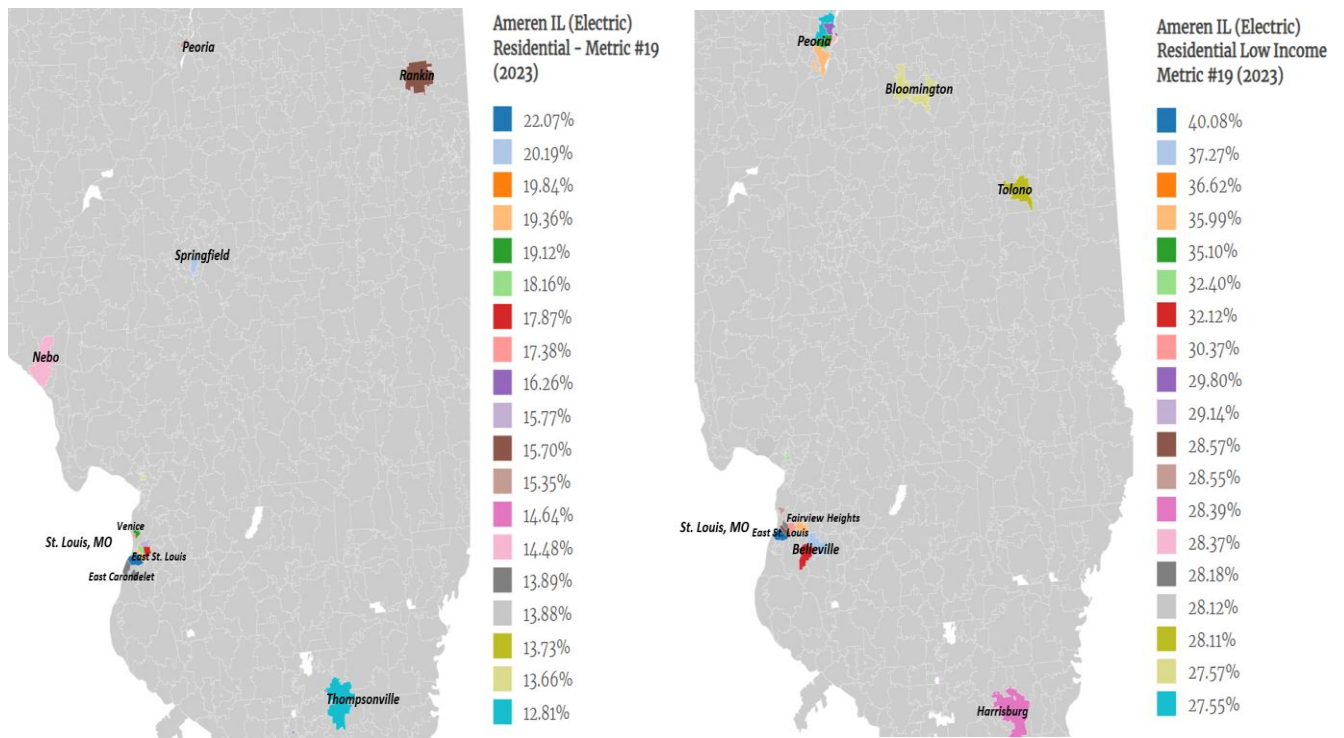


Table 6.2 below shows the top 20 Ameren IL electric residential zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$2,249 (62629 – Chatham) to a low of \$818 (61729 – Congerville). The average number of electric residential customers per zip code in the top 20 zip codes in 2022 was 213. In **2023**, it ranged from a high of \$1,386 (62629 – Chatham) to a low of \$837 (61725 – Carlock). The average number of electric residential customers per zip code in the top 20 zip codes in 2023 was 206.

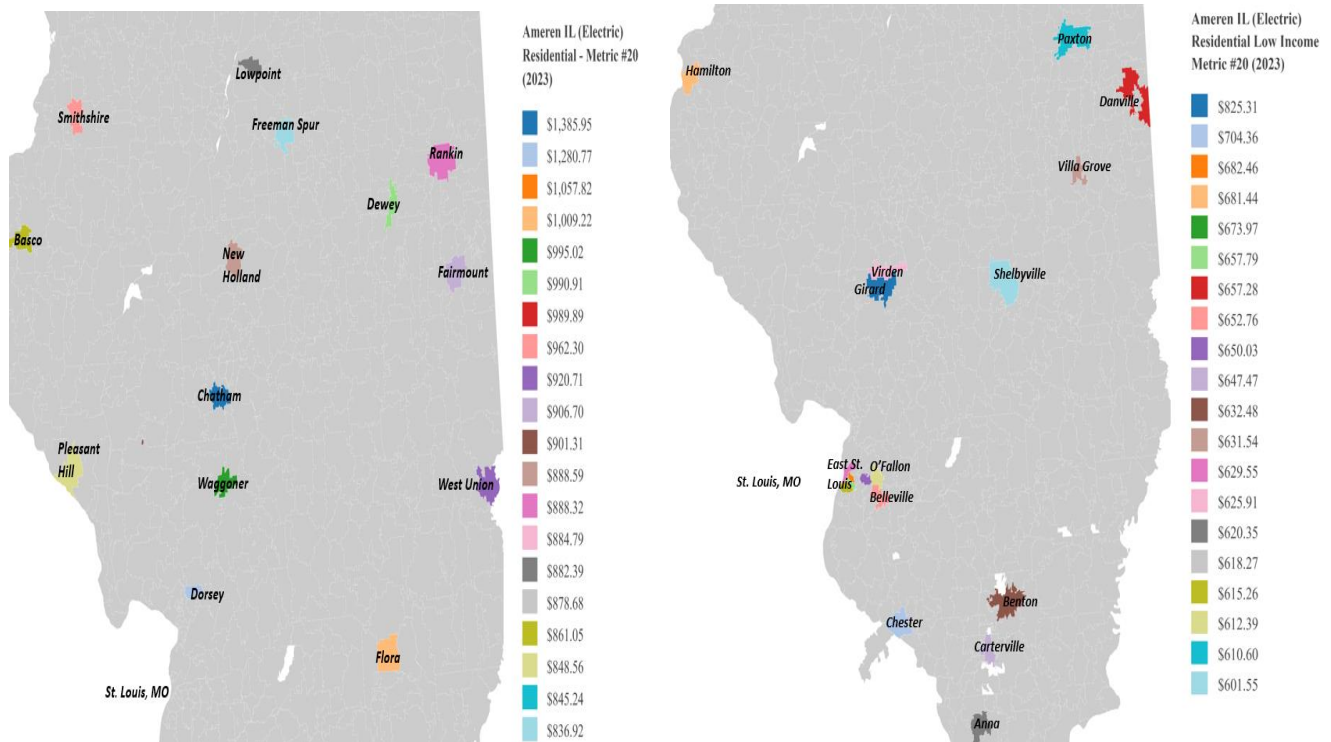
For the subset of residential low-income customers, the top 20 Ameren IL electric zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$609 (62233 – Chester) to a low of \$445 (61462 – Monmouth). The average number of electric residential low income customers per zip code in the top 20 zip codes in 2022 was 329. In **2023**, it ranged from a high of \$825 (62640 – Girard) to a low of \$602 (62565 – Shelbyville). The average number of electric residential low income customers per zip code in the top 20 zip codes in 2023 was 267.

**Table 6.2** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Ameren IL (Electric) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential	Zip Code	EIEC	Metric #20 2022 Resl. Low Income	Zip Code	EIEC	Metric #20 2023 Resl. Low Income
62629	--	\$ 2,248.91	62629	--	\$ 1,385.95	62233	--	\$ 608.85	62640	--	\$ 825.31
62268	--	\$ 1,747.85	62021	--	\$ 1,280.77	62930	--	\$ 547.35	62233	--	\$ 704.36
62970	--	\$ 1,406.29	62967	--	\$ 1,057.82	61606	✓	\$ 542.21	62205	✓	\$ 682.46
61411	--	\$ 1,268.21	62839	--	\$ 1,009.22	61834	✓	\$ 527.56	62341	--	\$ 681.44
61840	--	\$ 1,242.41	62572	--	\$ 995.02	62205	✓	\$ 504.01	61606	✓	\$ 673.97
62996	✓	\$ 1,099.95	61840	--	\$ 990.91	62201	✓	\$ 500.31	62207	✓	\$ 657.79
62572	--	\$ 1,056.39	62970	--	\$ 989.89	62035	--	\$ 490.21	61834	✓	\$ 657.28
60549	✓	\$ 1,036.20	61478	--	\$ 962.30	61603	✓	\$ 488.55	62221	--	\$ 652.76
62243	✓	\$ 1,017.08	62477	--	\$ 920.71	61956	--	\$ 487.51	62208	--	\$ 650.03
61725	--	\$ 910.04	61841	--	\$ 906.70	62690	--	\$ 477.32	62918	✓	\$ 647.47
62433	✓	\$ 896.34	62663	--	\$ 901.31	62203	✓	\$ 467.20	62812	--	\$ 632.48
61553	--	\$ 888.86	62671	--	\$ 888.59	61341	--	\$ 466.76	61956	--	\$ 631.54
61478	--	\$ 873.95	60960	--	\$ 888.32	62522	--	\$ 465.78	62201	✓	\$ 629.55
61842	--	\$ 863.91	62905	--	\$ 884.79	62206	✓	\$ 462.16	62690	--	\$ 625.91
61545	--	\$ 848.36	61545	--	\$ 882.39	60957	--	\$ 458.96	62906	--	\$ 620.35
62266	--	\$ 827.14	61871	--	\$ 878.68	62286	--	\$ 450.40	62951	--	\$ 618.27
62282	--	\$ 822.87	62313	--	\$ 861.05	61614	--	\$ 449.58	62206	✓	\$ 615.26
62987	--	\$ 822.79	62366	--	\$ 848.56	62881	--	\$ 447.11	62269	--	\$ 612.39
62875	--	\$ 822.35	62841	--	\$ 845.24	61853	--	\$ 445.54	60957	--	\$ 610.60
61729	--	\$ 818.43	61725	--	\$ 836.92	61462	--	\$ 445.30	62565	--	\$ 601.55

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #20 for the electric residential (left) and residential low-income customers (right) listed in Table 6.2 above is shown below.



ComEd’s electric data consist of 10 months in 2022 and 12 months in 2023 for 567 zip codes. Table 6.3 below shows the top 20 ComEd residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 6.1% (60944 – Hopkins Park) to a low of 3.4% (60155 – Broadview). The average number of residential customers per zip code in the top 20 zip codes in 2022 was 9,636. In **2023**, Metric #19 ranged from 10.9% (60484 – University Park) to 7.1% (60466 – Park Forest). The average number of residential customers per zip code in the top 20 zip codes in 2023 was 9,617.

For the subset of residential low-income customers, the top 20 ComEd zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 7.5% (60473 – S. Holland) to a low of 5.9% (60548 – Sandwich). The average number of residential low-income customers in the top 20 zip codes in 2022 was 623. In **2023**, Metric #19 ranged from a high of 18.2% (60425 – Glenwood) to 13.8% (60431 – Joliet). The average number of residential low-income customers per zip code in the top 20 zip codes in 2023 was 635.

**Table 6.3** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – ComEd - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low Income	Zip Code	EIEC	Metric #19 2023 Resl. Low Income
60944	✓	6.09%	60484	✓	10.91%	60473	✓	7.51%	60425	✓	18.24%
60484	✓	5.75%	60419	✓	10.04%	60901	✓	7.21%	60428	✓	18.06%
60419	✓	4.96%	60827	✓	9.74%	60469	✓	7.17%	60469	✓	17.51%
60827	✓	4.91%	60944	✓	9.60%	60102	--	7.16%	60429	--	17.45%
60429	--	4.46%	60429	--	8.97%	60478	✓	7.02%	60478	✓	16.33%
60471	✓	4.28%	60425	✓	8.54%	60914	--	6.91%	60914	--	15.81%
60409	✓	4.16%	60471	--	8.51%	60411	✓	6.89%	60419	✓	15.34%
60428	✓	4.12%	60472	✓	8.33%	60087	--	6.82%	60162	✓	15.27%
60425	✓	3.99%	60409	✓	8.24%	60419	✓	6.78%	60901	✓	15.22%
60478	✓	3.89%	60478	✓	8.11%	60544	--	6.74%	60430	--	15.17%
60426	✓	3.88%	60426	✓	8.10%	60827	✓	6.61%	60827	✓	15.12%
60473	✓	3.80%	60411	✓	7.90%	60429	--	6.55%	60473	✓	14.68%
60621	✓	3.77%	60428	✓	7.85%	60504	--	6.35%	60155	✓	14.64%
60411	✓	3.76%	60621	✓	7.69%	60406	✓	6.32%	60544	--	14.57%
60472	✓	3.70%	60473	✓	7.62%	60110	--	6.32%	60411	✓	14.51%
60649	✓	3.65%	60438	✓	7.53%	60438	✓	6.21%	60438	✓	14.43%
60438	✓	3.65%	60620	✓	7.33%	60964	--	6.21%	60915	--	14.30%
60620	✓	3.62%	60155	✓	7.28%	60475	--	6.20%	60443	--	14.23%
60636	✓	3.47%	60649	✓	7.24%	60417	--	6.18%	60406	✓	13.88%
60155	✓	3.37%	60466	✓	7.11%	60548	--	5.90%	60431	--	13.78%

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #19 for the electric residential (left) and residential low-income customers (right) listed in Table 6.3 above is shown below.

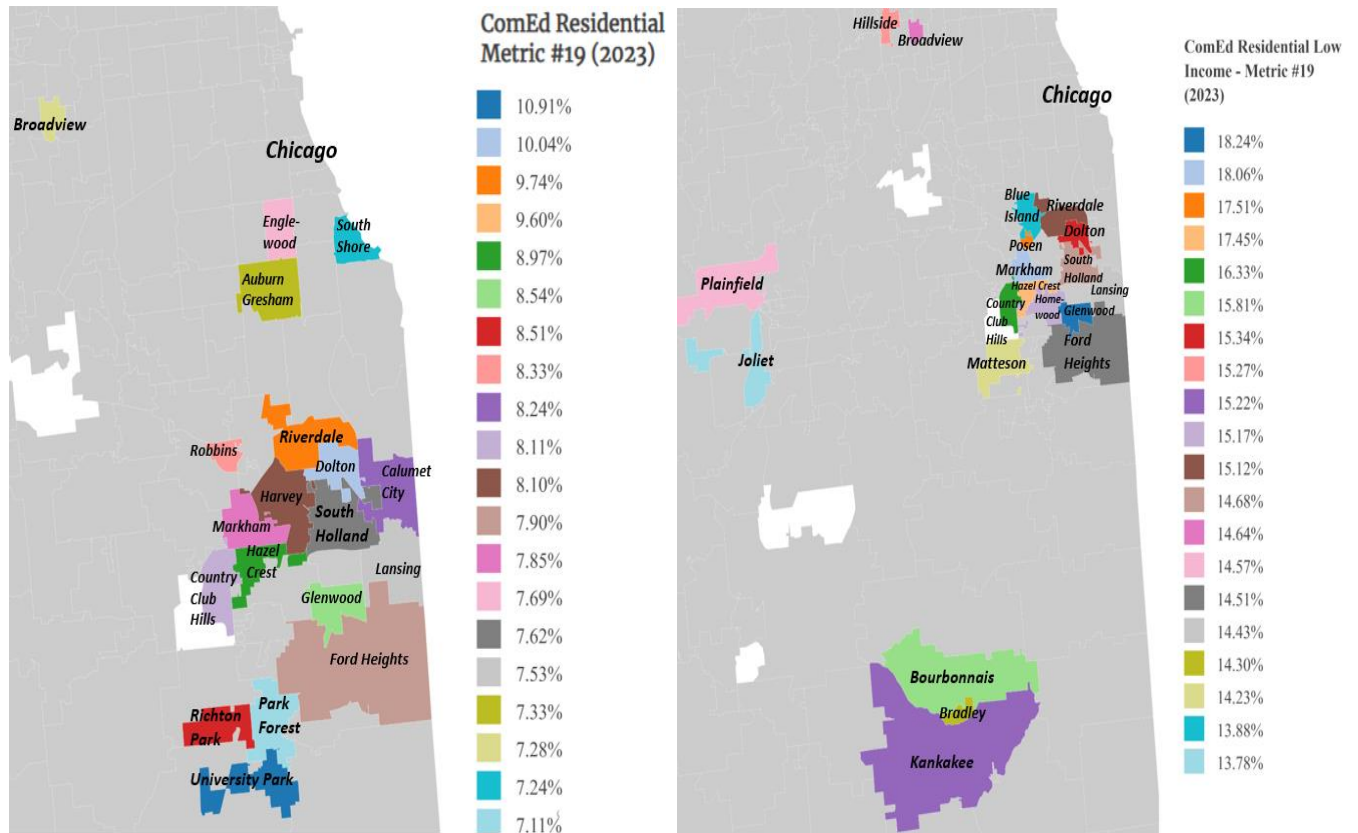


Table 6.4 below shows the top 20 ComEd residential zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$1,739 (61024 – Durand) to a low of \$428 (60108 – Bloomingdale). The average number of residential customers per zip code in the top 20 zip codes in 2022 was 5,770. In **2023**, it ranged from a high of \$1,210 (61050 – McConnell) to a low of \$582 (60564 – Naperville). The average number of residential customers per zip code in the top 20 zip codes in 2023 was 1,049.

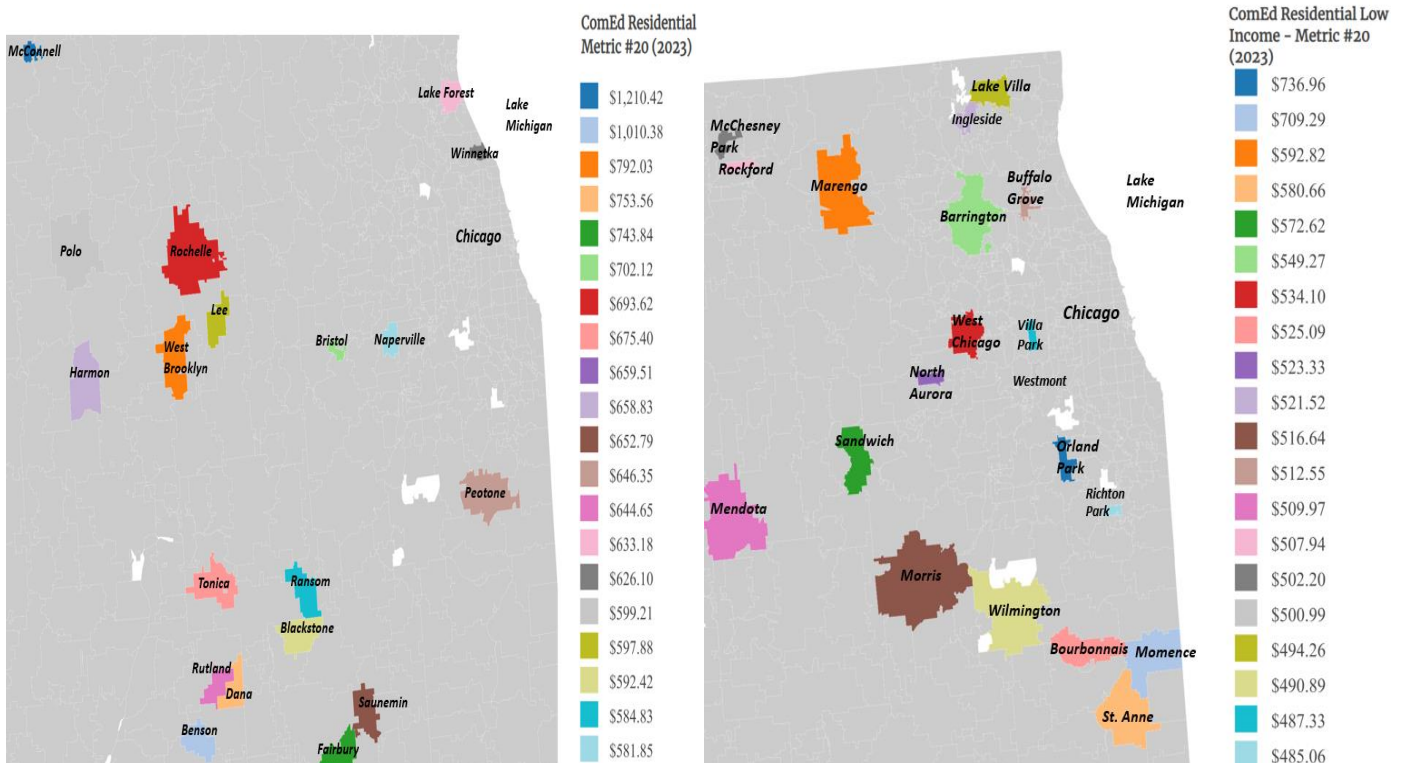
For the subset of residential low-income customers, the top 20 ComEd zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$3,279 (61073 – Roscoe) to a low of \$432 (60628 – Chicago). The average number of residential low income customers per zip code in the top 20 zip codes in 2022 was 672. In **2023**, it ranged from a high of \$737 (60467 – Orland Park) to a low of \$485 (60471 – Richton Park). The average number of residential low income customers per zip code in the top 20 zip codes in 2023 was 243.

**Table 6.4** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – ComEd  
 - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential	Zip Code	EIEC	Metric #20 2022 Resl Low income	Zip Code	EIEC	Metric #20 2023 Resl Low income
61024	--	\$ 1,738.91	61050	--	\$ 1,210.42	61073	--	\$ 3,278.90	60467	--	\$ 736.96
61073	--	\$ 1,291.90	61516	--	\$ 1,010.38	60544	--	\$ 1,042.63	60954	--	\$ 709.29
61050	--	\$ 898.48	61378	--	\$ 792.03	60008	--	\$ 1,038.78	60152	--	\$ 592.82
61310	--	\$ 647.92	61321	--	\$ 753.56	61310	--	\$ 969.66	60964	--	\$ 580.66
61370	--	\$ 640.81	61739	--	\$ 743.84	60012	--	\$ 703.44	60548	--	\$ 572.62
60518	--	\$ 639.96	60512	--	\$ 702.12	60120	✓	\$ 618.10	60010	--	\$ 549.27
61358	--	\$ 639.92	61068	--	\$ 693.62	60647	--	\$ 600.60	60185	✓	\$ 534.10
60008	--	\$ 622.57	61370	--	\$ 675.40	60115	✓	\$ 557.94	60914	--	\$ 525.09
60010	--	\$ 616.57	60944	✓	\$ 659.51	60010	--	\$ 527.07	60542	--	\$ 523.33
60172	--	\$ 590.21	61042	--	\$ 658.83	60538	--	\$ 498.18	60041	--	\$ 521.52
61251	--	\$ 567.78	61769	--	\$ 652.79	60046	--	\$ 488.93	60450	--	\$ 516.64
61378	--	\$ 564.43	60468	--	\$ 646.35	60964	--	\$ 458.54	60089	--	\$ 512.55
60135	--	\$ 559.17	61358	--	\$ 644.65	60438	✓	\$ 457.94	61342	--	\$ 509.97
60046	--	\$ 519.05	60045	--	\$ 633.18	60432	✓	\$ 456.23	61114	--	\$ 507.94
60163	✓	\$ 447.27	60093	--	\$ 626.10	60108	--	\$ 451.71	61115	✓	\$ 502.20
60935	--	\$ 441.84	61064	--	\$ 599.21	60446	✓	\$ 450.63	60559	--	\$ 500.99
61068	--	\$ 441.13	60530	--	\$ 597.88	60177	--	\$ 446.84	60046	--	\$ 494.26
60175	--	\$ 439.48	61313	--	\$ 592.42	60472	✓	\$ 444.65	60481	--	\$ 490.89
60544	--	\$ 439.13	60470	--	\$ 584.83	60302	--	\$ 432.94	60181	--	\$ 487.33
60108	--	\$ 428.02	60564	--	\$ 581.85	60628	✓	\$ 431.93	60471	--	\$ 485.06

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #20 for the electric residential (left) and residential low-income customers (right) listed in Table 6.4 above is shown below.



**GAS – AMEREN IL, NICOR GAS, NORTH SHORE GAS, PEOPLES GAS**

Ameren IL’s gas data consist of 7 months in 2022 and 12 months in 2023 for 634 zip codes. Table 7.1 shows the top 20 Ameren IL gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 21.9% (62206 – East St. Louis) to a low of 11% (62522 - Decatur). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,240. In **2023**, Metric #19 ranged from a high of 22.4% (62206 – East St. Louis) to a low of 11.6% (62921 – Colp). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 1,944.

For the subset of residential low-income customers, the top 20 Ameren IL gas zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 32.7% (61606 - Peoria) to a low of 21.1% (62205 – East St. Louis). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2022 was 521. In **2023**, Metric #19 ranged from a high of 38.8% (62206 – East St. Louis) to a low of 28.4% (61603 – Peoria). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 519.

**Table 7.1** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Ameren IL (Gas) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low	Zip Code	EIEC	Metric #19 2023 Resl. Low
62206	✓	21.90%	62206	✓	22.35%	61606	✓	32.73%	62206	✓	38.83%
62205	✓	18.41%	62059	✓	20.32%	61615	--	31.20%	61606	✓	36.97%
62207	✓	18.35%	62060	✓	19.69%	62206	✓	29.46%	62221	--	36.40%
62203	✓	17.10%	62207	✓	19.22%	62208	--	29.28%	62220	--	35.88%
62059	✓	16.56%	62205	✓	19.14%	61604	✓	29.18%	61604	✓	35.65%
62204	✓	16.44%	62203	✓	17.84%	62522	--	26.76%	61615	--	35.44%
61605	✓	15.38%	62204	✓	16.88%	61607	--	26.19%	61607	--	35.12%
62060	✓	15.29%	61605	✓	15.91%	62220	--	25.62%	62208	--	32.81%
62240	--	14.86%	62240	--	14.44%	62018	✓	25.33%	62522	--	32.37%
62355	--	14.16%	62090	✓	14.35%	62221	--	25.25%	62018	✓	31.97%
62018	✓	12.80%	62238	--	14.03%	61603	✓	25.22%	61614	✓	31.45%
62874	--	12.77%	62874	--	13.83%	62269	--	24.32%	62207	✓	29.77%
61564	✓	12.62%	62018	✓	13.82%	61523	--	23.37%	62203	✓	29.74%
61603	✓	12.53%	62890	--	13.78%	62526	✓	23.22%	62223	--	29.68%
62551	--	12.52%	62355	--	13.50%	61614	✓	23.21%	62060	✓	29.39%
61604	✓	11.83%	61603	✓	13.22%	61616	--	22.61%	62269	--	29.24%
62090	✓	11.78%	61604	✓	12.23%	62207	✓	22.42%	62526	✓	29.17%
62999	✓	11.63%	62523	✓	12.10%	62521	✓	21.88%	61832	✓	28.96%
62846	--	11.21%	61564	✓	11.86%	61605	✓	21.63%	62205	✓	28.38%
62522	--	10.98%	62921	✓	11.63%	62205	✓	21.14%	61603	✓	28.38%

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #19 for the gas residential (left) and residential low-income customers (right) listed in Table 7.1 above is shown below.

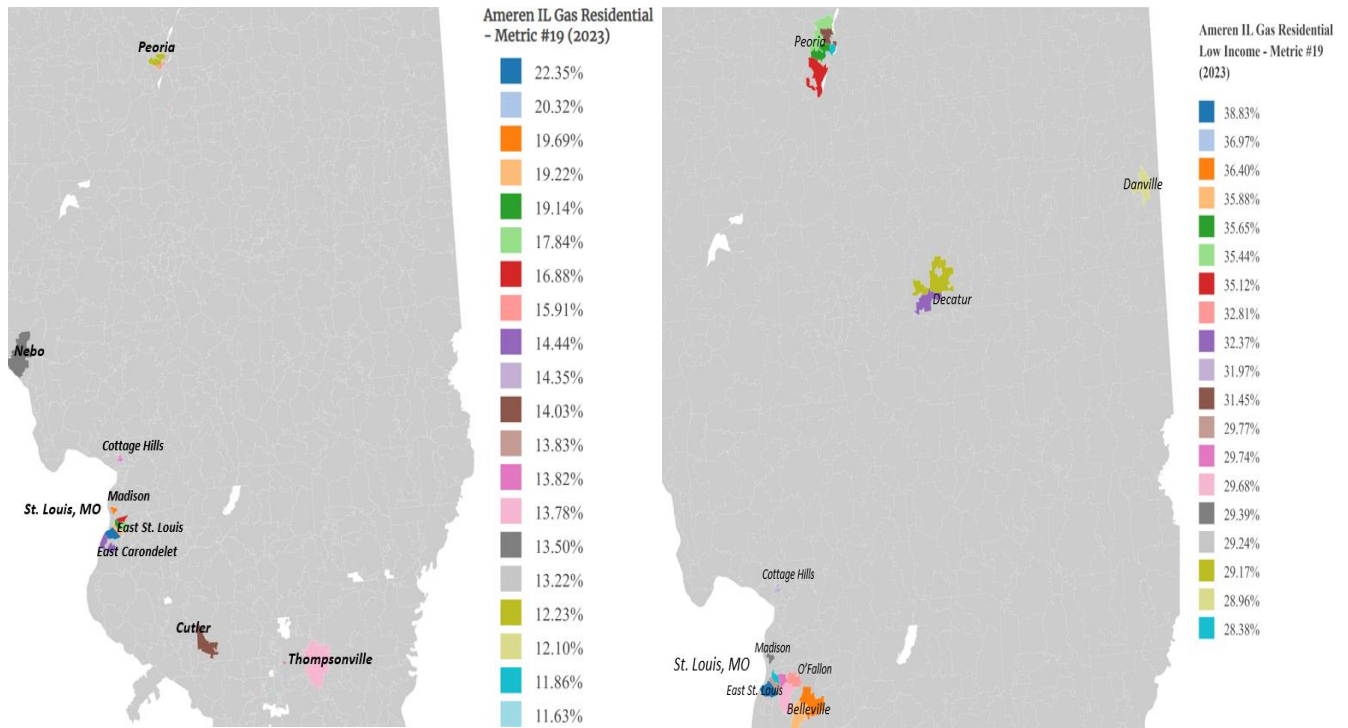


Table 7.2 below shows the top 20 Ameren IL gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$577 (61370 – Tonica) to a low of \$348 (62704 - Springfield). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 1,851. In **2023**, Metric #20 ranged from a high of \$548 (62663 – Manchester) to a low of \$385 (62440 – Lerna). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 558.

For the subset of residential low-income customers, the top 20 Ameren IL gas zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$375 (62249 - Highland) to a low of \$212 (61614 – Peoria). The average number of gas residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 410. In **2023**, Metric #20 ranged from a high of \$422 (62448 – Newton) to a low of \$300 (61462 – Monmouth). The average number of gas residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 381.

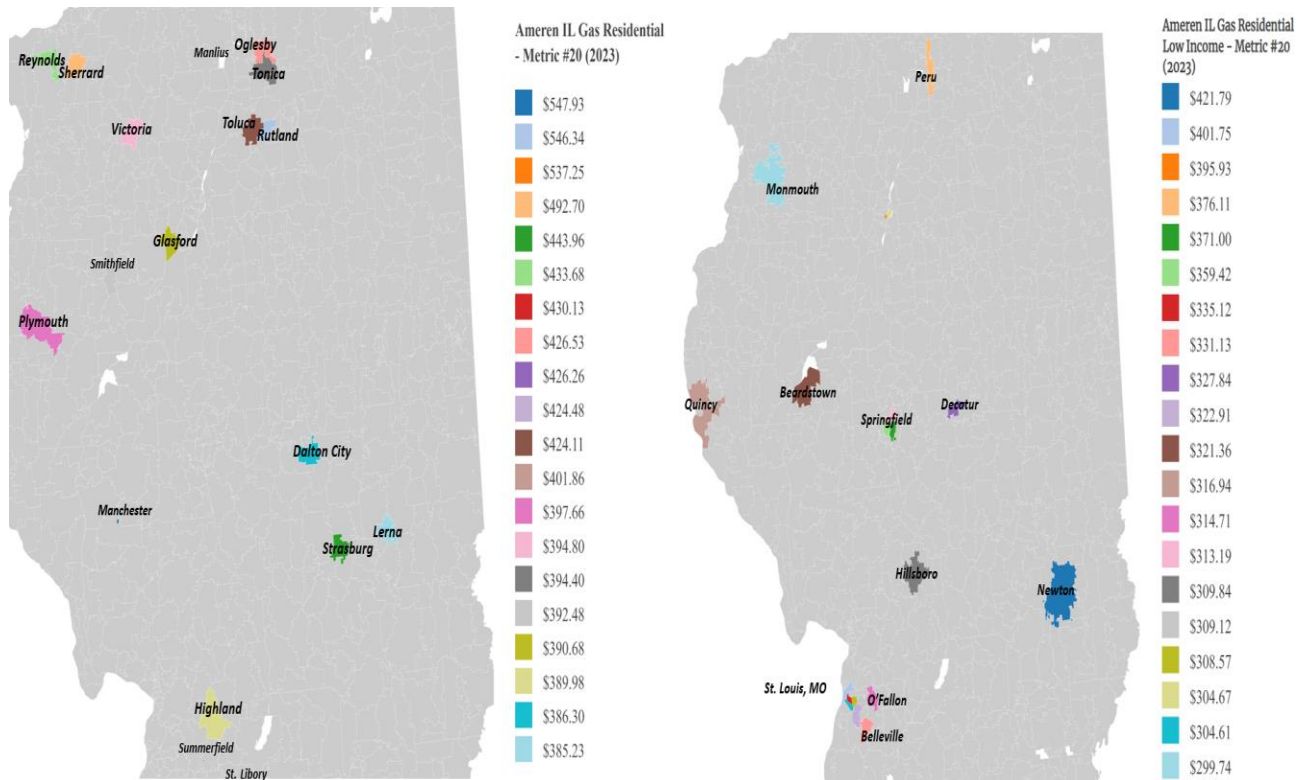


**Table 7.2** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Ameren IL (Gas) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential	Zip Code	EIEC	Metric #20 2022 Resl. Low Income	Zip Code	EIEC	Metric #20 2023 Resl. Low Income
61370	--	\$ 576.69	62663	--	\$ 547.93	62249	--	\$ 375.43	62448	--	\$ 421.79
62298	--	\$ 478.54	61358	--	\$ 546.34	61354	--	\$ 333.27	62201	✓	\$ 401.75
62243	--	\$ 468.54	61233	--	\$ 537.25	62201	✓	\$ 301.29	61606	✓	\$ 395.93
61348	--	\$ 461.69	61281	--	\$ 492.70	62703	✓	\$ 289.38	61354	--	\$ 376.11
61233	--	\$ 461.69	62465	--	\$ 443.96	62448	--	\$ 282.84	62703	✓	\$ 371.00
61477	--	\$ 455.35	61279	--	\$ 433.68	62704	✓	\$ 282.18	62704	✓	\$ 359.42
62433	✓	\$ 452.65	62282	--	\$ 430.13	61606	✓	\$ 252.96	62205	✓	\$ 335.12
62249	--	\$ 448.53	61348	--	\$ 426.53	62565	--	\$ 231.14	62220	--	\$ 331.13
62282	--	\$ 433.18	62289	--	\$ 426.26	62220	--	\$ 231.07	62522	--	\$ 327.84
61279	--	\$ 421.15	61871	--	\$ 424.48	62702	✓	\$ 230.76	62223	--	\$ 322.91
61533	--	\$ 389.99	61369	--	\$ 424.11	61462	--	\$ 230.68	62618	--	\$ 321.36
61369	--	\$ 389.94	61338	--	\$ 401.86	62205	✓	\$ 229.89	62305	--	\$ 316.94
62931	--	\$ 387.05	62367	--	\$ 397.66	61603	✓	\$ 225.36	62269	--	\$ 314.71
62629	--	\$ 385.62	61485	--	\$ 394.80	62286	--	\$ 222.06	62702	✓	\$ 313.19
61263	--	\$ 369.40	61370	--	\$ 394.40	61920	--	\$ 215.09	62049	✓	\$ 309.84
61281	--	\$ 369.40	61477	--	\$ 392.48	62644	✓	\$ 214.33	62208	--	\$ 309.12
61377	--	\$ 368.14	61533	--	\$ 390.68	62234	✓	\$ 212.93	62203	✓	\$ 308.57
62921	✓	\$ 365.97	62249	--	\$ 389.98	62206	✓	\$ 212.88	61603	✓	\$ 304.67
61354	--	\$ 360.74	61925	--	\$ 386.30	62221	--	\$ 212.54	62207	✓	\$ 304.61
62704	✓	\$ 348.34	62440	--	\$ 385.23	61614	✓	\$ 212.04	61462	--	\$ 299.74

EIEC – Equity Investment Eligible Community

A visual representation of the location of the top 20 zip codes in 2023 for Metric #20 for the gas residential (left) and residential low-income customers (right) listed in Table 7.2 above is shown below.



Nicor Gas’ data consist of 6 months in 2022 and 12 months in 2023 for 706 zip codes. Table 7.3 below shows the top 20 Nicor residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 18.6% (60484 – University Park) to a low of 8.4% (60960 – Rankin). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 5,902. In **2023**, Metric #19 ranged from a high of 13.8% (60484 – University Park) to a low of 7.5% (60633 - Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 6,306.

For the subset of residential low-income customers, the top 20 Nicor zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 15.7% (60484 – University Park) to a low of 10.3% (61103 – Rockford). The average number of residential low-income customer accounts per zip code in the top 20 zip codes in 2022 was 592. In **2023**, Metric #19 ranged from a high of 19% (60417 – Crete) to a low of 13.3% (60411 – Chicago Heights). The average number of residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 662.

**Table 7.3** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Nicor - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low Income	Zip Code	EIEC	Metric #19 2023 Resl. Low Income
60484	✓	18.61%	60484	✓	13.82%	60484	✓	15.67%	60417	--	18.98%
60827	✓	14.20%	60419	✓	12.31%	60430	--	14.79%	60471	--	17.64%
60419	✓	13.97%	60827	✓	10.76%	60429	✓	13.46%	60419	✓	16.76%
60472	✓	12.80%	60471	--	10.50%	60419	✓	13.21%	60430	--	16.73%
60471	--	12.36%	60472	✓	10.19%	60473	✓	12.93%	60473	✓	15.77%
60409	✓	11.96%	60409	✓	10.00%	60478	✓	12.92%	60438	✓	15.70%
60429	✓	11.90%	60429	✓	9.88%	60438	✓	12.71%	60901	--	15.63%
60426	✓	11.72%	60473	✓	9.56%	60428	✓	12.56%	60425	✓	14.56%
60466	✓	11.43%	60426	✓	9.36%	60411	✓	12.26%	60443	--	14.51%
60473	✓	11.41%	60466	✓	9.05%	60471	--	12.21%	60827	✓	14.45%
60153	✓	11.05%	60153	✓	8.60%	60409	✓	11.80%	60466	✓	14.44%
60428	✓	10.87%	60428	✓	8.57%	60466	✓	11.38%	60478	✓	14.42%
60478	✓	10.44%	60478	✓	8.48%	60827	✓	11.28%	60484	✓	14.41%
60411	✓	10.34%	60411	✓	8.36%	60425	✓	11.03%	60445	✓	14.06%
61101	✓	9.56%	60425	✓	8.16%	60443	--	10.82%	60409	✓	14.01%
60438	✓	9.24%	60443	--	8.01%	60475	--	10.69%	60426	✓	13.79%
60425	✓	9.19%	60438	✓	8.00%	60102	--	10.60%	60428	✓	13.62%
60104	✓	8.70%	61101	✓	7.72%	60417	--	10.54%	60201	✓	13.45%
60633	✓	8.64%	60104	✓	7.56%	60445	✓	10.54%	60472	✓	13.31%
60960	--	8.38%	60633	✓	7.48%	61103	✓	10.26%	60411	✓	13.31%

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A visual representation of the location of the top 20 zip codes in 2023 for Metric #19 for the residential (left) and residential low-income customers (right) listed in Table 7.3 above is shown below.

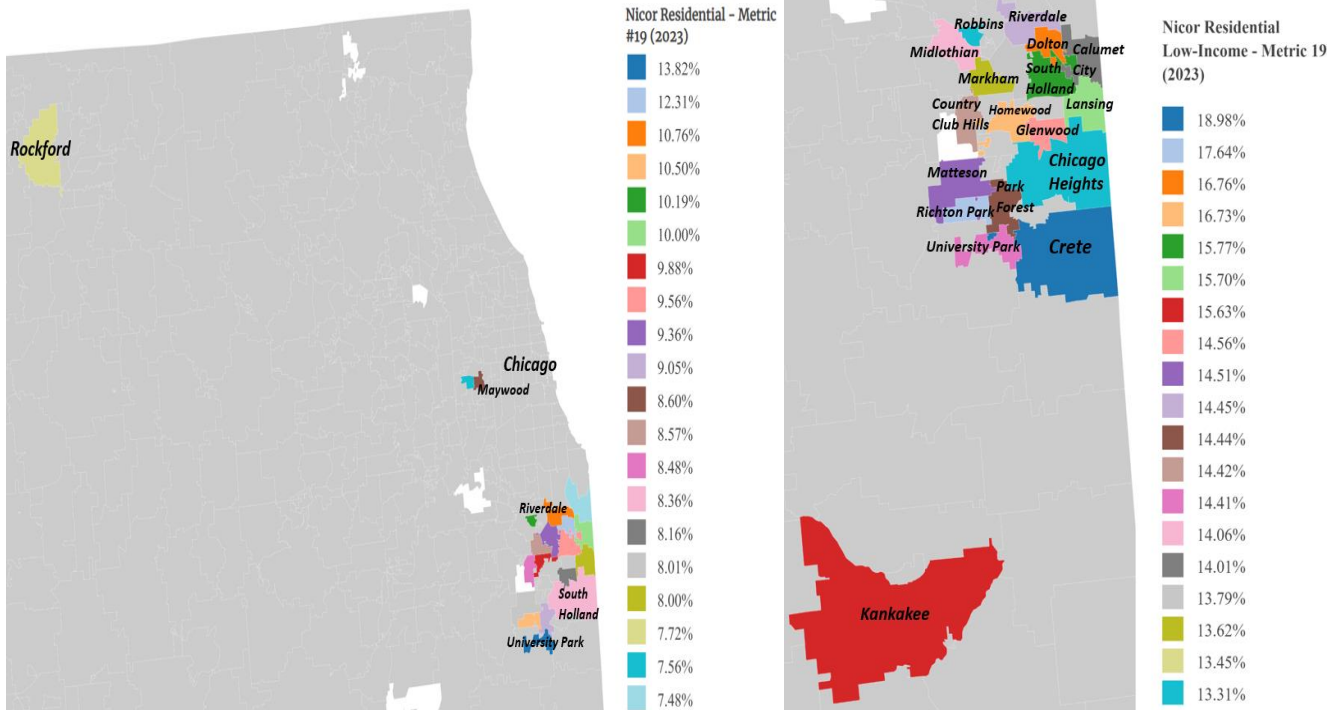


Table 7.4 below shows the top 20 Nicor gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$957 (61847 – Gifford) to a low of \$695 (60302 – Oak Park). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,162. In **2023**, Metric #20 ranged from a high of \$881 (60093 – Winnetka) to a low of \$615 (60062–Northbrook). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 4,630.

For the subset of residential low-income customers, the top 20 Nicor gas zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$850 (60108 – Bloomingdale) to a low of \$639 (60429 – Hazel Crest). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 233. In **2023**, Metric #20 ranged from a high of \$991 (60706 – Harwood Heights) to a low of \$579 (60426 – Harvey). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 401.

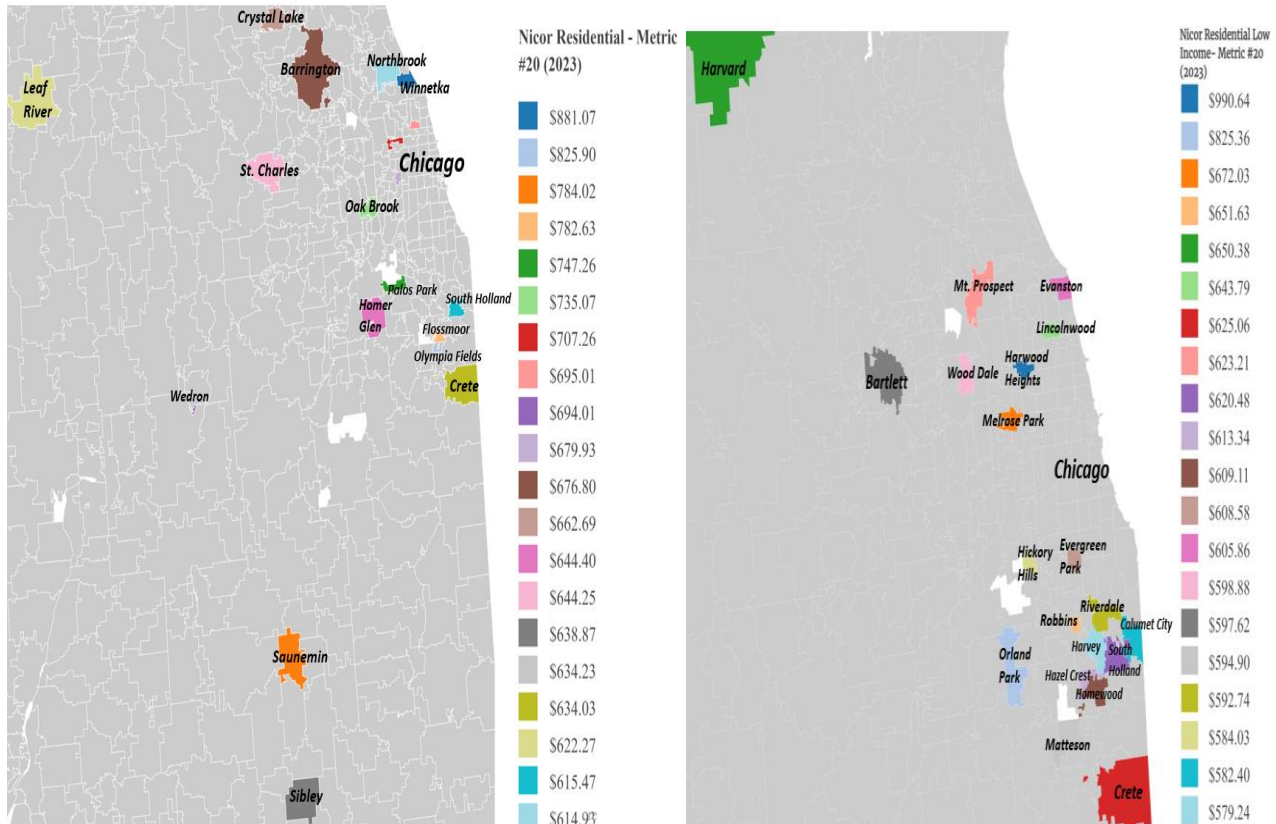
**Table 7.4** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Nicor - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
61847	--	\$ 956.79	60093	--	\$ 881.07
61047	--	\$ 908.76	60461	--	\$ 825.90
61769	--	\$ 906.93	61769	--	\$ 784.02
60093	--	\$ 850.52	60422	--	\$ 782.63
60301	--	\$ 824.90	60464	--	\$ 747.26
60461	--	\$ 803.11	60523	--	\$ 735.07
60072	--	\$ 794.80	60656	--	\$ 707.26
61019	--	\$ 762.65	60712	✓	\$ 695.01
60712	✓	\$ 760.32	60557	--	\$ 694.01
60464	--	\$ 759.10	60305	--	\$ 679.93
60523	--	\$ 755.26	60010	--	\$ 676.80
60422	--	\$ 752.35	60012	--	\$ 662.69
61088	--	\$ 723.21	60491	--	\$ 644.40
60071	--	\$ 719.96	60175	--	\$ 644.25
60552	--	\$ 714.52	61773	--	\$ 638.87
60480	--	\$ 712.79	60521	--	\$ 634.23
60113	--	\$ 711.48	60417	--	\$ 634.03
61006	--	\$ 706.19	61047	--	\$ 622.27
60417	--	\$ 696.93	60473	✓	\$ 615.47
60302	--	\$ 695.12	60062	--	\$ 614.93

Zip Code	EIEC	Metric #20 2022 Resl. Low	Zip Code	EIEC	Metric #20 2023 Resl. Low
60108	--	\$ 849.65	60706	--	\$ 990.64
60457	✓	\$ 795.61	60467	--	\$ 825.36
60018	✓	\$ 784.28	60160	✓	\$ 672.03
60712	✓	\$ 754.40	60472	✓	\$ 651.63
60472	✓	\$ 733.57	60033	--	\$ 650.38
60706	--	\$ 713.75	60712	✓	\$ 643.79
60101	✓	\$ 706.61	60417	--	\$ 625.06
60014	--	\$ 703.82	60056	--	\$ 623.21
60487	--	\$ 702.82	60473	✓	\$ 620.48
60633	✓	\$ 675.29	60429	✓	\$ 613.34
60202	--	\$ 673.31	60430	--	\$ 609.11
60805	✓	\$ 657.29	60805	✓	\$ 608.58
60425	✓	\$ 656.55	60201	✓	\$ 605.86
60430	--	\$ 655.09	60191	✓	\$ 598.88
60153	✓	\$ 651.41	60103	--	\$ 597.62
60459	✓	\$ 650.29	60443	--	\$ 594.90
60181	--	\$ 640.34	60827	✓	\$ 592.74
60148	--	\$ 640.33	60457	✓	\$ 584.03
60172	--	\$ 640.18	60409	✓	\$ 582.40
60429	✓	\$ 638.71	60426	✓	\$ 579.24

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A visual representation of the location of the top 20 zip codes in 2023 for Metric #20 for the gas residential (left) and residential low-income customers (right) listed in Table 7.4 above is shown below.



North Shore Gas' data consist of 10 months in 2022 and 12 months in 2023 for 30 zip codes. Table 7.5 below shows the top 20 North Shore Gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 4.6% (60064 – North Chicago) to a low of 0.4% (60069 – Lincolnshire). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 7,073. In **2023**, Metric #19 ranged from a high of 5% (60064 – North Chicago) to a low of 0.3% (60047 – Lake Zurich). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 7,030.

For the subset of residential low-income customers, there are only seven zip codes with more than 100 customer accounts. The **average percentage of customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 4.7% (60099 – Zion) to a low of 1.3% (60031 – Gurnee). The average number of residential low-income customer accounts per zip code in the seven codes in 2022 was 367. In **2023**, Metric #19 ranged from a high of 8.9% (60064 – North Chicago) to a low of 3.7% (60031 – Gurnee). The average number of residential low-income customer accounts per zip code in the seven zip codes in 2023 was 341.

**Table 7.5** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA –North Shore Gas - Top Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low Income	Zip Code	EIEC	Metric #19 2023 Resl. Low Income
60064	✓	4.58%	60064	✓	4.95%	60099	✓	4.71%	60064	✓	8.86%
60085	✓	4.30%	60085	✓	4.12%	60085	✓	3.76%	60085	✓	8.27%
60099	✓	3.92%	60099	✓	3.87%	60064	✓	2.79%	60099	✓	7.91%
60087	--	3.09%	60087	--	3.18%	60060	--	2.75%	60030	--	5.92%
60096	--	2.21%	60096	--	1.98%	60030	--	2.28%	60087	--	5.91%
60040	--	1.88%	60083	--	1.89%	60087	--	1.91%	60060	--	5.35%
60083	--	1.81%	60031	✓	1.61%	60031	--	1.29%	60031	--	3.70%
60002	--	1.60%	60060	--	1.58%						
60060	--	1.58%	60040	--	1.54%						
60031	✓	1.48%	60002	--	1.51%						
60046	--	1.31%	60030	--	1.18%						
60030	--	1.23%	60046	--	1.18%						
60044	--	0.73%	60035	--	0.68%						
60035	--	0.66%	60061	--	0.65%						
60061	--	0.65%	60044	--	0.61%						
60015	--	0.52%	60015	--	0.55%						
60048	--	0.50%	60089	--	0.48%						
60045	--	0.41%	60048	--	0.44%						
60089	--	0.41%	60045	--	0.35%						
60069	--	0.35%	60047	--	0.33%						

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A visual representation of the location of the top zip codes in 2023 for Metric #19 for the gas residential (left) and residential low-income customers (right) listed in Table 7.5 above is shown below.

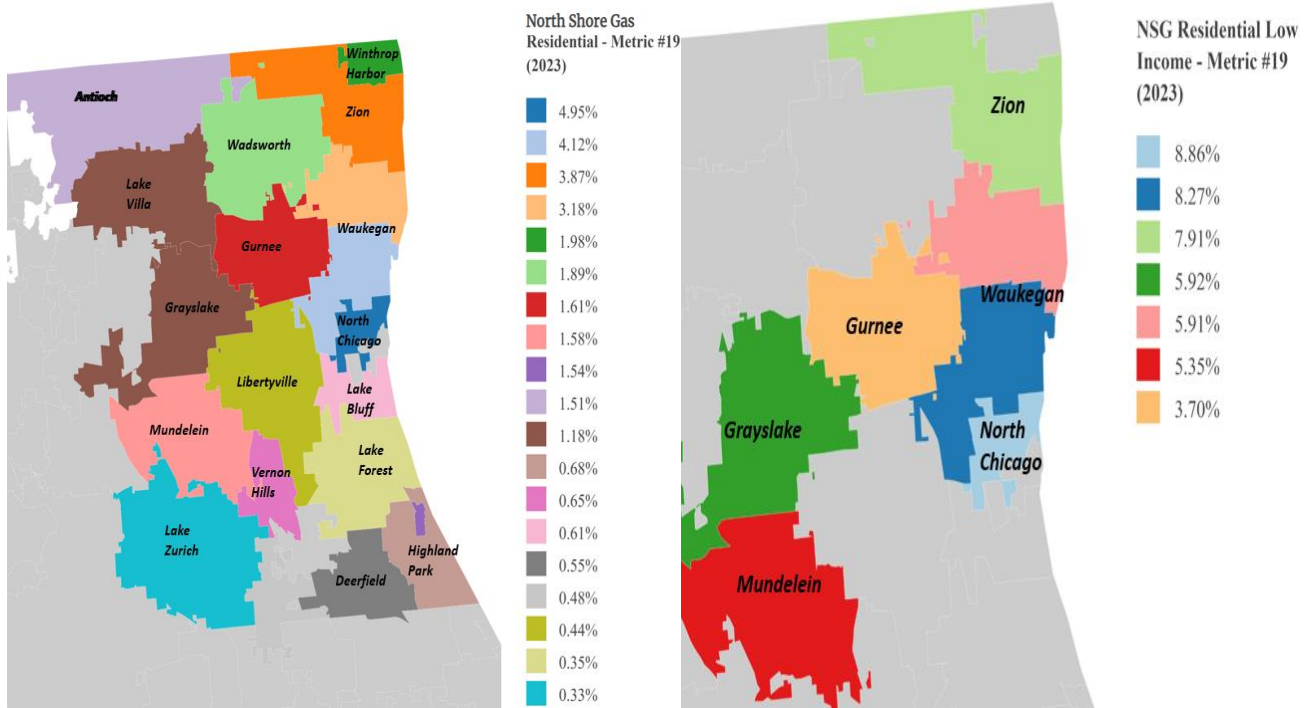


Table 7.6 below shows the top 20 North Shore Gas residential zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$788 (600693 – Lincolnshire) to a low of \$382 (60040 – Highwood). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 5,989. In **2023**, Metric #20 ranged from a high of \$667 (60069 – Lincolnshire) to a low of \$346 (60060 – Mundelein). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 5,909.

For the subset of residential low-income customers, there are only seven zip codes with more than 100 customer accounts. The **average dollar volume of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$387 (60064 – North Chicago) to a low of \$163 (60060 – Mundelein). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 367. In **2023**, Metric #20 ranged from a high of \$337 (60099 – Zion) to a low of \$206 (60060 – Mundelein). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 341.

**Table 7.6** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA –North Shore Gas - Top Zip Codes for Residential and Residential Low Income Customers

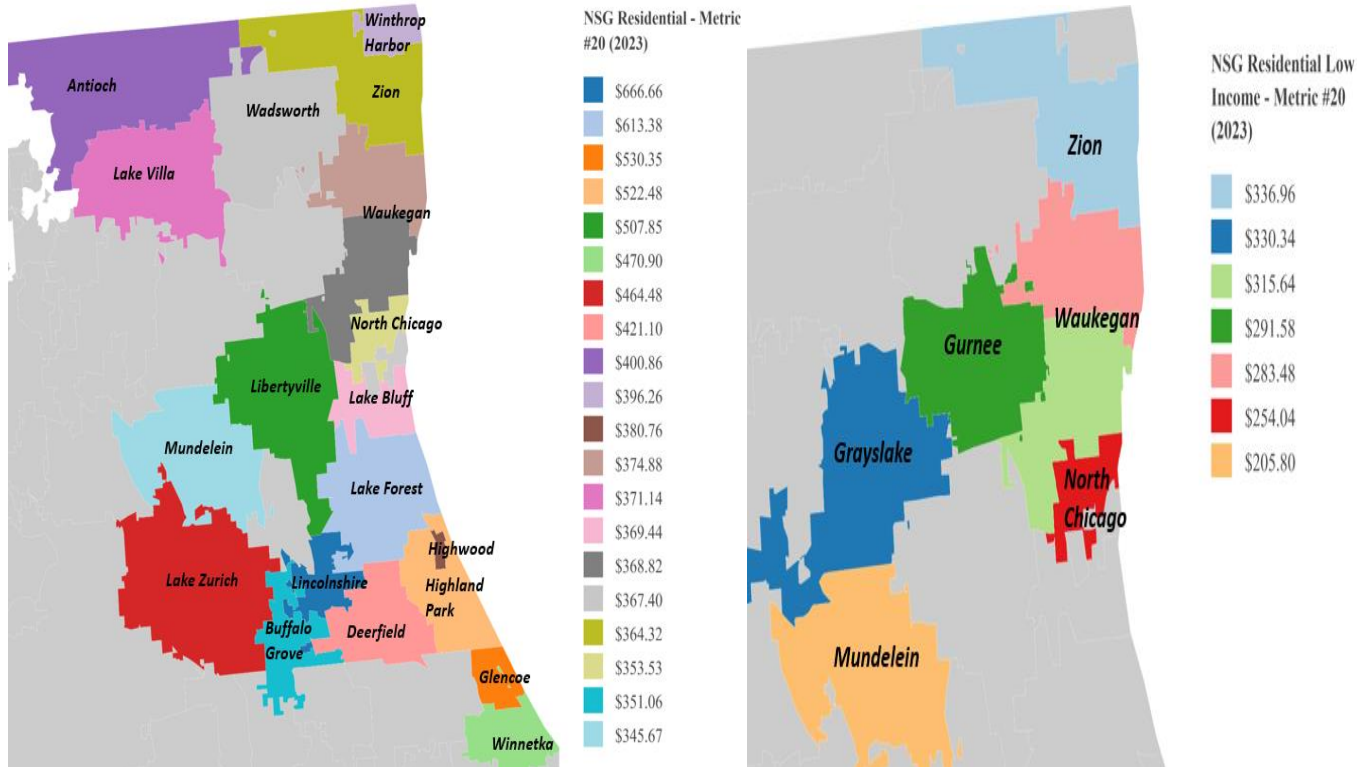
Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
60093	--	\$ 787.86	60069	--	\$ 666.66
60045	--	\$ 779.19	60045	--	\$ 613.38
60035	--	\$ 565.89	60022	--	\$ 530.35
60069	--	\$ 518.99	60035	--	\$ 522.48
60047	--	\$ 475.93	60048	--	\$ 507.85
60096	--	\$ 474.69	60093	--	\$ 470.90
60048	--	\$ 473.63	60047	--	\$ 464.48
60044	--	\$ 456.53	60015	--	\$ 421.10
60015	--	\$ 429.11	60002	--	\$ 400.86
60089	--	\$ 427.24	60096	--	\$ 396.26
60085	✓	\$ 421.58	60040	--	\$ 380.76
60099	✓	\$ 418.35	60087	--	\$ 374.88
60087	--	\$ 415.05	60046	--	\$ 371.14
60083	--	\$ 414.97	60044	--	\$ 369.44
60064	✓	\$ 414.87	60085	✓	\$ 368.82
60002	--	\$ 414.25	60083	--	\$ 367.40
60030	--	\$ 413.59	60099	✓	\$ 364.32
60022	--	\$ 404.93	60064	✓	\$ 353.53
60046	--	\$ 386.03	60089	--	\$ 351.06
60040	--	\$ 381.96	60060	--	\$ 345.67

Zip Code	EIEC	Metric #20 2022 Resl. Low Income	Zip Code	EIEC	Metric #20 2023 Resl. Low Income
60064	✓	\$ 387.09	60099	✓	\$ 336.96
60030	--	\$ 320.62	60030	--	\$ 330.34
60031	✓	\$ 237.27	60085	✓	\$ 315.64
60085	✓	\$ 236.69	60031	✓	\$ 291.58
60099	✓	\$ 211.97	60087	--	\$ 283.48
60087	--	\$ 206.71	60064	✓	\$ 254.04
60060	--	\$ 163.14	60060	--	\$ 205.80

EIEC – Equity Investment Eligible Community

The top zip codes in 2023 for Metric #20 for the gas residential (left) and residential low-income customers (right) listed in Table 7.6 above are shown in the maps below.



Peoples Gas’ data consist of 10 months in 2022 and 12 months in 2023 for 56 zip codes. Table 7.7 below shows the top 20 Peoples Gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 9.3% (60628 – Chicago) to a low of 4.7% (60639 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 16,672. In **2023**, Metric #19 ranged from a high of 9.8% (60628 – Chicago) to a low of 5.1% (60609 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 16,780.

For the subset of residential low-income customers, the top 20 Peoples Gas zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 12.3% (60643 – Chicago) to a low of 6.5% (60623 – Chicago). The average number of residential low-income customer accounts per zip code in the top 20 zip codes in 2022 was 2,065. In **2023**, Metric #19 ranged from a high of 17.5% (60643 – Chicago) to a low of 9% (60629 – Chicago). The average number of residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 2,012.

**Table 7.7** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Peoples Gas - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential	Zip Code	EIEC	Metric #19 2022 Resl. Low Income	Zip Code	EIEC	Metric #19 2023 Resl. Low Income
60628	✓	9.30%	60628	✓	9.78%	60643	✓	12.30%	60643	✓	17.45%
60620	✓	8.91%	60621	✓	9.65%	60619	✓	11.71%	60620	✓	15.14%
60644	✓	8.62%	60644	✓	9.63%	60628	✓	11.35%	60621	✓	14.70%
60621	✓	8.53%	60620	✓	9.62%	60620	✓	11.29%	60619	✓	14.70%
60636	✓	8.52%	60624	✓	9.05%	60636	✓	10.20%	60644	✓	14.43%
60624	✓	8.02%	60643	✓	8.55%	60617	✓	10.08%	60649	✓	14.32%
60619	✓	7.90%	60636	✓	8.52%	60621	✓	10.00%	60637	✓	14.07%
60643	✓	7.80%	60619	✓	8.41%	60652	✓	9.46%	60628	✓	13.88%
60617	✓	7.71%	60637	✓	8.26%	60644	✓	9.42%	60624	✓	12.98%
60637	✓	7.65%	60649	✓	8.06%	60649	✓	8.85%	60636	✓	12.84%
60652	✓	7.30%	60617	✓	7.85%	60637	✓	8.80%	60617	✓	12.34%
60649	✓	7.11%	60651	✓	7.22%	60615	✓	8.34%	60655	–	12.12%
60651	✓	6.43%	60653	✓	7.06%	60653	✓	8.26%	60653	✓	12.01%
60653	✓	6.28%	60652	✓	6.92%	60624	✓	7.90%	60652	✓	11.59%
60623	✓	5.87%	60623	✓	6.03%	60609	✓	7.27%	60651	✓	11.26%
60633	✓	5.72%	60633	✓	5.71%	60612	✓	7.15%	60615	✓	11.18%
60629	✓	5.53%	60612	✓	5.54%	60633	✓	7.13%	60623	✓	10.19%
60612	✓	5.14%	60629	✓	5.46%	60651	✓	6.82%	60612	✓	10.05%
60609	✓	5.05%	60639	✓	5.10%	60629	✓	6.71%	60633	✓	9.46%
60639	✓	4.74%	60609	✓	5.09%	60623	✓	6.54%	60629	✓	8.96%

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The location of the top zip codes in 2023 for Metric #19 for the gas residential (left) and residential low-income customers (right) listed in Table 7.7 above are shown in the maps below.



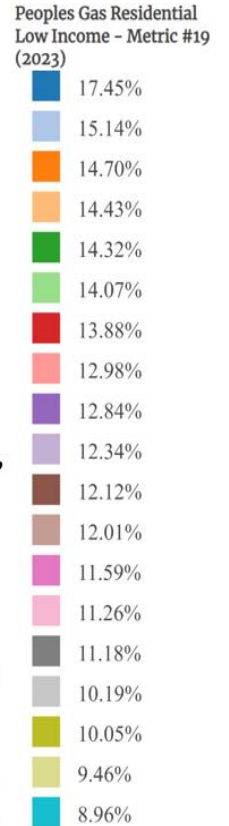
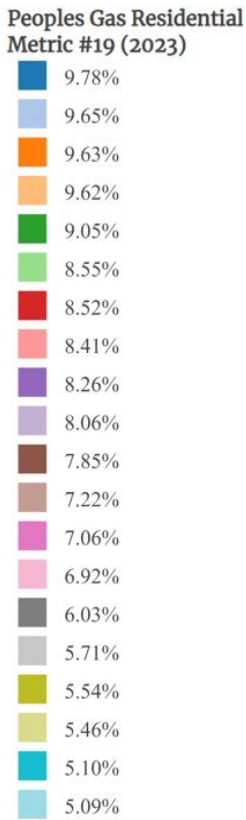


Table 7.8 below shows the top 20 Peoples Gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$815 (60611 – Chicago) to a low of \$637 (60615 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 15,054. In **2023**, Metric #20 ranged from a high of \$673 (60643 – Chicago) to a low of \$560 (60615 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 15,251.

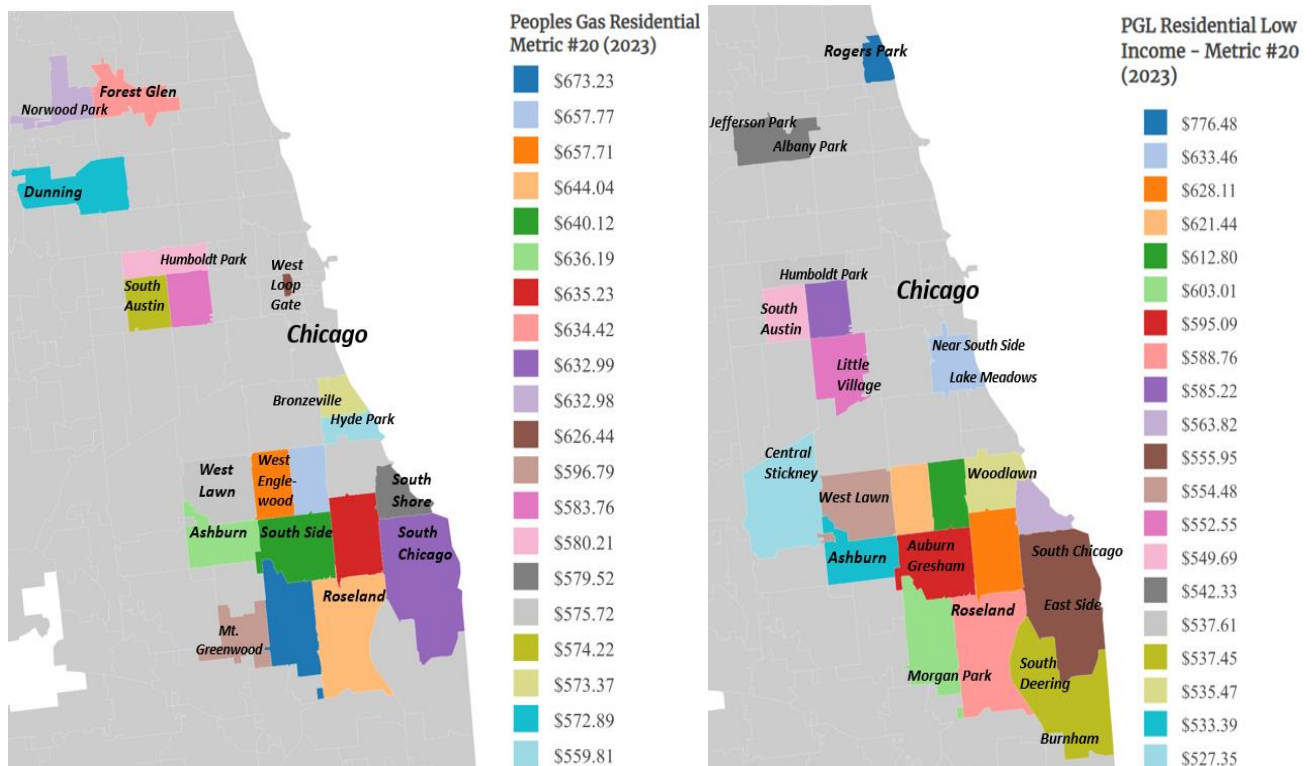
For the subset of residential low-income customers, the top 20 Peoples Gas zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$672 (60646 – Chicago) to a low of \$365 (60630 – Chicago). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 1,746. In **2023**, Metric #20 ranged from a high of \$776 (60626 – Chicago) to a low of \$527 (60638 – Chicago). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 2,081.

**Table 7.8** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Peoples Gas - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential	Zip Code	EIEC	Metric #20 2022 Resl. Low Income	Zip Code	EIEC	Metric #20 2023 Resl. Low Income
60611	--	\$ 815.49	60643	✓	\$ 673.23	60646	✓	\$ 672.36	60626	--	\$ 776.48
60636	✓	\$ 741.81	60621	✓	\$ 657.77	60655	--	\$ 443.94	60616	✓	\$ 633.46
60643	✓	\$ 739.83	60636	✓	\$ 657.71	60616	✓	\$ 429.00	60619	✓	\$ 628.11
60621	✓	\$ 724.17	60628	✓	\$ 644.04	60621	✓	\$ 418.62	60636	✓	\$ 621.44
60617	✓	\$ 707.93	60620	✓	\$ 640.12	60623	✓	\$ 418.14	60621	✓	\$ 612.80
60628	✓	\$ 700.72	60652	✓	\$ 636.19	60626	--	\$ 410.38	60643	✓	\$ 603.01
60631	--	\$ 695.28	60619	✓	\$ 635.23	60619	✓	\$ 410.05	60620	✓	\$ 595.09
60652	✓	\$ 694.25	60646	✓	\$ 634.42	60649	✓	\$ 403.94	60628	✓	\$ 588.76
60646	✓	\$ 689.09	60617	✓	\$ 632.99	60620	✓	\$ 400.52	60624	✓	\$ 585.22
60619	✓	\$ 686.60	60631	--	\$ 632.98	60644	✓	\$ 400.14	60649	✓	\$ 563.82
60620	✓	\$ 680.74	60661	--	\$ 626.44	60636	✓	\$ 391.37	60617	✓	\$ 555.95
60634	--	\$ 665.47	60655	--	\$ 596.79	60617	✓	\$ 388.43	60629	✓	\$ 554.48
60616	✓	\$ 661.67	60624	✓	\$ 583.76	60628	✓	\$ 383.08	60623	✓	\$ 552.55
60655	--	\$ 658.56	60651	--	\$ 580.21	60637	✓	\$ 381.72	60644	✓	\$ 549.69
60624	✓	\$ 652.75	60649	✓	\$ 579.52	60643	✓	\$ 375.38	60630	✓	\$ 542.33
60649	✓	\$ 647.11	60629	✓	\$ 575.72	60609	✓	\$ 375.13	60651	✓	\$ 537.61
60629	✓	\$ 642.67	60644	✓	\$ 574.22	60633	✓	\$ 366.49	60633	✓	\$ 537.45
60637	✓	\$ 642.66	60653	--	\$ 573.37	60608	✓	\$ 366.38	60637	✓	\$ 535.47
60644	✓	\$ 639.09	60634	✓	\$ 572.89	60652	✓	\$ 366.21	60652	✓	\$ 533.39
60615	✓	\$ 637.26	60615	✓	\$ 559.81	60630	✓	\$ 365.15	60638	✓	\$ 527.35

EIEC – Equity Investment Eligible Community

The location of the top 20 zip codes in 2023 for Metric #20 for the gas residential (left) and residential low-income customers (right) listed in Table 7.8 above are shown in the maps below.



**WATER – AQUA IL, IL AMERICAN WATER, AND PRAIRIE PATH WATER**

Aqua IL’s water data consist of 10 months in 2022 and 12 months in 2023 for 53 zip codes. Aqua IL does not report its residential low-income customer data separately. Table 8.1 shows the top 20 Aqua IL water residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 13.76% (60484 – University Park) to a low of 0.92% (60174 – St. Charles). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,480.

In **2023**, Metric #19 ranged from a high of 11.83% (60484 – University Park) to a low of 1.10% (60181 – Villa Park). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,506.

**Table 8.1** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Aqua IL (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
60484	✓	13.76%	60484	✓	11.83%
60964	--	4.86%	61832	✓	4.50%
61832	✓	4.50%	60901	✓	4.41%
60901	✓	4.20%	60964	--	4.26%
61065	--	3.92%	61065	--	3.84%
60417	--	3.06%	60914	--	2.91%
60914	--	2.90%	60417	--	2.90%
61833	✓	2.46%	60940	--	2.72%
60014	--	2.40%	60014	--	2.54%
61834	✓	2.21%	60505	✓	2.48%
60505	✓	2.20%	60915	--	2.42%
60915	--	2.18%	61833	✓	2.41%
60449	--	1.81%	61834	✓	1.88%
60950	--	1.66%	60950	--	1.78%
60940	--	1.57%	60910	--	1.49%
60433	✓	1.37%	60433	✓	1.37%
60050	--	1.09%	60051	--	1.31%
60910	--	0.98%	60050	--	1.29%
60068	--	0.96%	60449	--	1.27%
60174	--	0.92%	60181	--	1.10%

EIEC – Equity Investment Eligible Community

The location of the top 20 zip codes in 2023 for Metric #19 for Aqua IL water residential customers listed in Table 8.1 above are shown in the map below.

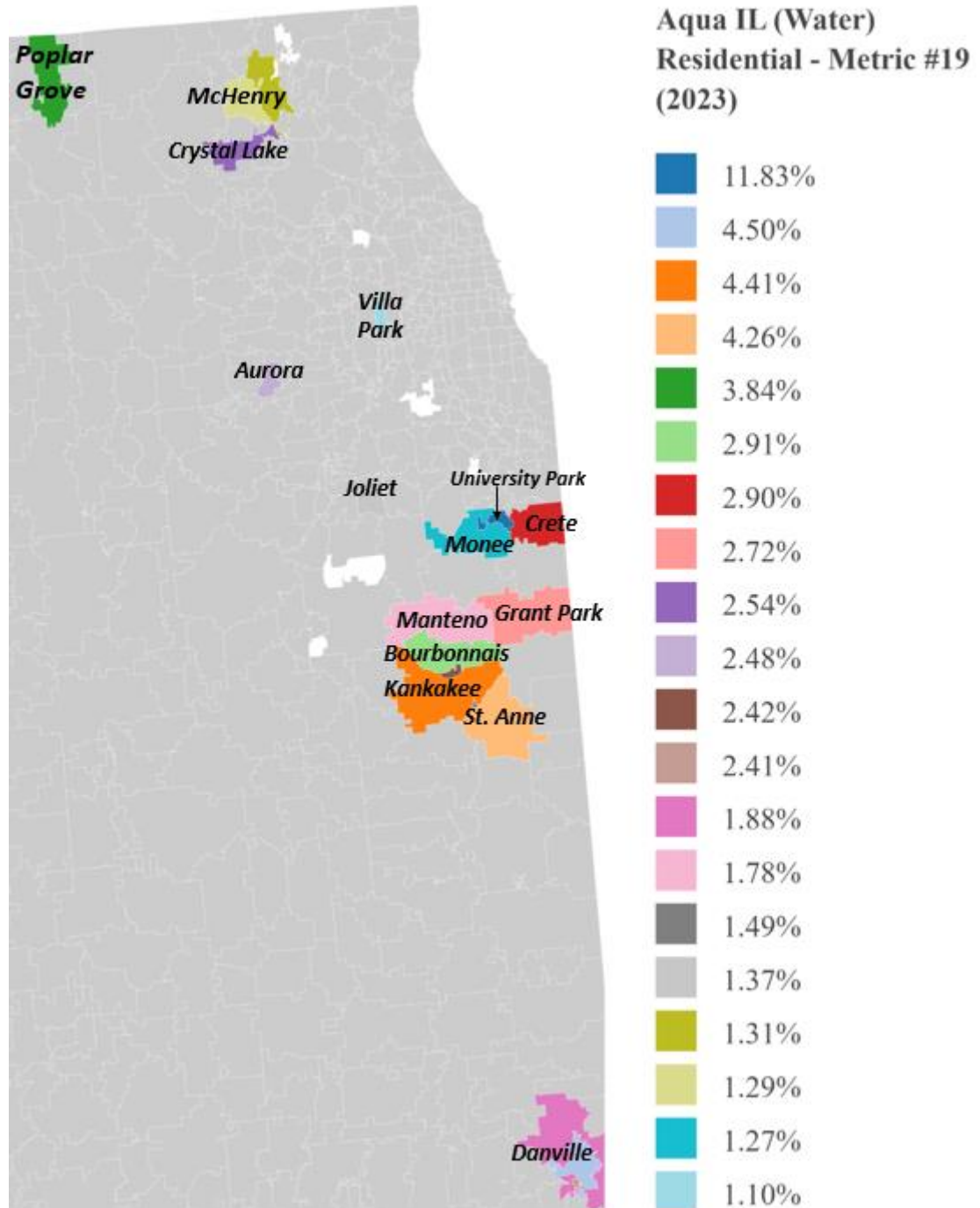


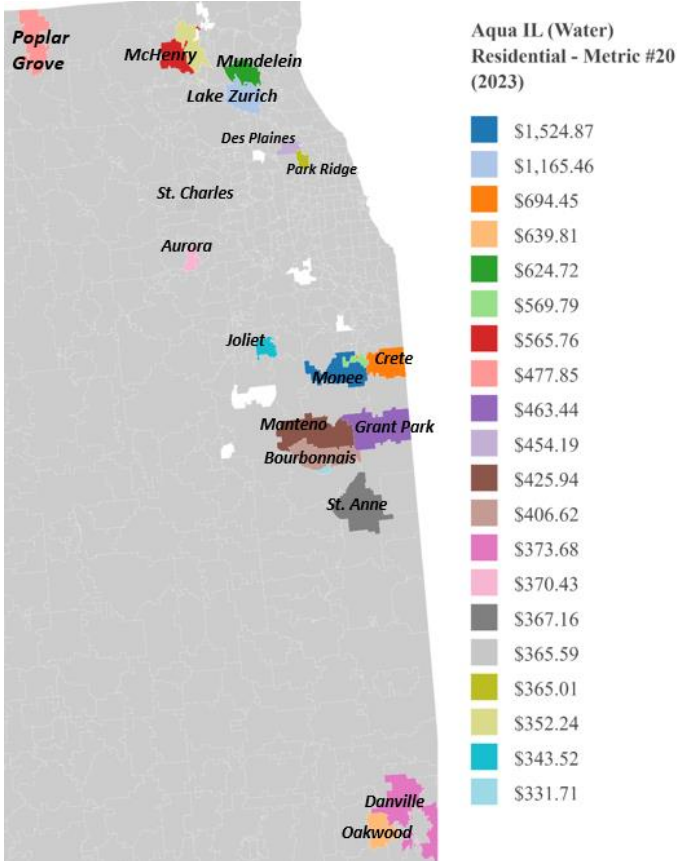
Table 8.2 below shows the top 20 Aqua IL water residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$1,592 (60449 – Monee) to a low of \$323 (60025 – Glenview). In **2023**, Metric #20 ranged from a high of \$1,525 (60449 – Monee) to a low of \$332 (60915 – Bradley). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023, respectively, were 1,879 and 1,547.

**Table 8.2** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Aqua IL (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
60449	--	\$ 1,591.53	60449	--	\$ 1,524.87
60047	--	\$ 1,407.23	60047	--	\$ 1,165.46
60484	✓	\$ 666.06	60417	--	\$ 694.45
60174	--	\$ 655.45	61858	--	\$ 639.81
60417	--	\$ 644.91	60060	--	\$ 624.72
60068	--	\$ 627.77	60484	✓	\$ 569.79
60940	--	\$ 582.29	60050	--	\$ 565.76
61065	--	\$ 528.24	61065	--	\$ 477.85
61864	--	\$ 505.84	60940	--	\$ 463.44
60468	--	\$ 503.59	60016	✓	\$ 454.19
60050	--	\$ 501.63	60950	--	\$ 425.94
60950	--	\$ 493.55	60914	--	\$ 406.62
60505	✓	\$ 455.87	61834	✓	\$ 373.68
60914	--	\$ 434.03	60505	✓	\$ 370.43
60016	✓	\$ 417.25	60964	✓	\$ 367.16
60964	✓	\$ 372.57	60174	--	\$ 365.59
60014	--	\$ 335.85	60068	--	\$ 365.01
60051	--	\$ 335.75	60051	--	\$ 352.24
60901	✓	\$ 329.40	60433	--	\$ 343.52
60025	--	\$ 322.88	60915	--	\$ 331.71

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #20 for Aqua IL water residential customers listed in Table 8.2 above are shown in the map below.



IL American Water Company’s (IAWC) water data consist of 10 months in 2022 and 12 months in 2023 for 175 zip codes. Residential low-income customer data is not reported. Table 8.3 below shows the top 20 IAWC water residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 8.3% (62059 – Lovejoy) to a low of 2.8% (61821 – Champaign). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 4,076.

In **2023**, Metric #19 ranged from a high 6.5% (61605 – Peoria) to a low of 2.8% (62201 – East St. Louis). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2023 was 3,517.

**Table 8.3** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – IAWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
62059	✓	8.32%	61605	✓	6.53%
61605	✓	7.71%	62207	✓	6.09%
61603	✓	6.40%	62060	✓	5.85%
62207	✓	6.06%	62204	✓	5.44%
62060	✓	5.53%	62206	✓	5.40%
62204	✓	5.23%	61603	✓	5.20%
62203	✓	4.92%	60543	--	5.08%
62205	✓	4.82%	62205	✓	4.90%
60440	--	4.65%	62203	✓	4.76%
60543	--	4.58%	60440	--	4.48%
62090	✓	4.51%	62002	✓	4.24%
62206	✓	4.49%	62982	--	4.09%
60126	--	4.29%	62914	✓	4.08%
62914	✓	4.16%	60126	--	3.58%
61604	✓	3.99%	62090	✓	3.49%
62002	✓	3.93%	61604	✓	3.48%
61606	✓	3.88%	62040	--	3.32%
60448	--	3.57%	60448	--	3.30%
62040	--	2.91%	62018	✓	2.99%
61821	--	2.82%	62201	✓	2.84%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #19 for IAWC water residential customers listed in Table 8.3 above are shown in the map below.

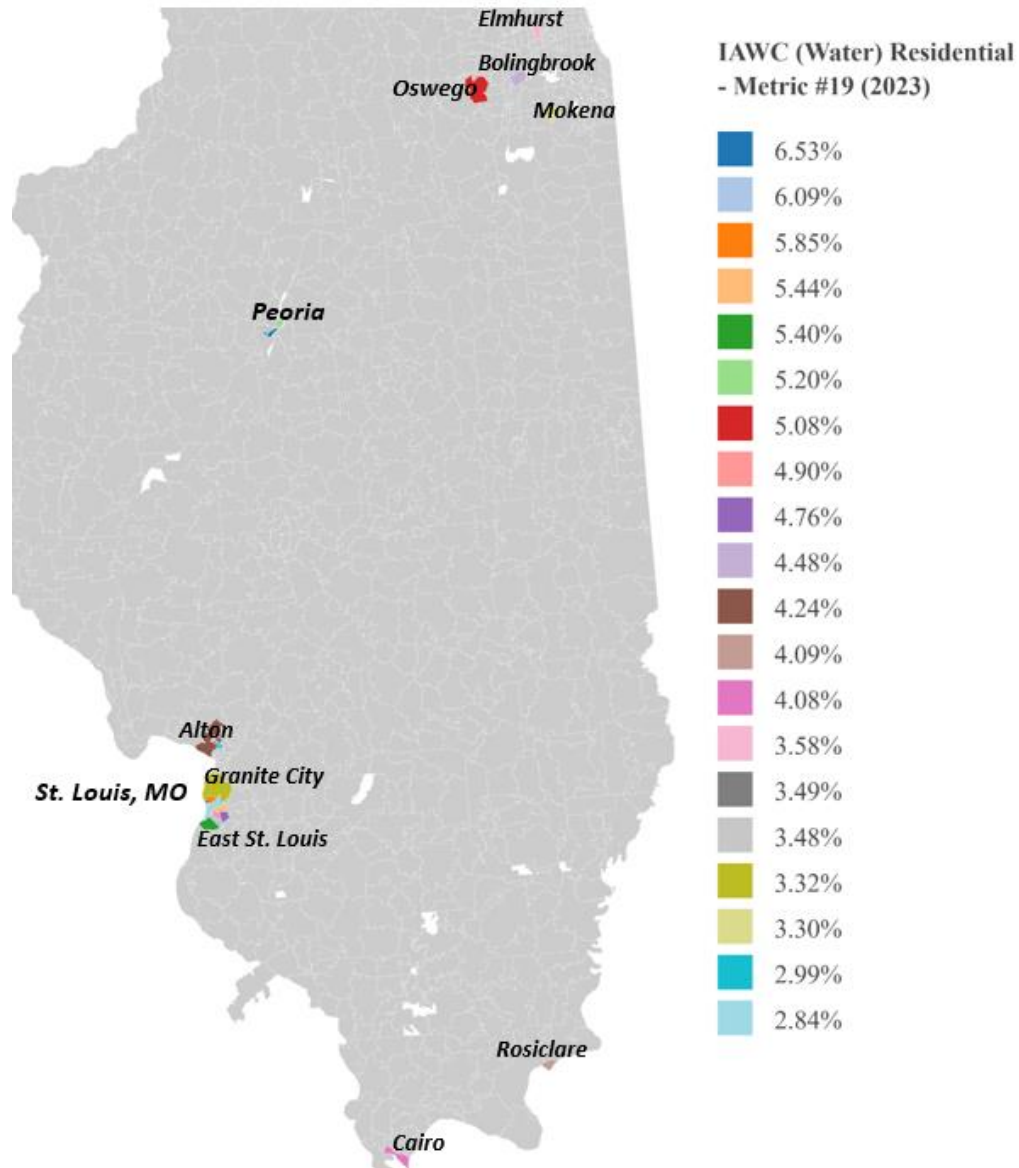


Table 8.4 below shows the top 20 IAWC water residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$549 (60126 – Elmhurst) to a low of \$230 (61615 – Peoria). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,573.

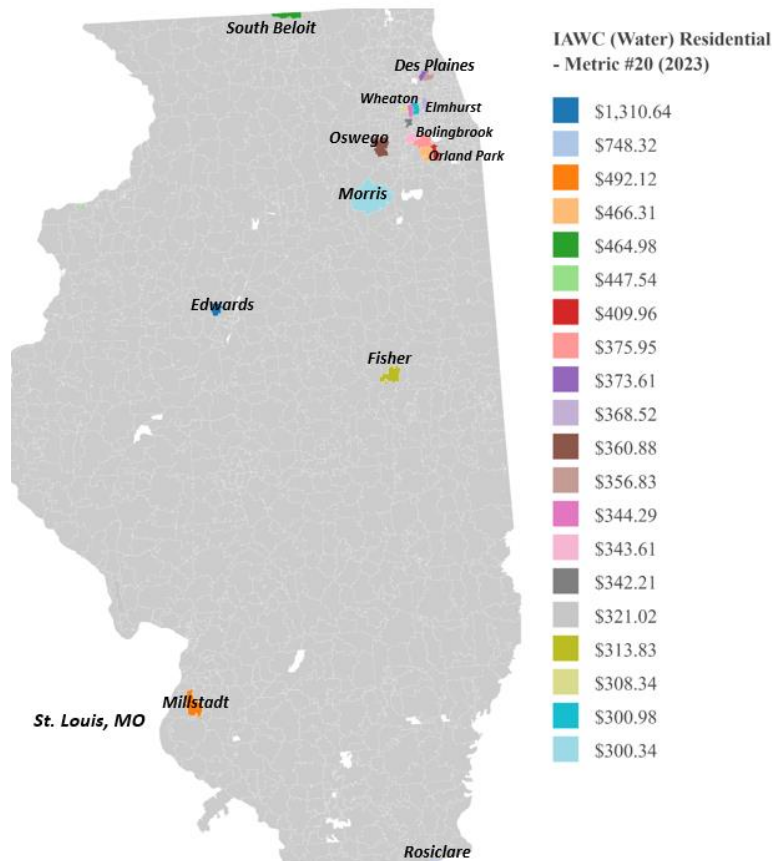
In **2023**, Metric #20 ranged from \$1,311 (61528 – Edwards) to \$300 (60450 – Morris). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2023 was 1,903.

**Table 8.4** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – IAWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
60126	--	\$ 549.17	61528	--	\$ 1,310.64
60439	--	\$ 387.99	62982	--	\$ 748.32
60491	--	\$ 367.95	62260	--	\$ 492.12
60450	--	\$ 355.89	60491	--	\$ 466.31
61232	--	\$ 344.47	61080	--	\$ 464.98
60056	--	\$ 341.42	61232	--	\$ 447.54
60532	--	\$ 323.65	60467	--	\$ 409.96
60137	--	\$ 310.75	60439	--	\$ 375.95
60012	--	\$ 307.50	60056	--	\$ 373.61
60440	--	\$ 301.08	60126	--	\$ 368.52
60016	✓	\$ 295.39	60543	--	\$ 360.88
60631	--	\$ 288.40	60016	✓	\$ 356.83
60148	--	\$ 287.38	60137	--	\$ 344.29
60490	--	\$ 280.05	60440	--	\$ 343.61
60543	--	\$ 267.63	60532	--	\$ 342.21
61606	✓	\$ 255.65	62047	--	\$ 321.02
61843	--	\$ 253.69	61843	--	\$ 313.83
60467	--	\$ 250.02	60187	--	\$ 308.34
60487	--	\$ 240.47	60148	--	\$ 300.98
61615	--	\$ 230.03	60450	--	\$ 300.34

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #20 for IAWC water residential customers listed in Table 8.4 above are shown in the map below.





Prairie Path Water Company’s (PPWC) water data consist of 10 months in 2022 and 12 months in 2023 for 28 zip codes in 2022 and 29 zip codes in 2023. Table 8.5 below shows the 19 PPWC water residential zip codes with **customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 2.2% (61858 – Oakwood) to a low of 0.02% (61375 – Varna).<sup>2</sup> The average number of water residential customer accounts per zip code in 2022 for these 19 zip codes was 526. In **2023**, Metric #19 for the top 20 zip codes ranged from a high of 2% (61858 – Oakwood) to a low of 0.01% (61036 – Galena). The average number of water residential customer accounts per zip code in these 20 zip codes in 2023 was 610.

PPWC’s low income residential customers are those with incomes below the federal poverty line and who opted into the utility’s low-income tariff rate. In 2022 and 2023, there were no zip codes with more than 100 water residential low-income customer accounts. Further, in 2022, none of the zip codes had a water residential low income **customer account past due over 30 days under a DPA**. In 2023, only two zip codes with a combined average of 14 water residential low-income customers had a non-zero result for Metric #19.

**Table 8.5** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – PPWC (Water) – Top Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
61858	--	2.18%	61858	--	2.04%
60110	--	2.09%	60433	--	1.38%
61108	✓	1.57%	60002	--	1.37%
60002	--	1.44%	60548	--	1.37%
60175	--	1.17%	60110	--	1.22%
60013	--	1.08%	60051	--	1.08%
60050	--	1.06%	60050	--	1.06%
60548	--	1.05%	60175	--	1.02%
60051	--	0.95%	61108	✓	0.94%
60433	✓	0.60%	60013	--	0.83%
61088	--	0.58%	60552	--	0.70%
60552	--	0.56%	61088	--	0.57%
60514	--	0.42%	61109	--	0.54%
60012	--	0.41%	60514	--	0.42%
61032	✓	0.23%	60012	--	0.42%
61109	--	0.14%	61032	✓	0.29%
60404	--	0.09%	61001	--	0.05%
61001	--	0.04%	60404	--	0.04%
61375	--	0.02%	61375	--	0.02%
			61036	--	0.01%

EIEC – Equity Investment Eligible Community

A visual representation of the top zip codes in 2023 for Metric #19 for PPWC water residential customers listed in Table 8.5 above are shown in the map below.

<sup>2</sup> In 2022, PPWC had only 19 zip codes with more than 100 water residential customers.

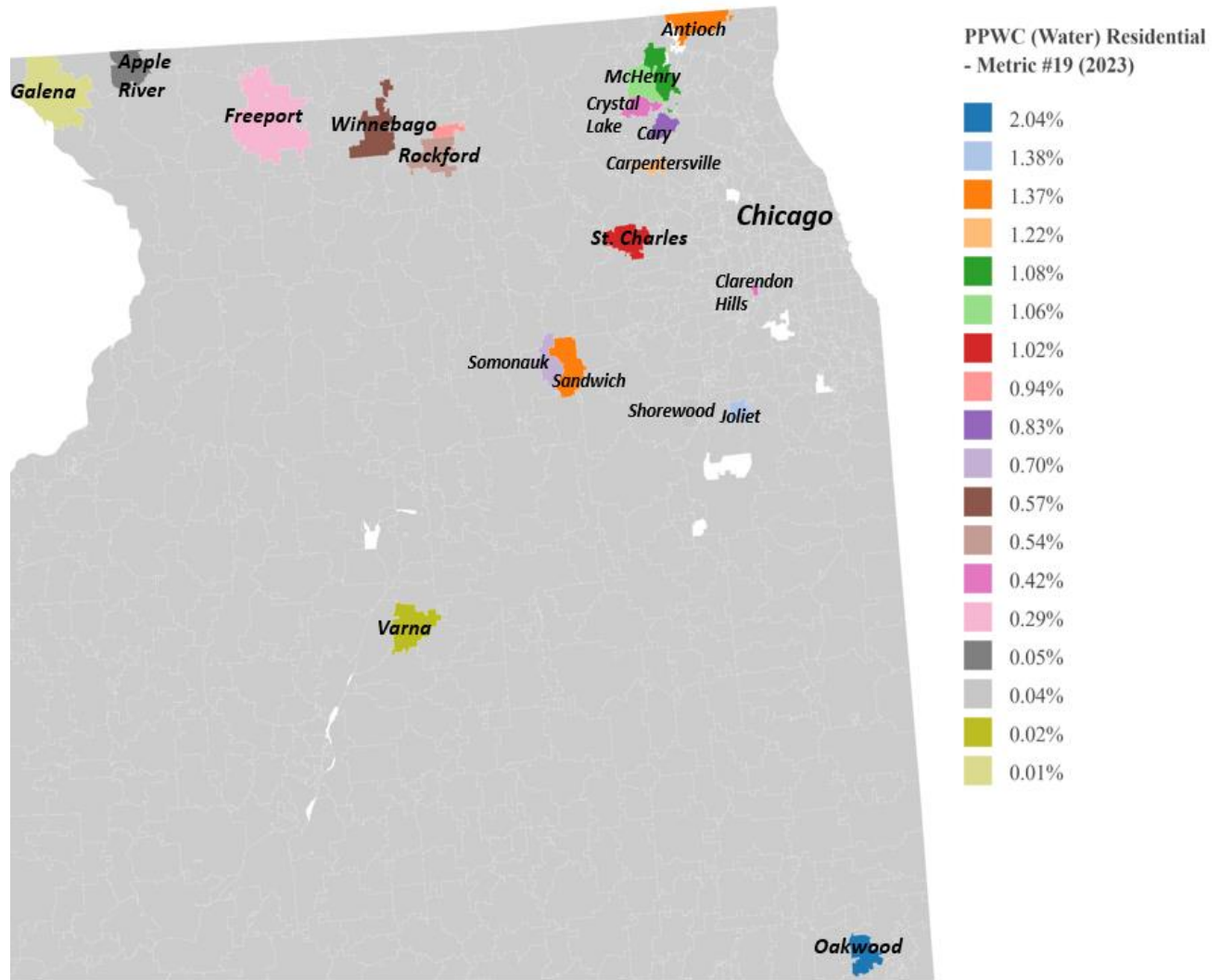


Table 8.6 below shows the PPWC water residential zip codes **average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) listed from the highest to the lowest. In **2022** it ranged from a high of \$645 (61858 – Oakwood) to a low of \$3 (61375 – Varna). The average number of water residential customer accounts per zip code in these 19 zip codes in 2022 was 526.

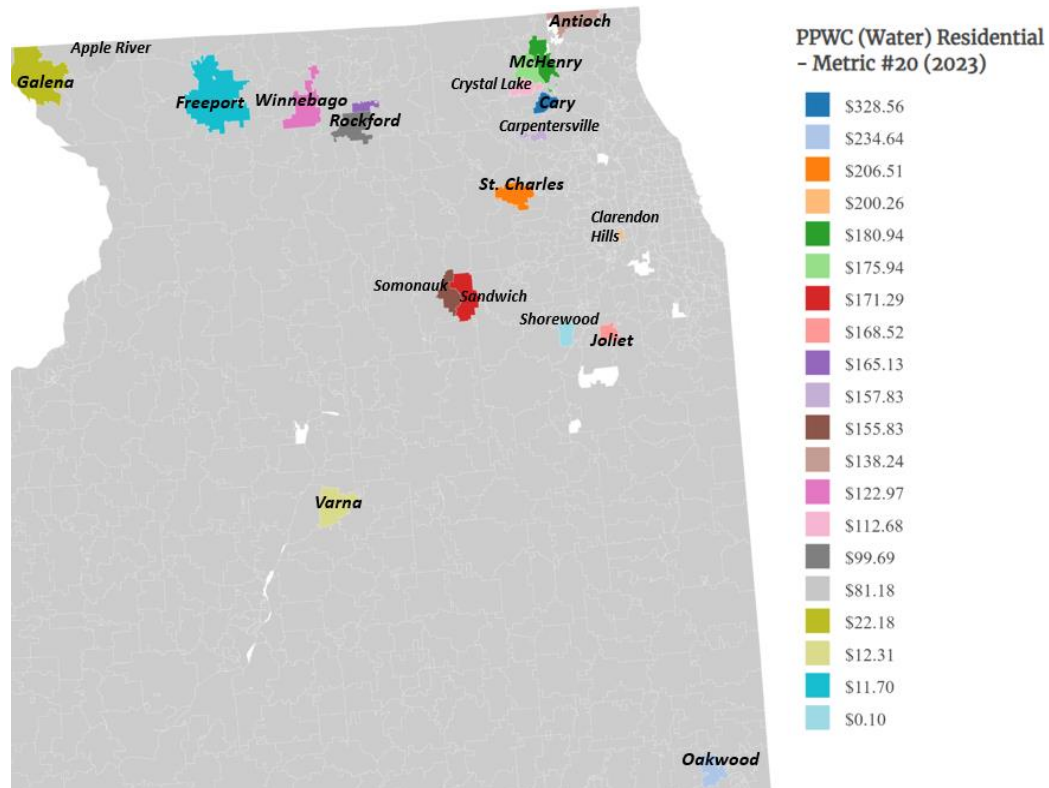
In **2023**, Metric #20 ranged from a high of \$329 (60013 – Cary) to a low of \$0.10 (60404 – Shorewood). The average number of water residential customer accounts per zip code in these 20 zip codes in 2023 was 627.

**Table 8.6** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – PPWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
61858	--	\$ 644.69	60013	--	\$ 328.56
61108	✓	\$ 289.61	61858	--	\$ 234.64
60002	--	\$ 217.14	60175	--	\$ 206.51
60514	--	\$ 209.66	60514	--	\$ 200.26
60110	--	\$ 207.68	60051	--	\$ 180.94
61088	--	\$ 200.02	60050	--	\$ 175.94
60552	--	\$ 194.06	60548	--	\$ 171.29
60013	--	\$ 164.60	60433	✓	\$ 168.52
60050	--	\$ 156.61	61108	✓	\$ 165.13
60051	--	\$ 150.49	60110	--	\$ 157.83
60548	--	\$ 146.91	60552	--	\$ 155.83
60175	--	\$ 128.68	60002	--	\$ 138.24
60433	✓	\$ 117.13	61088	--	\$ 122.97
60012	--	\$ 79.17	60012	--	\$ 112.68
61001	--	\$ 72.43	61109	--	\$ 99.69
61109	--	\$ 49.10	61001	--	\$ 81.18
60404	--	\$ 23.11	61036	--	\$ 22.18
61032	✓	\$ 12.62	61375	--	\$ 12.31
61375	--	\$ 2.90	61032	✓	\$ 11.70
			60404	--	\$ 0.10

EIEC – Equity Investment Eligible Community

A visual representation of the top zip codes in 2023 for Metric #20 for PPWC water residential customers listed in Table 8.6 above are shown in the map below.



**SEWER - AQUA IL, IL AMERICAN WATER, AND PRAIRIE PATH WATER**

Aqua IL’s sewer data consist of 10 months in 2022 and 12 months in 2023 for 55 zip codes in 2022 and 56 zip codes in 2023. Aqua IL does not report its residential low-income customer data separately. Table 8.7 below shows the 19 Aqua IL sewer residential zip codes with **average customer accounts that are past due over 30 days under a DPA** (Metric #19) in 2022 ranged from a high of 13.8% (60484 – University Park) to a low of 0.01% (60901 – Kankakee).<sup>3</sup> The average number of sewer residential customer accounts per zip code in the 19 zip codes in 2023 was 1,523.

In 2023, Metric #19 ranged from a high of 11.9% (60484 – University Park) to a low of 0.01% (60901 – Kankakee). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2023 was 1,491.

**Table 8.7** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – Aqua IL (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
60484	✓	13.81%	60484	✓	11.89%
60964	--	7.07%	60964	--	6.20%
61065	--	3.92%	61065	--	3.85%
60417	--	2.93%	60940	--	2.94%
60914	--	2.85%	60417	--	2.76%
60449	--	1.98%	60914	--	2.71%
60950	--	1.67%	60950	--	1.80%
60940	--	1.65%	60051	--	1.57%
60051	--	1.20%	60449	--	1.37%
60068	--	0.99%	60060	--	1.04%
60174	--	0.92%	60174	--	0.92%
60016	✓	0.83%	60016	✓	0.79%
60025	--	0.59%	60068	--	0.58%
60047	--	0.47%	60047	--	0.33%
60135	--	0.37%	60025	--	0.32%
60714	--	0.33%	60468	--	0.31%
60468	--	0.29%	60135	--	0.27%
60060	--	0.16%	60443	--	0.21%
60901	✓	0.01%	61832	✓	0.05%
			60901	✓	0.01%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #19 for Aqua IL sewer residential customers listed in Table 8.7 above are shown in the map below.

<sup>3</sup> In 2022, Aqua IL had only 19 zip codes with more than 100 sewer residential customers.

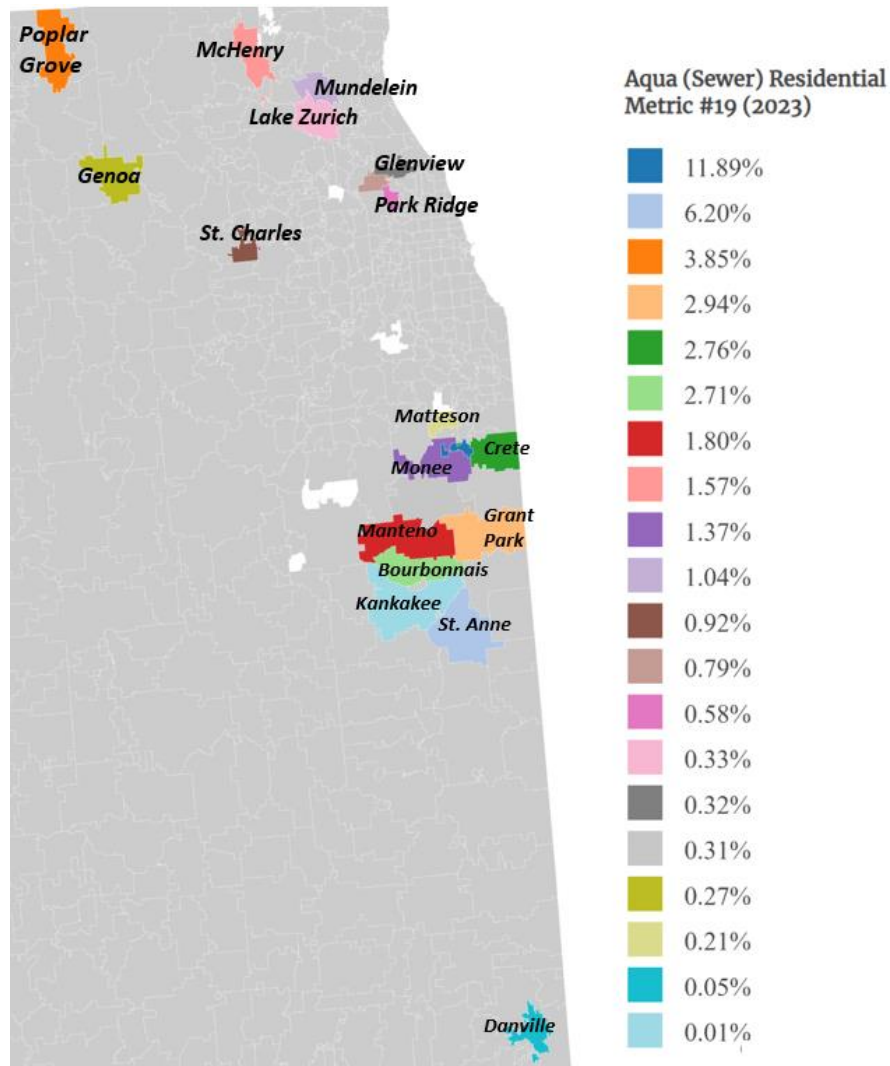


Table 8.8 below shows the 19 Aqua IL sewer residential zip codes' **average dollar amount of customer accounts that are past due over 30 days under a DPA** (Metric #20) in **2022** ranged from a high of \$1,592 (60449 – Monee) to a low of \$61 (60714 – Niles). The average number of sewer residential customer accounts per zip code in these 19 zip codes in 2022 was 1,523.

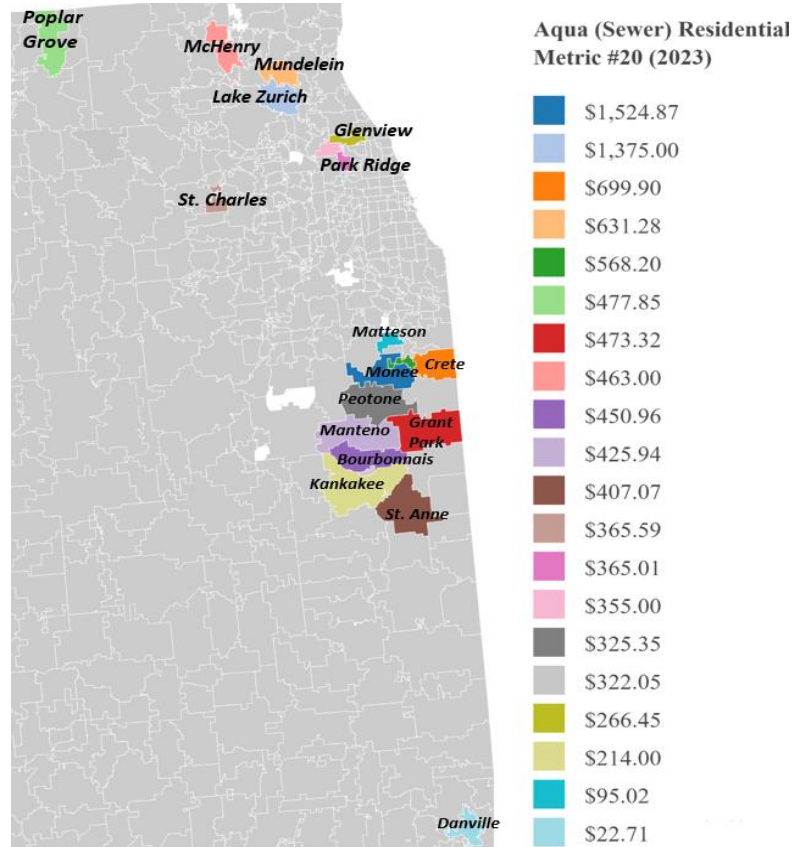
In **2023**, Metric #20 ranged from a high of \$1,525 (60449 – Monee) to a low of \$23 (61832 – Danville). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2023 was 1,491.

**Table 8.8** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – Aqua IL (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
60449	--	\$ 1,591.53	60449	✓	\$ 1,524.87
60047	--	\$ 1,566.49	60047	--	\$ 1,375.00
60901	✓	\$ 885.41	60417	--	\$ 699.90
60484	✓	\$ 664.98	60060	--	\$ 631.28
60174	--	\$ 655.45	60484	✓	\$ 568.20
60417	--	\$ 647.64	61065	--	\$ 477.85
60068	--	\$ 627.77	60940	--	\$ 473.32
60940	--	\$ 594.20	60051	--	\$ 463.00
61065	--	\$ 528.24	60914	--	\$ 450.96
60025	--	\$ 511.48	60950	--	\$ 425.94
60468	--	\$ 503.59	60964	--	\$ 407.07
60950	--	\$ 493.78	60174	--	\$ 365.59
60914	--	\$ 475.07	60068	--	\$ 365.01
60016	✓	\$ 418.17	60016	✓	\$ 355.00
60964	--	\$ 411.16	60468	--	\$ 325.35
60051	--	\$ 389.36	60135	--	\$ 322.05
60135	--	\$ 352.80	60025	--	\$ 266.45
60060	--	\$ 65.38	60901	✓	\$ 214.00
60714	--	\$ 61.49	60443	--	\$ 95.02
			61832	✓	\$ 22.71

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #20 for Aqua IL sewer residential customers listed in Table 8.8 above are shown in the map below.



IL American Water’s (IAWC) sewer data consist of 10 months in 2022 and 12 months in 2023 for 175 zip codes in 2022 and 179 zip codes in 2023. Residential low-income customer data is not reported. Table 8.9 below shows the top 20 IAWC sewer residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 4.7% (60440 – Bolingbrook) to a low of 1.2% (60467 – Orland Park). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,706.

In **2023**, Metric #19 ranged from a high 5.1% (60543 – Oswego) to a low of 1.3% (62035 – Godfrey). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,873.

**Table 8.9** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – IAWC (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
60440	--	4.66%	60543	--	5.10%
60543	--	4.59%	62982	--	4.99%
60126	--	4.27%	60440	--	4.49%
62002	✓	4.04%	62002	✓	4.39%
60448	--	3.53%	62040	--	3.58%
62040	--	3.15%	60126	--	3.57%
61533	--	2.53%	60448	--	3.25%
61843	--	2.42%	62058	--	2.77%
60487	--	2.28%	61956	--	2.64%
60490	--	2.15%	61843	--	2.57%
60450	--	2.08%	61533	--	2.42%
60070	--	1.85%	60487	--	2.26%
62982	--	1.80%	60490	--	2.14%
62052	--	1.71%	60450	--	1.98%
62221	--	1.64%	60012	--	1.96%
60012	--	1.45%	62052	--	1.82%
60148	--	1.44%	62269	--	1.81%
62058	--	1.44%	62221	--	1.59%
60631	--	1.31%	62548	--	1.30%
60467	--	1.24%	62035	--	1.29%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #19 for IAWC sewer residential customers listed in Table 8.3 above are shown in the map below.

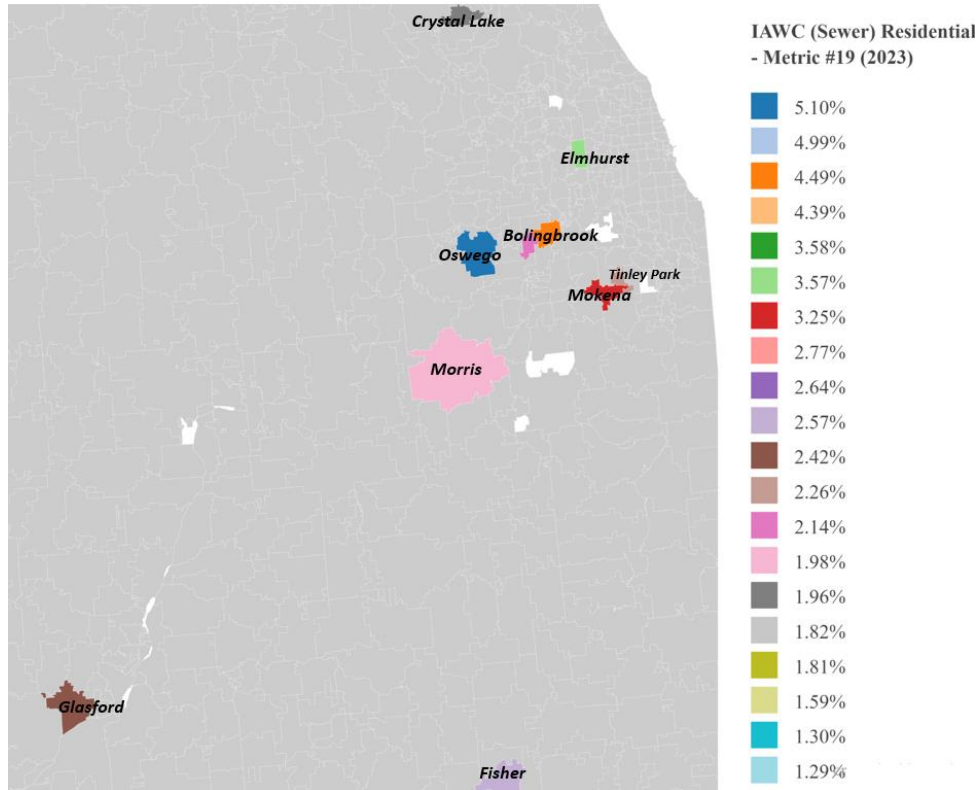


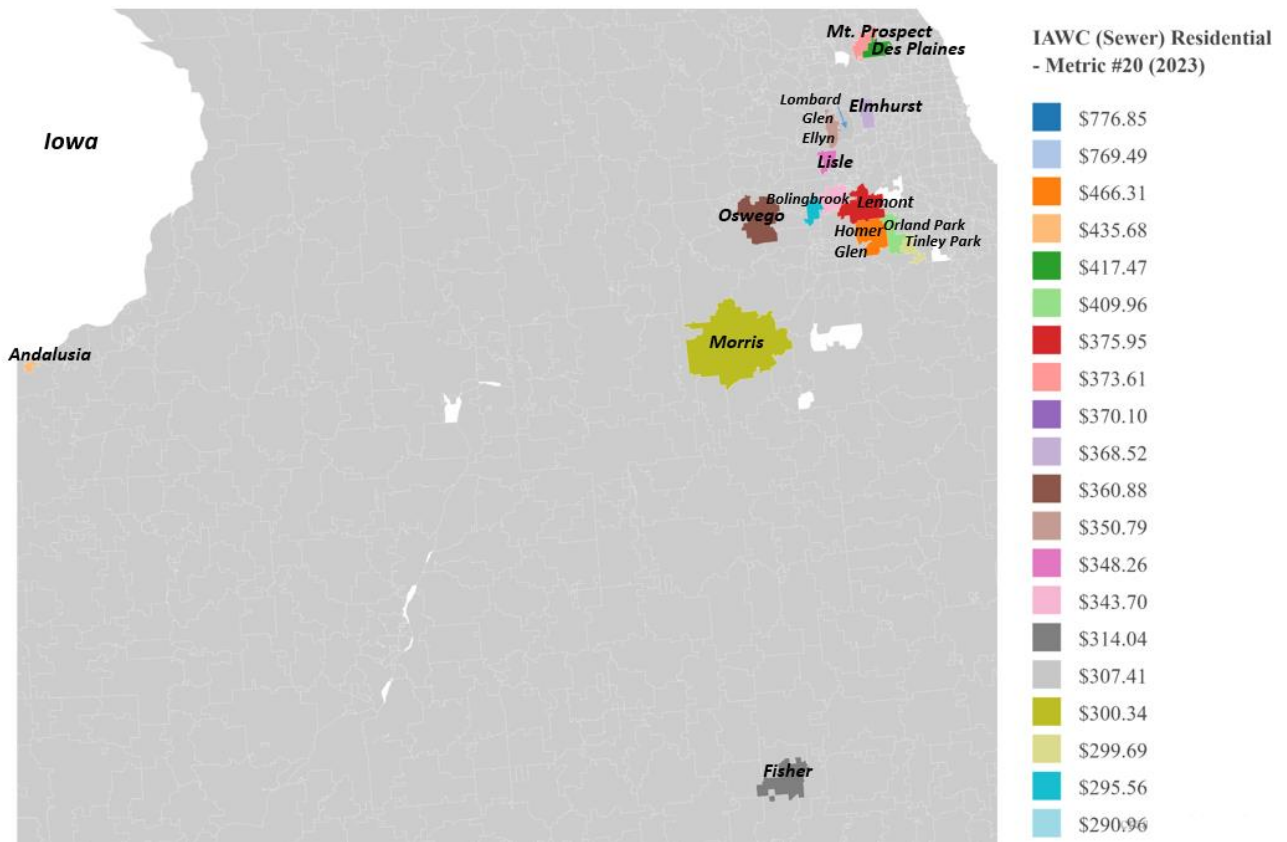
Table 8.10 below shows IAWC sewer residential zip codes with the top 20 highest average dollar amount of customer accounts that are past due over 30 days under a DPA (Metric #20) in 2022 ranged from \$549 (60126 – Elmhurst) to \$220 (60448 – Mokena). In 2023, Metric #20 ranged from \$777 (62982 – Rosiclare) to \$291 (62002 – Alton). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 were respectively 2,174 and 2,631.

**Table 8.10** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – IAWC (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
60126	--	\$ 549.17	62982	--	\$ 776.85
60439	--	\$ 387.99	62012	--	\$ 769.49
60491	--	\$ 367.95	60491	--	\$ 466.31
60450	--	\$ 355.89	61232	--	\$ 435.68
60532	--	\$ 347.88	60016	✓	\$ 417.47
61232	--	\$ 344.47	60467	--	\$ 409.96
60056	--	\$ 341.42	60439	--	\$ 375.95
60137	--	\$ 311.03	60056	--	\$ 373.61
60012	--	\$ 307.50	62047	--	\$ 370.10
60440	--	\$ 301.11	60126	--	\$ 368.52
60631	--	\$ 288.40	60543	--	\$ 360.88
60016	✓	\$ 281.15	60137	--	\$ 350.79
60490	--	\$ 280.05	60532	--	\$ 348.26
60148	--	\$ 274.30	60440	--	\$ 343.70
60543	--	\$ 267.63	61843	--	\$ 314.04
61843	--	\$ 253.69	60148	--	\$ 307.41
60467	--	\$ 250.02	60450	--	\$ 300.34
60487	--	\$ 240.47	60487	--	\$ 299.69
61571	--	\$ 227.28	60490	--	\$ 295.56
60448	--	\$ 219.68	62002	✓	\$ 290.96



A visual representation of the top 20 zip codes in 2023 for Metric #20 for IAWC sewer residential customers listed in Table 8.10 above are shown in the map below.



Prairie Path Water’s (PPWC) sewer data consist of 10 months in 2022 and 12 months in 2023 for nine zip codes in 2022 and 10 zip codes in 2023. Table 8.11 below shows the seven PPWC sewer residential zip codes with **customer accounts that are past due over 30 days under a DPA** (Metric #19) in **2022** ranged from a high of 2.5% (61858 – Oakwood) to a low of 0.09% (60404 – Shorewood).<sup>4</sup> The average number of water residential customer accounts per zip code in 2022 for these seven zip codes was 425. In **2023**, Metric #19 for the top 20 zip codes ranged from a high of 2.3% (61858 – Oakwood) to a low of 0.04% (60404 – Shorewood). The average number of sewer residential customer accounts per zip code in these seven zip codes in 2023 was 426.

PPWC’s low income residential customers are those with incomes below the federal poverty line and who opted into the utility’s low-income tariff rate. In 2022 and 2023, there were no zip codes with more than 100 sewer residential low-income customer accounts. Further, in 2022, none of the zip codes had a sewer residential low income **customer account past due over 30 days under a DPA**. In 2023, only one zip code with an average three sewer residential low-income customers had a non-zero result for Metric #19.

<sup>4</sup> In 2022 and 2023, PPWC had only seven zip codes with more than 100 sewer residential customers for Metric 19.

**Table 8.11** Average Percentage of Customer Accounts Past Due Over 30 Days Under a DPA – PPWC (Sewer) – Top Zip Codes for Residential Customers

Zip Code	EIEC	Metric #19 2022 Residential	Zip Code	EIEC	Metric #19 2023 Residential
61858	--	2.50%	61858	--	2.25%
60002	--	1.69%	60002	--	1.45%
60175	--	1.17%	60175	--	1.00%
61088	--	0.60%	61088	--	0.65%
61032	✓	0.22%	61525	--	0.56%
61525	--	0.22%	61032	✓	0.28%
60404	--	0.09%	60404	--	0.04%

EIEC – Equity Investment Eligible Community

A visual representation of the top zip codes in 2023 for Metric #19 for PPWC sewer residential customers listed in Table 8.11 above are shown in the map below.

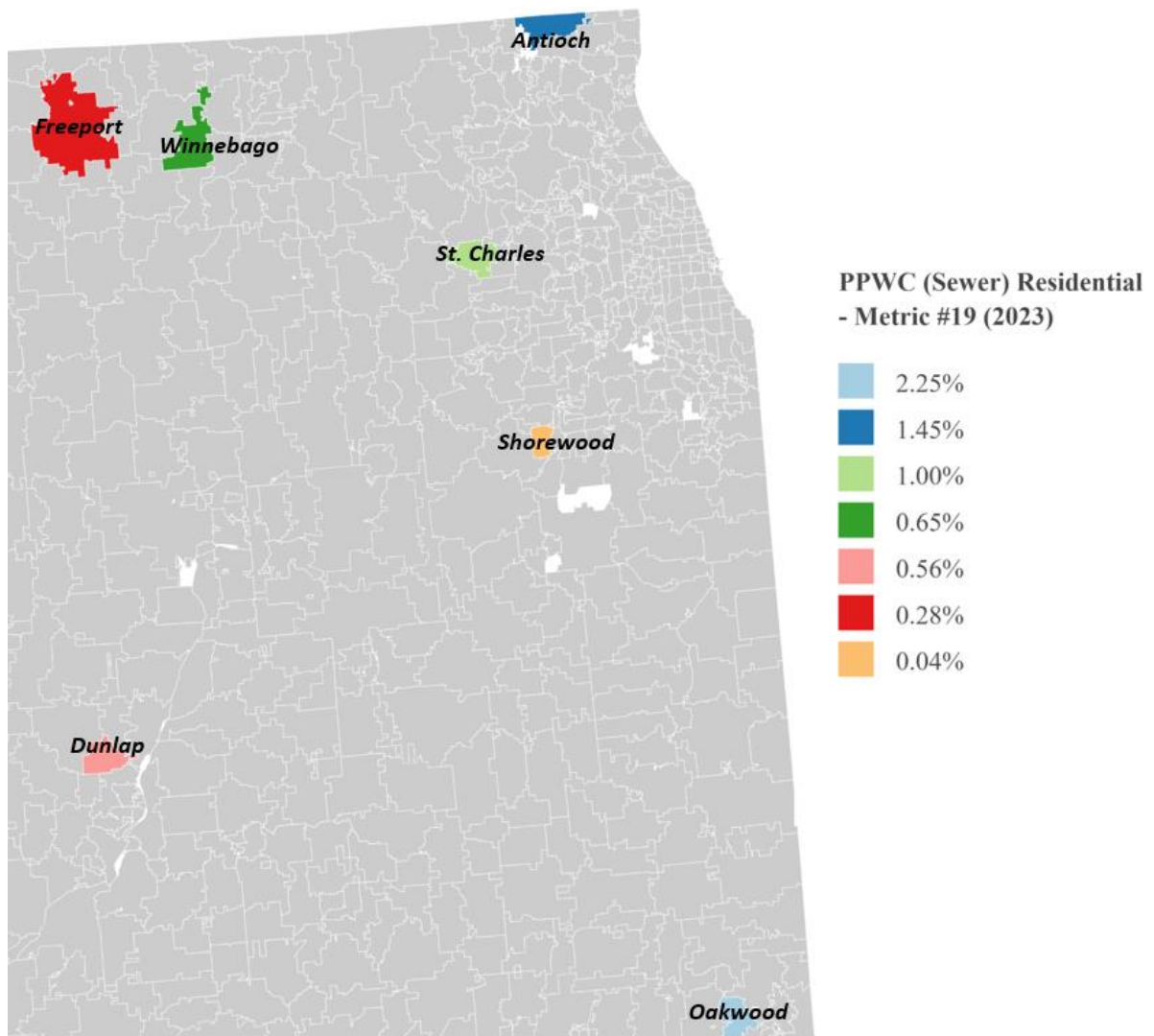


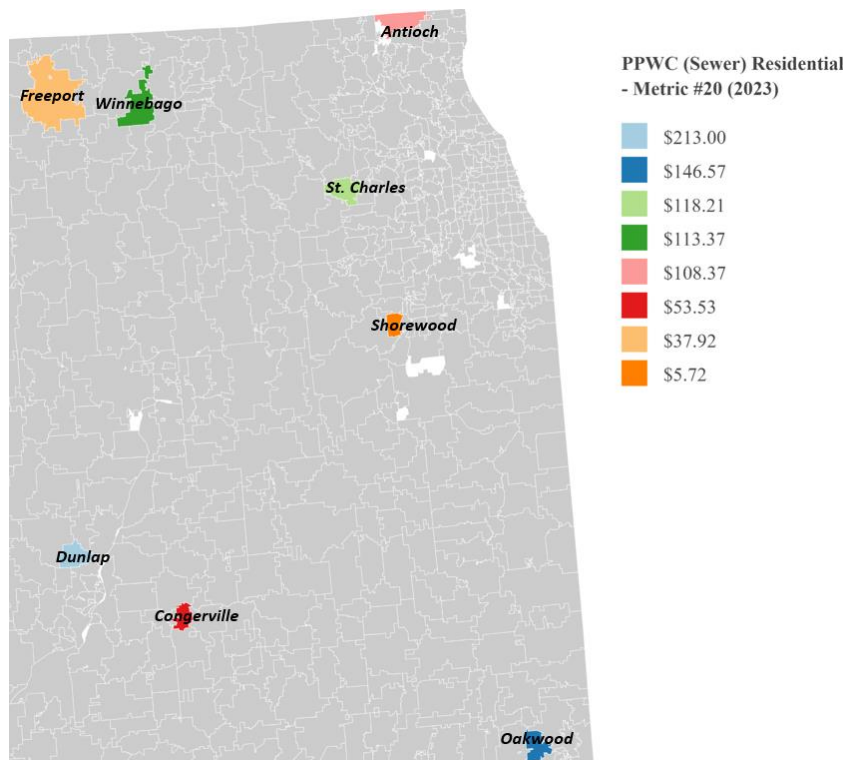
Table 8.12 below shows PPWC sewer residential zip codes' average dollar amount of customer accounts that are past due over 30 days under a DPA (Metric #20) in 2022 ranged from a high of \$174 (61858 – Oakwood) to a low of \$14 (60404 – Shorewood).<sup>5</sup> In 2023, Metric #20 ranged from \$213 (61525 – Dunlap) to \$6 (60404 – Shorewood). The average number of sewer residential customer accounts per zip code in the top zip codes in 2022 and 2023 were respectively 425 and 381.

**Table 8.12** Average Dollar Amount of Customer Accounts Past Due Over 30 Days Under a DPA – PPWC (Sewer) - Top Zip Codes for Residential Customers

Zip Code	EIEC	Metric #20 2022 Residential	Zip Code	EIEC	Metric #20 2023 Residential
61858	--	\$ 174.46	61525	--	\$ 213.00
60002	--	\$ 130.00	61858	--	\$ 146.57
61088	--	\$ 127.28	60175	--	\$ 118.21
60175	--	\$ 113.59	61088	--	\$ 113.37
61525	--	\$ 97.41	60002	--	\$ 108.37
61032	✓	\$ 36.64	61729	--	\$ 53.53
60404	--	\$ 13.57	61032	✓	\$ 37.92
			60404	--	\$ 5.72

EIEC – Equity Investment Eligible Community

A visual representation of the eight zip codes in 2023 for Metric #20 for PPWC sewer residential customers listed in Table 8.12 above are shown in the map below.



<sup>5</sup> For Metric 20, PPWC respectively had seven and eight zip codes with more than 100 sewer residential customers in 2022 and 2023.

**ACCOUNTS & DOLLAR VOLUMES > 30 DAYS PAST DUE , NO DPA (METRIC #21 - #22)**

**ELECTRIC—AMEREN IL AND COMED**

Ameren IL’s electric data consist of 7 months in 2022 and 12 months in 2023 for 888 zip codes. Table 9.1 shows the top 20 Ameren IL electric residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 29.4% (61605 – Peoria) to a low of 12.5% (61832 – Danville). The average number of electric residential customers per zip code in the top 20 zip codes in 2022 was 2,434. In **2023**, Metric #21 ranged from a high of 30.2% (62090 – Venice) to a low of 13.1% (61832 – Danville). The average number of electric residential customers per zip code in the top 20 zip codes in 2023 was 2,430.

For electric residential low-income customers, the top 20 Ameren IL zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 60.5% (61603 – Peoria) to a low of 36.4% (61822 – Champaign). The average number of electric residential low-income customers per zip code in the top 20 zip codes in 2022 was 780. In **2023**, it ranged from 50% (62090 – Venice) to 32.2% (62018 – Cottage Hills). The average number of electric residential customers per zip code in the top 20 zip codes in 2023 was 780.

**Table 9.1** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – Ameren IL (Electric) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl Low Income	Zip Code	EIEC	Metric #21 2023 Resl Low Income
61605	✓	29.42%	62090	✓	30.20%	61603	✓	60.49%	62090	✓	49.98%
62090	✓	28.21%	61605	✓	24.60%	61605	✓	59.98%	61705	--	42.68%
62059	✓	21.79%	62059	✓	24.50%	61606	✓	55.42%	61603	✓	41.55%
61603	✓	20.43%	62225	--	20.58%	61607	--	54.42%	61605	✓	40.57%
62060	✓	19.68%	62060	✓	20.21%	61616	--	53.98%	61607	--	40.21%
61866	--	19.59%	62204	✓	19.00%	61604	✓	53.18%	62060	✓	39.84%
60949	--	18.54%	62206	✓	18.86%	62090	✓	51.74%	61833	✓	38.92%
62205	✓	17.07%	62207	✓	18.50%	61523	--	48.02%	61704	--	37.64%
62204	✓	16.93%	62205	✓	18.06%	61614	✓	47.50%	62702	✓	36.65%
62207	✓	16.38%	61603	✓	17.51%	61820	✓	45.84%	61832	✓	36.64%
62523	✓	16.37%	60949	--	16.86%	62060	✓	42.13%	61606	✓	35.17%
62703	✓	15.73%	62703	✓	16.74%	61615	--	40.61%	61846	✓	34.22%
62206	✓	15.59%	61866	✓	16.59%	61802	--	40.46%	61801	--	33.86%
62093	--	14.66%	62203	✓	16.05%	61801	--	40.02%	61616	--	33.85%
62203	✓	13.59%	62523	✓	14.95%	61821	--	39.68%	61604	✓	33.71%
61315	--	13.17%	61315	--	14.23%	62690	--	38.17%	61820	✓	33.43%
62702	✓	12.86%	62702	✓	13.76%	61874	--	37.59%	61701	✓	32.68%
62849	--	12.69%	62849	--	13.68%	61832	✓	37.24%	61802	--	32.63%
62086	--	12.54%	62572	--	13.36%	62009	--	36.42%	62095	--	32.61%
61832	✓	12.53%	61832	✓	13.12%	61822	--	36.37%	62018	✓	32.17%

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #21 for the electric residential (left) and residential low-income customers (right) listed in Table 9.1 above are shown in the maps below.

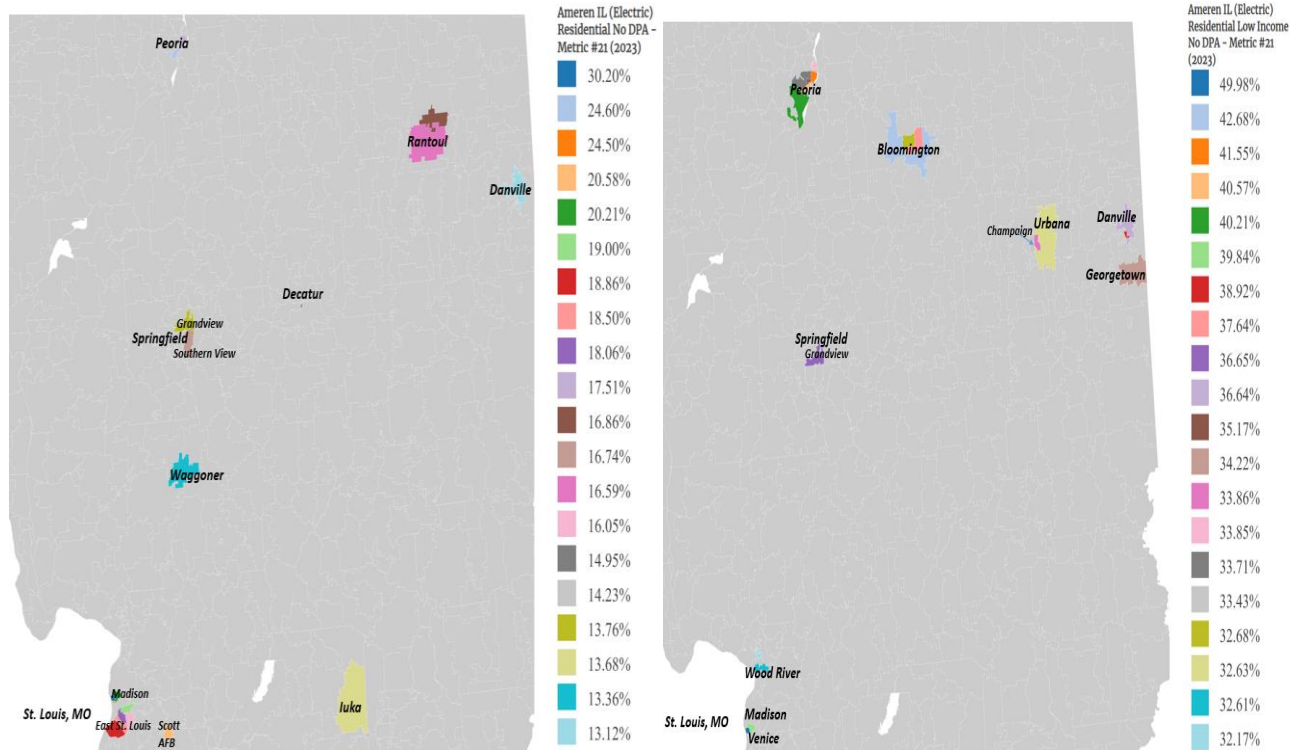


Table 9.2 below shows the top 20 Ameren IL electric residential zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$1,780 (62015 – Butler) to a low of \$493 (62953 – Joppa). The average number of residential customers per zip code in the top 20 zip codes in 2022 was 220. In **2023**, Metric #22 ranged from a high of \$1,927 (62015 – Butler) to a low of \$589 (62849 – Iuka). The average number of residential customers per zip code in the top 20 zip codes in 2023 was 232.

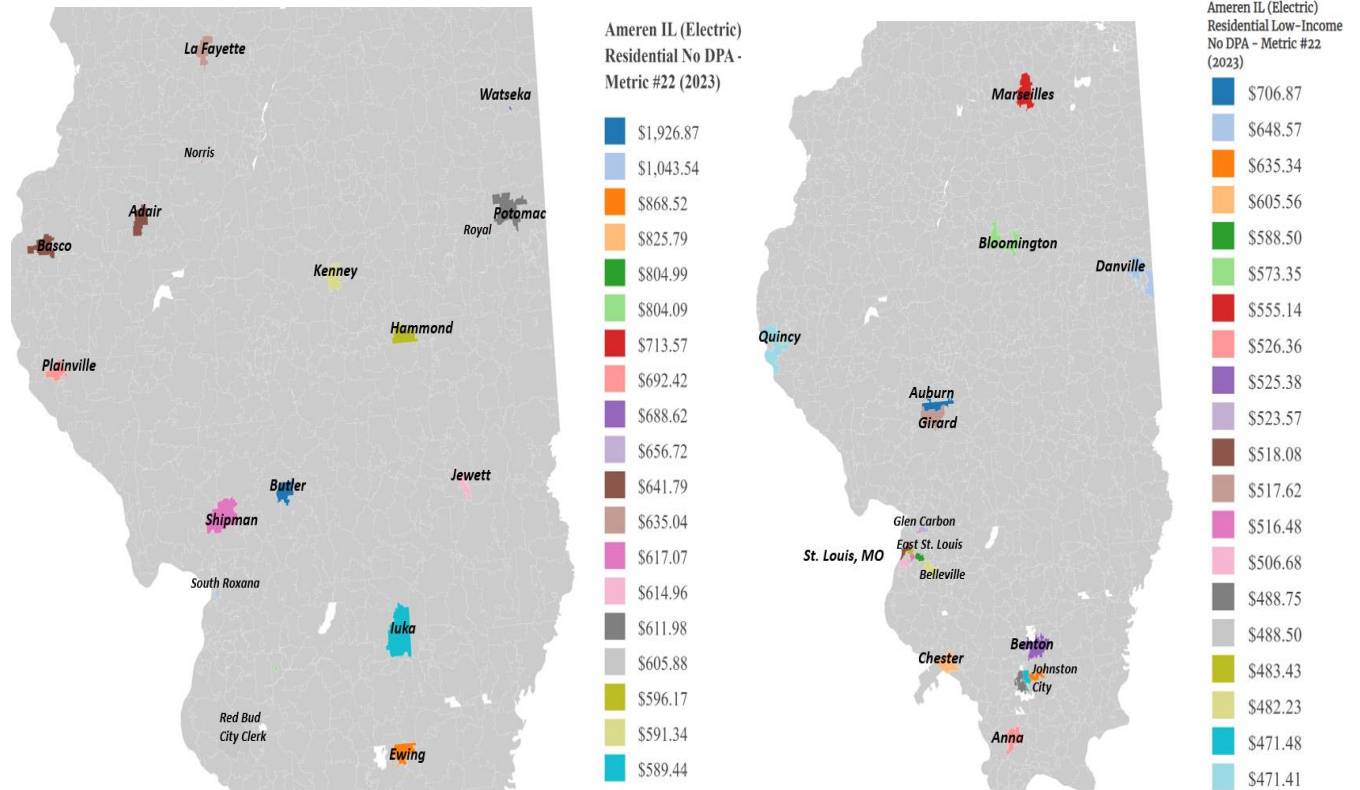
For the subset of electric residential low-income customers, the top 20 Ameren IL zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$499 (62233 – Chester) to a low of \$346 (61856 – Monticello). The average number of residential low income customers per zip code in the top 20 zip codes in 2022 was 454. In **2023**, Metric #22 ranged from a high of \$707 (62690 – Virden) to a low of \$471 (62305 – Quincy). The average number of residential low income customers per zip code in the top 20 zip codes in 2023 was 278.

**Table 9.2** Average Dollar Amount of Customer Accounts Past Due Over 30 Days No DPA – Ameren IL (Electric) – Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential	Zip Code	EIEC	Metric #22 2022 Resl Low Income	Zip Code	EIEC	Metric #22 2023 Resl Low Income
62015	--	\$ 1,779.91	62015	--	\$ 1,926.87	62233	--	\$ 498.95	62690	--	\$ 706.87
61553	--	\$ 1,603.35	62087	✓	\$ 1,043.54	61834	✓	\$ 498.79	61834	✓	\$ 648.57
62461	--	\$ 1,012.12	62836	--	\$ 868.52	61607	--	\$ 434.90	62951	--	\$ 635.34
62268	--	\$ 839.40	62953	--	\$ 825.79	61603	✓	\$ 434.17	62233	--	\$ 605.56
62087	✓	\$ 824.83	61871	--	\$ 804.99	62033	--	\$ 423.05	62208	--	\$ 588.50
62266	--	\$ 712.20	62266	--	\$ 804.09	61523	--	\$ 420.74	61705	--	\$ 573.35
61340	--	\$ 657.33	61553	--	\$ 713.57	61606	✓	\$ 419.64	61341	--	\$ 555.14
61526	--	\$ 629.79	62365	--	\$ 692.42	62690	--	\$ 412.21	62906	--	\$ 526.36
62465	--	\$ 629.67	60974	--	\$ 688.62	62232	--	\$ 411.40	62812	--	\$ 525.38
62836	--	\$ 628.61	62841	--	\$ 656.72	61615	--	\$ 407.22	62034	--	\$ 523.57
61359	--	\$ 586.26	61411	--	\$ 641.79	61604	✓	\$ 406.73	62201	✓	\$ 518.08
62849	--	\$ 558.65	62313	--	\$ 641.79	62353	--	\$ 404.88	62640	--	\$ 517.62
62518	--	\$ 544.28	61449	--	\$ 635.04	61605	✓	\$ 400.83	62203	✓	\$ 516.48
62807	--	\$ 530.94	62685	--	\$ 617.07	62959	✓	\$ 395.79	62206	✓	\$ 506.68
62365	--	\$ 529.79	62436	--	\$ 614.96	62832	--	\$ 391.80	62918	✓	\$ 488.75
62460	--	\$ 515.78	61865	--	\$ 611.98	61614	✓	\$ 383.18	62207	✓	\$ 488.50
62555	--	\$ 508.27	62278	--	\$ 605.88	62208	--	\$ 357.44	62204	✓	\$ 483.43
62629	--	\$ 497.42	61929	--	\$ 596.17	62918	✓	\$ 351.91	62221	--	\$ 482.23
62810	--	\$ 494.00	61749	--	\$ 591.34	62999	✓	\$ 351.18	62948	✓	\$ 471.48
62953	--	\$ 493.31	62849	--	\$ 589.44	61856	--	\$ 346.34	62305	--	\$ 471.41

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #22 for the electric residential (left) and residential low-income customers (right) listed in Table 9.2 above are shown in the maps below.



ComEd’s data consist of 10 months in 2022 and 12 months in 2023 for 567 zip codes. As shown in Table 9.3, the top 20 ComEd electric residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 24.8% (60624 – Chicago) to a low of 17.2% (61103 – Rockford). The average number of residential customers per zip code in the top 20 zip codes in 2022 was 14,800. In **2023**, Metric #21 ranged from a high of 25.1% (60644 – Chicago) to 17.5% (60064 – N. Chicago). The average number of residential customers per zip code in the top 20 zip codes in 2023 was 14,184.

For the subset of electric residential low-income customers, the top 20 ComEd zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 35.1% (60914 – Bourbonnais) to a low of 26.7% (60623 – Chicago). The average number of residential low-income customers per zip code in the top 20 zip codes in 2022 was 1,117. In **2023**, Metric #21 ranged from a high of 36.6% (60064 – N. Chicago) to 29.8% (60901 – Kankakee). The average number of residential customers per zip code in the top 20 zip codes in 2023 was 1,229.

**Table 9.3** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – ComEd - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl Low Income	Zip Code	EIEC	Metric #21 2023 Resl Low Income
60624	✓	24.80%	60644	✓	25.13%	60914	--	35.10%	60064	✓	36.64%
60644	✓	24.43%	60624	✓	25.03%	60901	✓	32.64%	61101	✓	36.38%
60653	✓	22.51%	60653	✓	23.13%	61101	✓	31.86%	60914	--	35.31%
60621	✓	22.42%	60621	✓	23.02%	61103	✓	30.60%	61102	--	34.61%
60484	✓	21.08%	60484	✓	22.91%	60115	✓	30.39%	61103	✓	33.51%
61101	✓	20.36%	60472	✓	22.39%	61102	--	29.59%	60466	✓	33.36%
60649	✓	20.10%	60466	✓	20.62%	61109	--	29.42%	60624	✓	32.93%
60944	✓	19.80%	61101	✓	20.38%	61104	✓	29.22%	60475	--	32.82%
60472	✓	19.66%	60649	✓	20.36%	60527	✓	28.97%	60087	--	32.77%
60636	✓	19.56%	61102	--	19.84%	60064	✓	28.43%	60115	✓	32.72%
60466	✓	19.45%	60628	✓	19.64%	60466	✓	28.22%	60521	--	32.68%
60623	✓	19.36%	60636	✓	19.49%	60521	--	28.11%	60644	✓	31.78%
60637	✓	19.17%	60637	✓	19.41%	60624	✓	27.89%	60417	--	31.46%
60628	✓	19.15%	60827	✓	19.08%	60432	✓	27.40%	61104	✓	31.44%
61104	✓	19.00%	60623	✓	19.02%	60475	--	27.37%	60623	✓	31.30%
61102	--	18.72%	61104	✓	18.06%	60436	✓	27.24%	61109	--	30.81%
60827	✓	18.68%	60651	✓	18.03%	60915	--	27.21%	60085	✓	30.72%
60619	✓	18.34%	60619	✓	17.99%	60087	--	27.18%	60411	✓	29.96%
60620	✓	17.59%	60944	✓	17.79%	60644	✓	27.12%	60527	✓	29.85%
61103	✓	17.19%	60064	✓	17.45%	60623	✓	26.72%	60901	✓	29.80%

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #21 for the electric residential (top) and residential low-income customers (bottom) listed in Table 9.3 above are shown in the maps below.

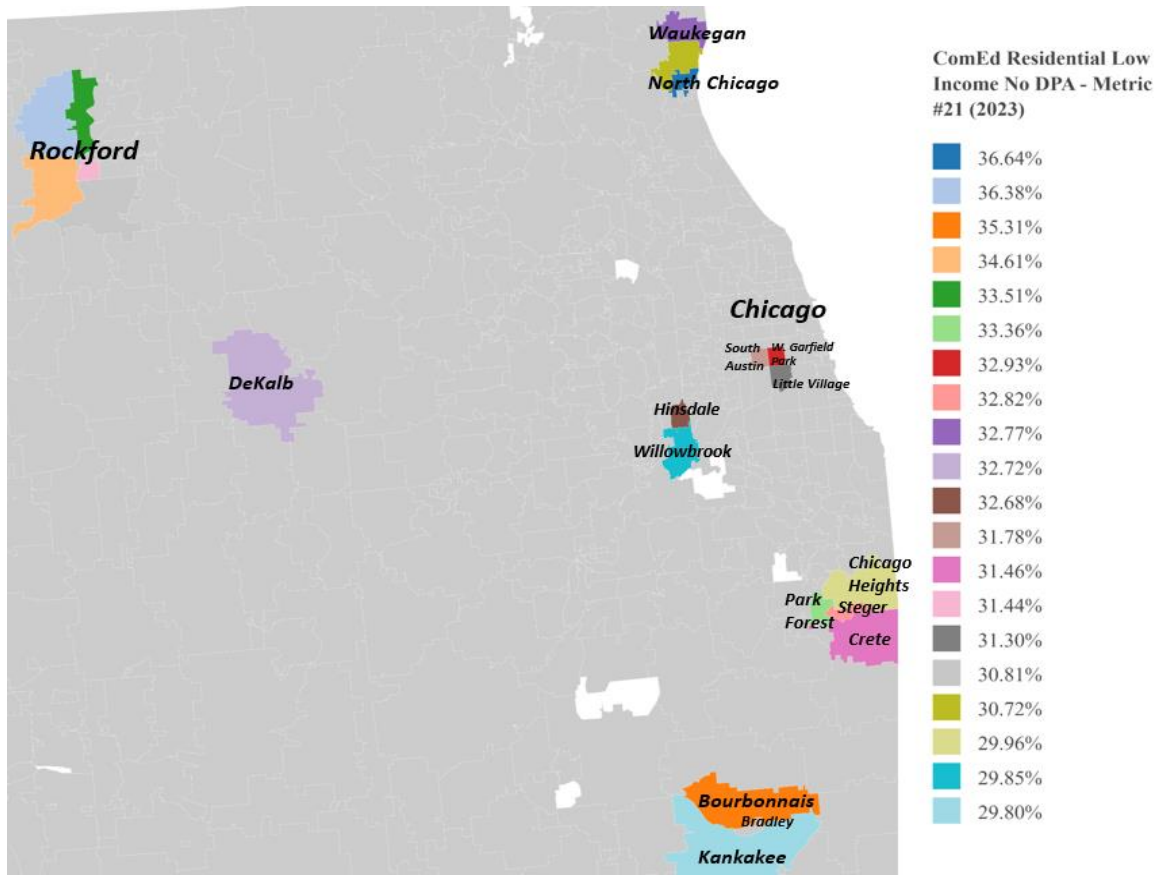
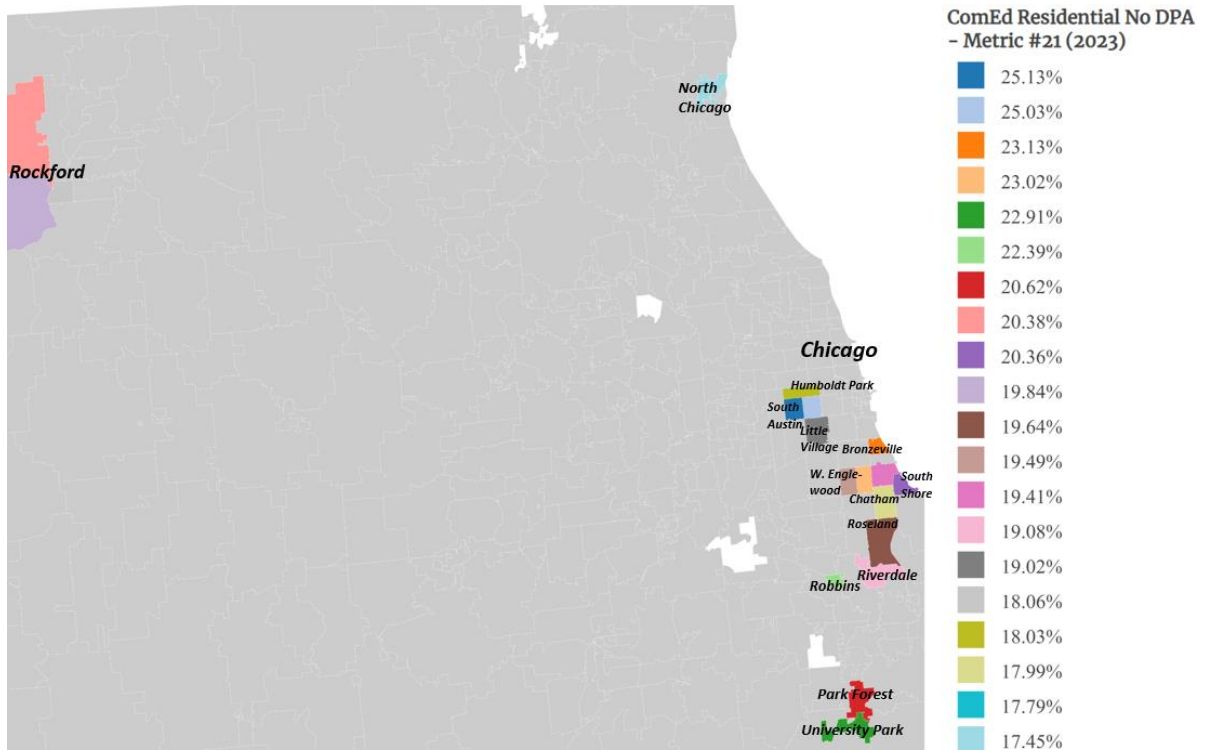




Table 9.4 shows the top 20 ComEd electric residential zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$1,654 (61321 – Dana) to a low of \$611 (60072 – Ringwood). The average number of electric residential customers per zip code in the top 20 zip codes in 2022 was 876. In **2023**, Metric #22 ranged from a high of \$1,449 (61378 – West Brooklyn) to a low of \$585 (60511 – Big Rock). The average number of electric residential customers per zip code in the top 20 zip codes in 2023 was 949.

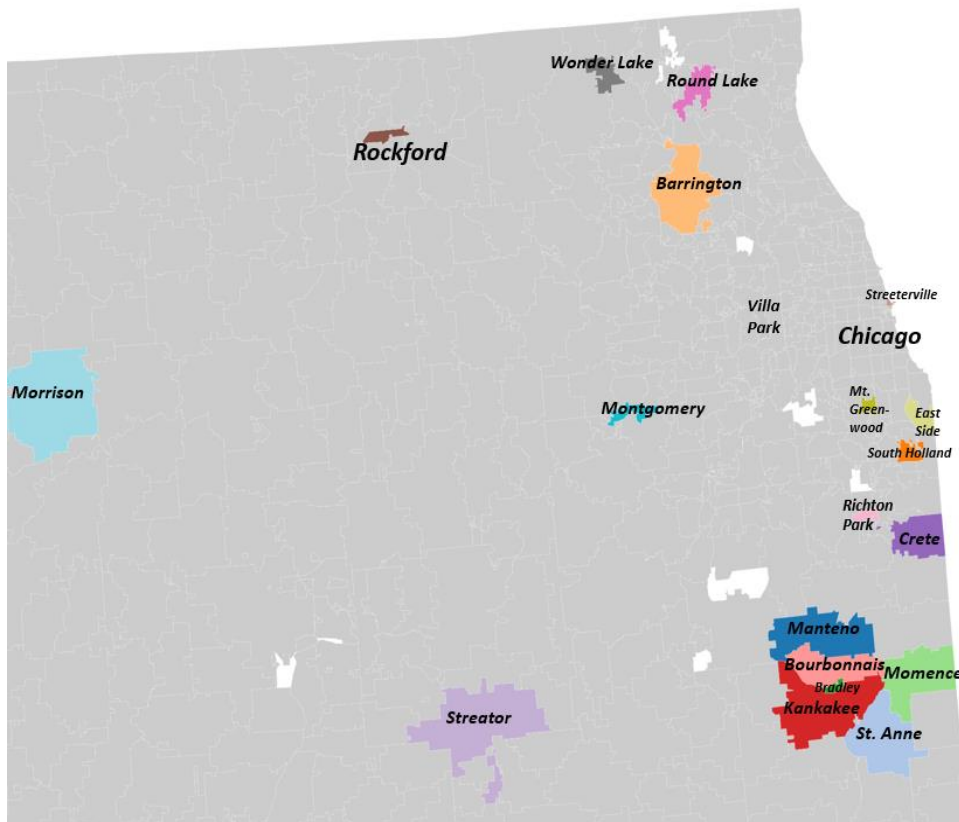
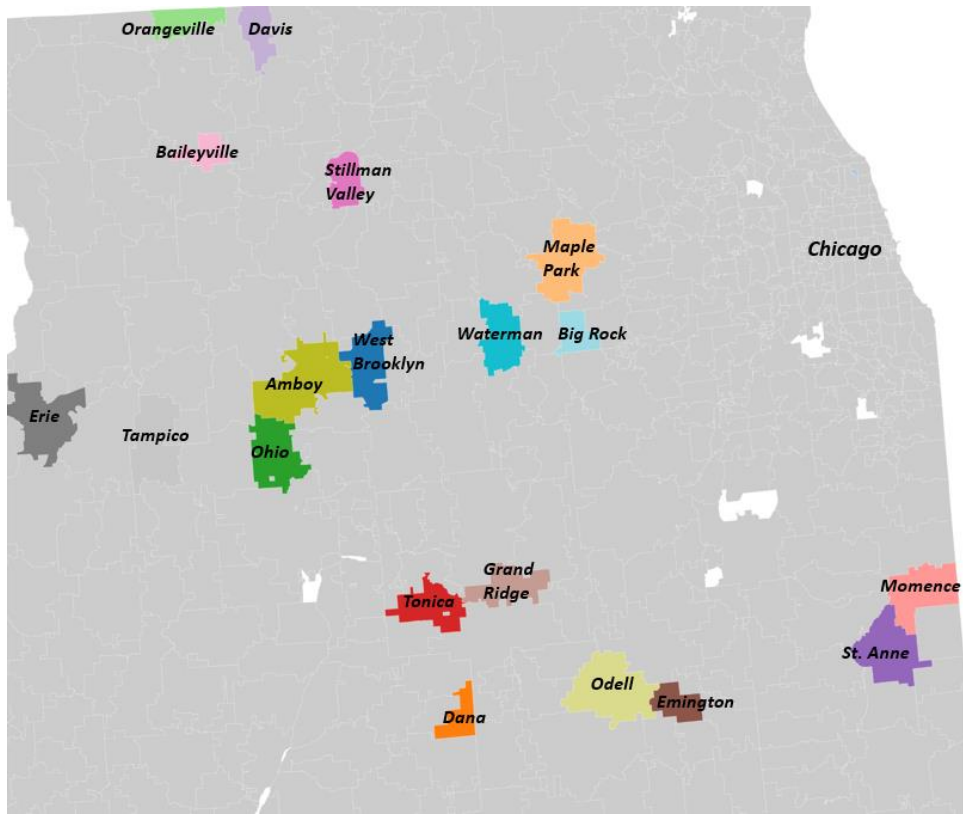
For the subset of electric residential low-income customers, the top 20 ComEd zip codes with the **highest average dollar volume of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$586 (60010 – Barrington) to a low of \$405 (61270 – Morrison). The average number of electric residential low income customers per zip code in the top 20 zip codes in 2022 was 241. In **2023**, Metric #22 ranged from a high of \$692 (60950 – Manteno) to a low of \$441 (61270 – Morrison). The average number of electric residential low income customers per zip code in the top 20 zip codes in 2022 was 364.

**Table 9.4** Average Dollar Amount of Customer Accounts Past Due Over 30 Days No DPA – ComEd - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential	Zip Code	EIEC	Metric #22 2022 Resl Low Income	Zip Code	EIEC	Metric #22 2023 Resl Low Income
61321	--	\$ 1,653.90	61378	✓	\$ 1,449.02	60010	--	\$ 585.80	60950	--	\$ 691.75
60944	✓	\$ 1,556.33	60203	--	\$ 1,322.30	60950	--	\$ 577.10	60964	--	\$ 555.98
60134	--	\$ 1,473.55	61321	--	\$ 1,256.59	61073	--	\$ 564.33	60473	✓	\$ 554.87
61739	--	\$ 1,439.00	60151	--	\$ 1,224.35	60964	--	\$ 563.81	60010	--	\$ 537.28
61349	--	\$ 1,194.88	61349	--	\$ 1,090.66	60481	--	\$ 532.09	60915	--	\$ 524.28
60203	--	\$ 1,175.70	61060	--	\$ 1,065.62	60068	--	\$ 528.90	60954	--	\$ 522.50
61378	--	\$ 1,159.16	61370	--	\$ 895.16	61310	--	\$ 516.72	60901	✓	\$ 500.59
61019	--	\$ 916.27	60954	--	\$ 878.86	60191	✓	\$ 512.03	60914	✓	\$ 499.35
60964	--	\$ 876.38	60964	--	\$ 873.99	60655	--	\$ 509.15	60417	--	\$ 495.60
60954	--	\$ 848.88	61019	--	\$ 850.05	60914	✓	\$ 502.08	61364	--	\$ 494.80
60934	--	\$ 823.06	60934	--	\$ 797.99	60152	--	\$ 467.59	61114	--	\$ 480.12
60541	--	\$ 819.07	61325	--	\$ 743.07	60954	--	\$ 466.09	60611	--	\$ 476.64
61230	--	\$ 811.64	61084	--	\$ 666.39	60417	--	\$ 463.79	60073	--	\$ 472.64
61325	--	\$ 749.12	61007	--	\$ 609.86	60901	✓	\$ 446.75	60471	--	\$ 471.89
61243	--	\$ 680.25	61250	--	\$ 605.42	60646	✓	\$ 424.08	60097	--	\$ 469.55
61060	--	\$ 673.88	61283	--	\$ 595.95	60473	✓	\$ 418.89	60181	--	\$ 468.92
61012	--	\$ 672.94	61310	--	\$ 593.72	60611	--	\$ 411.85	60655	--	\$ 452.19
60151	--	\$ 663.62	60460	--	\$ 591.38	61061	--	\$ 411.22	60633	✓	\$ 447.80
60511	--	\$ 656.68	60556	--	\$ 585.00	61065	--	\$ 410.03	60538	--	\$ 441.62
60072	--	\$ 610.56	60511	--	\$ 581.05	61270	--	\$ 405.21	61270	--	\$ 441.43

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The top 20 zip codes in 2023 for Metric #22 for the electric residential (top) and residential low-income customers (bottom) listed in Table 9.4 above are shown in the maps below.



**GAS – AMEREN IL, NICOR GAS, NORTH SHORE GAS, PEOPLES GAS**

Ameren IL’s gas data consist of 7 months in 2022 and 12 months in 2023 for 634 zip codes. Table 10.1 shows the top 20 Ameren IL gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in 2022 ranged from a high of 27.9% (61605 – Peoria) to a low of 10.7% (61315 - Bureau). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 3,063. In 2023, Metric #21 ranged from a high of 25.7% (62090 – Venice) to a low of 11.2% (62846 – Ina). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,404.

For the subset of gas residential low-income customers, the top 20 Ameren IL zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in 2022 ranged from a high of 57.3% (61603 – Peoria) to a low of 32.8% (62704 – Springfield). The average number of gas residential low-income customer accounts in the top 20 zip codes per zip code in 2022 was 668. In 2023, Metric #21 ranged from a high of 39.3% (61603 – Peoria) to a low of 28.8% (61523 – Chillicothe). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 607.

**Table 10.1** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – Ameren IL (Gas) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl. Low Income	Zip Code	EIEC	Metric #21 2023 Resl. Low Income
61605	✓	27.88%	62090	✓	25.72%	61603	✓	57.32%	61603	✓	39.34%
62090	✓	24.67%	61605	✓	23.43%	61605	✓	55.06%	61833	✓	38.50%
62523	✓	21.76%	62059	✓	23.42%	61606	✓	52.77%	61607	--	36.84%
62059	✓	20.36%	62523	✓	21.81%	61616	--	50.48%	61605	✓	36.33%
61603	✓	20.09%	62225	--	19.19%	61607	--	50.24%	62060	✓	35.84%
62060	✓	17.68%	62204	✓	18.36%	61604	✓	50.22%	61832	✓	34.84%
62204	✓	16.01%	62206	✓	18.27%	61615	--	47.32%	61846	✓	33.87%
62205	✓	15.69%	62060	✓	18.00%	61523	--	44.25%	61606	✓	32.96%
62201	✓	15.32%	61603	✓	17.19%	61820	✓	42.49%	62002	✓	32.88%
62206	✓	14.91%	62205	✓	16.74%	61614	✓	42.40%	61801	--	32.61%
62207	✓	14.08%	62207	✓	16.43%	62060	✓	39.14%	61616	--	31.49%
62093	--	13.99%	62201	✓	15.29%	61821	--	38.32%	61802	--	31.18%
62086	✓	13.76%	62203	✓	15.08%	61801	--	37.86%	61615	--	31.16%
62203	✓	12.73%	61315	--	12.40%	61802	--	37.69%	62095	--	30.97%
62703	✓	11.71%	61883	--	12.19%	61832	✓	36.46%	61604	✓	30.96%
62051	✓	11.25%	62617	--	11.77%	62009	--	36.12%	61820	✓	30.57%
61604	✓	11.08%	61832	✓	11.62%	62703	✓	34.54%	61443	✓	30.43%
61832	✓	11.02%	62703	✓	11.55%	62069	--	33.70%	62018	✓	30.22%
61883	--	10.82%	62093	--	11.29%	61953	--	32.97%	62704	✓	29.59%
61315	--	10.71%	62846	--	11.17%	62704	✓	32.83%	61523	--	28.83%

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The top 20 zip codes in 2023 for Metric #21 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.1 above are shown in the maps below.

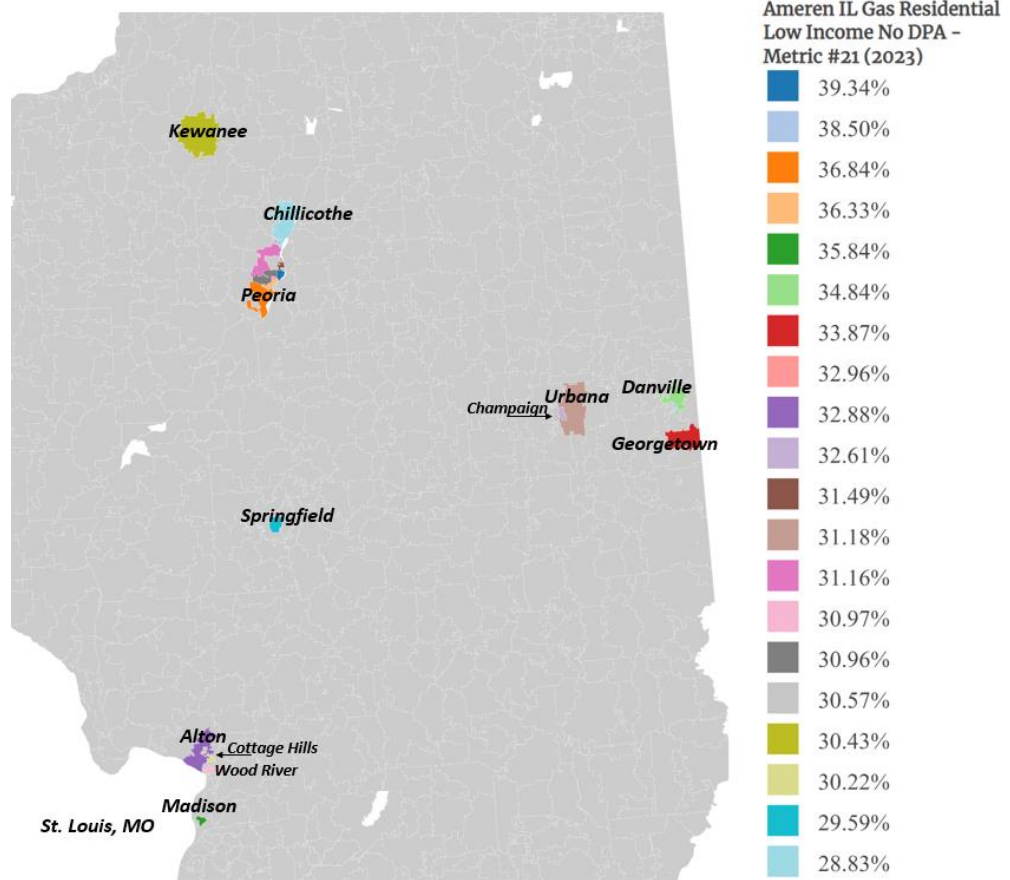
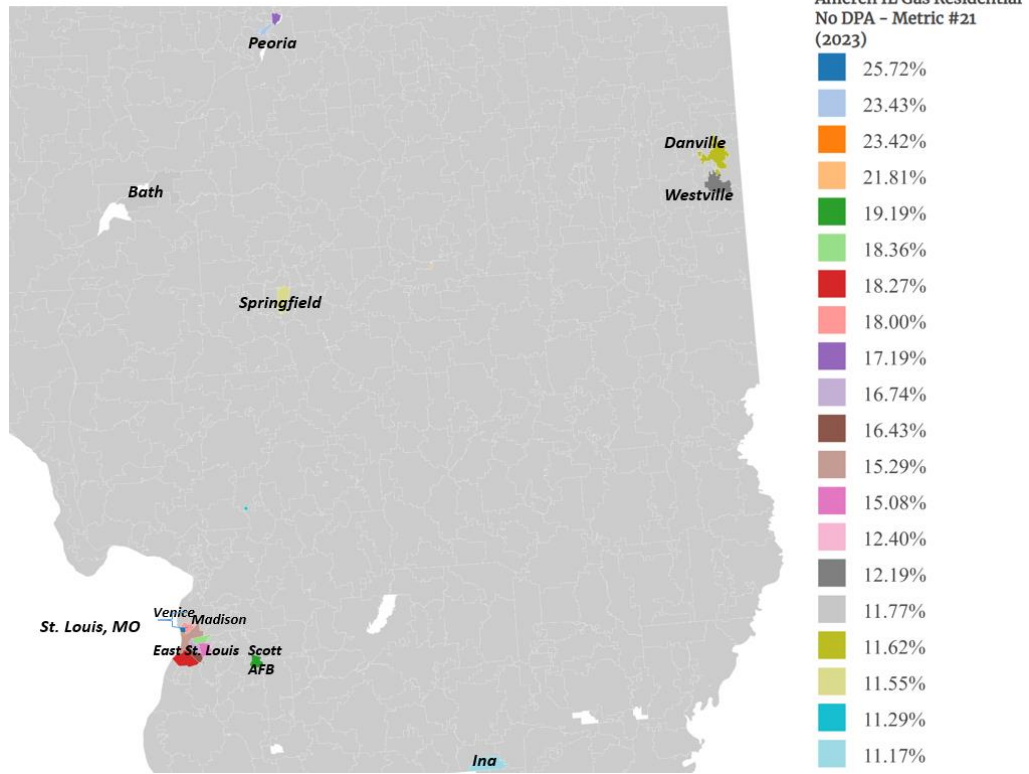


Table 10.2 below shows the top 20 Ameren IL gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$381 (62510 – Assumption) to a low of \$252 (61473 – Roseville). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 871. In **2023**, Metric #22 ranged from a high of \$485 (62570 – Tovey) to a low of \$292 (61929 – Hammond). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 489.

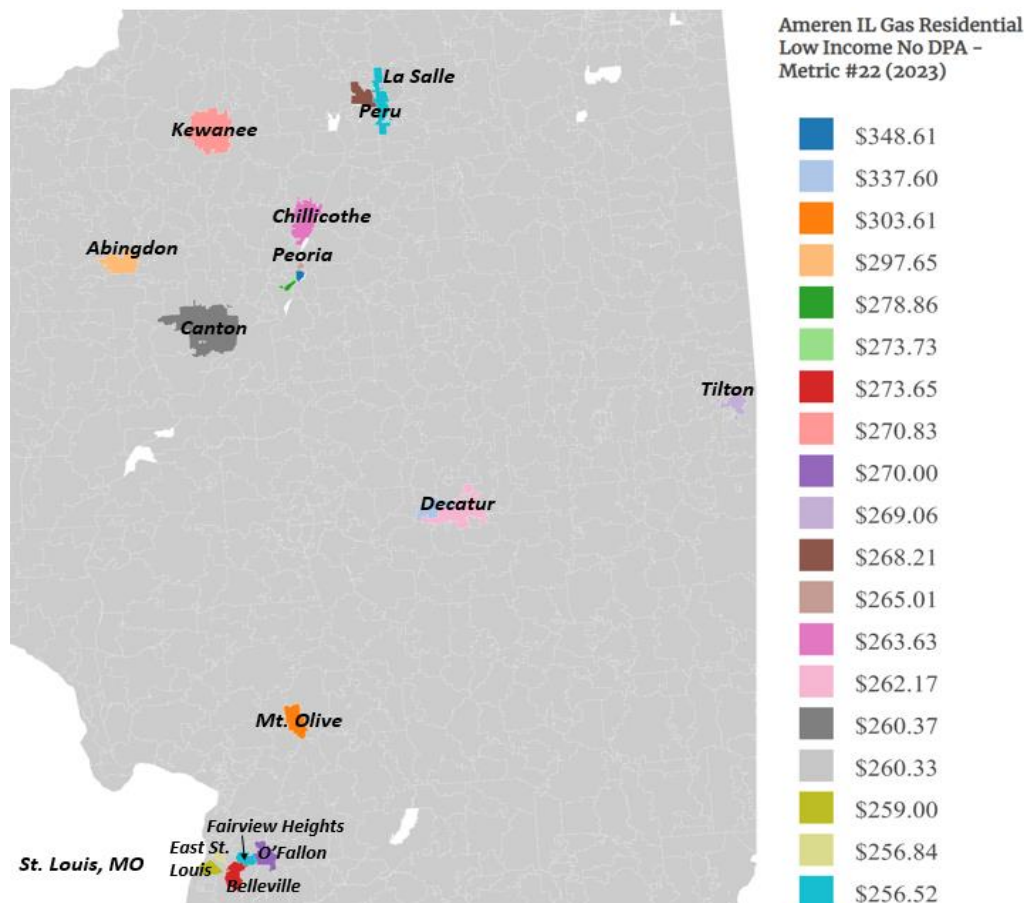
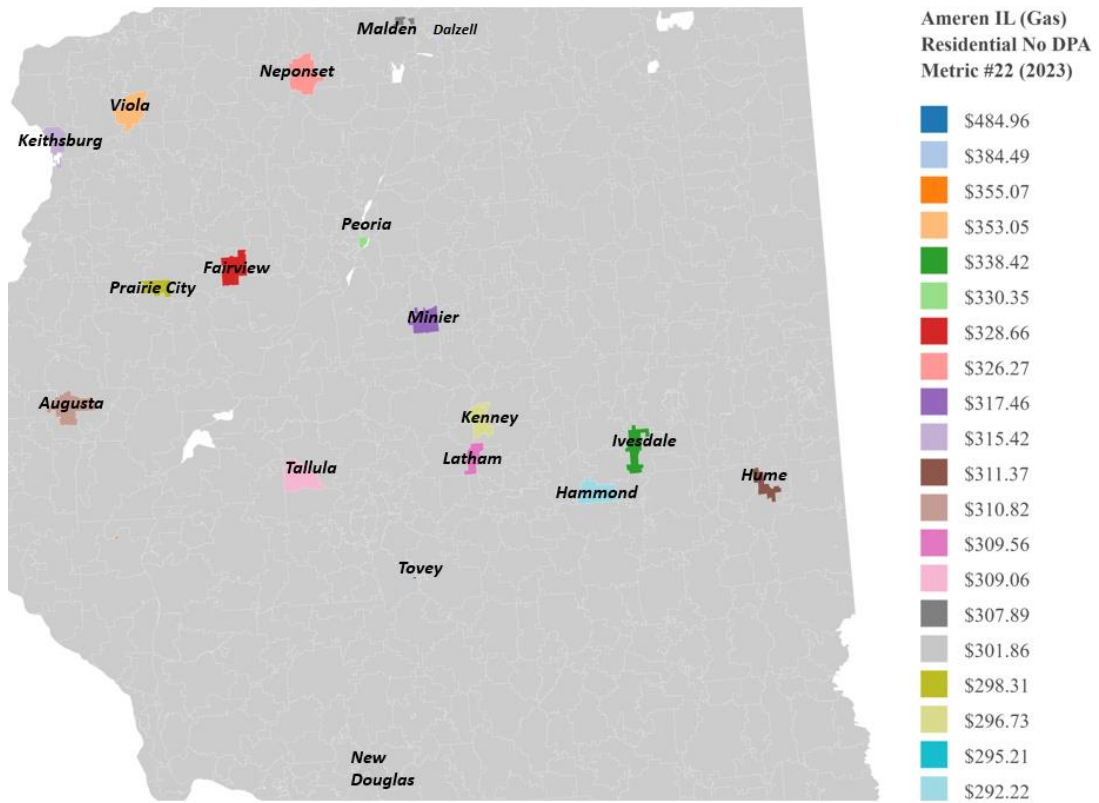
For the subset of gas residential low-income customers, the top 20 Ameren IL zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$502 (61606 – Peoria) to a low of \$188 (62201 – East St. Louis). The average number of gas residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 626. In **2023**, Metric #22 ranged from a high of \$349 (61603 – Peoria) to a low of \$257 (62208 – Fairview Heights). The average number of gas residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 522.

**Table 10.2** Average Dollar Volume of Customer Accounts Past Due Over 30 Days No DPA – Ameren IL (Gas) - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential	Zip Code	EIEC	Metric #22 2022 Resl. Low	Zip Code	EIEC	Metric #22 2023 Resl. Low
62510	--	\$ 381.48	62570	--	\$ 484.96	61606	✓	\$ 501.80	61603	--	\$ 348.61
62518	--	\$ 376.92	61320	--	\$ 384.49	61603	--	\$ 377.58	62522	--	\$ 337.60
61603	--	\$ 338.95	62362	--	\$ 355.07	61607	--	\$ 355.18	62069	--	\$ 303.61
61606	✓	\$ 338.32	61486	--	\$ 353.05	61605	✓	\$ 321.61	61410	--	\$ 297.65
61569	--	\$ 336.57	61851	--	\$ 338.42	61604	✓	\$ 321.29	61605	✓	\$ 278.86
61279	--	\$ 330.28	61603	--	\$ 330.35	61616	--	\$ 311.53	61606	✓	\$ 273.73
61320	--	\$ 327.18	61432	--	\$ 328.66	61523	--	\$ 274.44	62223	--	\$ 273.65
61749	--	\$ 323.06	61345	--	\$ 326.27	61615	--	\$ 271.13	61443	✓	\$ 270.83
62543	--	\$ 311.48	61759	--	\$ 317.46	61614	✓	\$ 263.54	62269	--	\$ 270.00
61605	✓	\$ 289.77	61442	--	\$ 315.42	62522	--	\$ 244.25	61832	✓	\$ 269.06
61432	--	\$ 287.30	61932	--	\$ 311.37	62521	✓	\$ 223.88	61362	--	\$ 268.21
61423	--	\$ 281.49	62311	--	\$ 310.82	62832	--	\$ 211.57	61616	--	\$ 265.01
61759	--	\$ 280.59	62543	--	\$ 309.56	62526	✓	\$ 211.22	61523	--	\$ 263.63
62693	--	\$ 278.77	62688	--	\$ 309.06	62704	✓	\$ 199.57	62521	✓	\$ 262.17
61859	--	\$ 272.79	61337	--	\$ 307.89	61462	--	\$ 192.85	61520	--	\$ 260.37
62570	--	\$ 266.28	62074	--	\$ 301.86	62301	--	\$ 191.56	61301	--	\$ 260.33
61925	--	\$ 264.45	61470	--	\$ 298.31	61401	--	\$ 189.11	62206	✓	\$ 259.00
62927	--	\$ 260.27	61749	--	\$ 296.73	62033	--	\$ 189.09	62205	✓	\$ 256.84
61844	--	\$ 256.34	62921	✓	\$ 295.21	62966	✓	\$ 188.46	61354	--	\$ 256.52
61473	--	\$ 251.99	61929	--	\$ 292.22	62201	✓	\$ 188.44	62208	--	\$ 256.52

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The top 20 zip codes in 2023 for Metric #22 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.2 above are shown in the maps below.



Nicor Gas’ data consist of 6 months in 2022 and 12 months in 2023 for 706 zip codes. Table 10.3 below shows the top 20 Nicor residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 28.6% (61104 – Rockford) to a low of 17.1% (60432 – Joliet). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 5,965. In **2023**, Metric #21 ranged from a high of 32.1% (60472 – Robbins) to a low of 19.5% (60633 – Chicago). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 5,529.

For the subset of residential low-income customers, the top 20 Nicor zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 34.2% (61104 – Rockford) to a low of 21.5% (60431 – Joliet). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2022 was 553. In **2023**, Metric #21 ranged from a high of 37.8% (61104 – Rockford) to a low of 26.4% (60466 – Park Forest). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 642.

**Table 10.3** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – Nicor Gas - Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl. Low Income	Zip Code	EIEC	Metric #21 2023 Resl. Low Income
61104	✓	28.61%	60472	✓	32.11%	61104	✓	34.19%	61104	✓	37.78%
60472	✓	28.01%	61104	✓	30.87%	61101	✓	28.24%	60472	✓	32.60%
60426	✓	25.39%	60484	✓	29.30%	60433	✓	28.14%	61101	✓	32.15%
60484	✓	24.84%	60426	✓	27.94%	60901	✓	27.21%	60429	✓	32.11%
60428	✓	22.24%	60428	✓	24.47%	60429	✓	26.44%	61103	✓	31.26%
60827	✓	20.85%	60827	✓	24.35%	61103	✓	25.97%	60433	✓	30.22%
60429	✓	20.55%	60429	✓	23.50%	60417	--	25.84%	60478	✓	30.07%
61101	✓	20.19%	60419	✓	22.29%	61071	--	24.87%	60436	✓	29.44%
60419	✓	19.60%	60153	✓	22.18%	61032	✓	24.38%	61102	--	29.01%
61041	--	19.55%	61101	✓	22.09%	60436	✓	24.28%	60901	✓	28.51%
60478	✓	18.86%	60478	✓	21.82%	60425	✓	24.25%	60425	✓	28.50%
60433	✓	18.67%	60411	✓	20.79%	60478	✓	23.77%	60445	--	28.47%
60153	✓	18.61%	60466	✓	20.56%	61107	--	23.11%	61107	--	28.41%
60411	✓	17.97%	60949	--	20.39%	61102	--	23.04%	60484	✓	27.93%
61102	--	17.78%	60433	✓	20.31%	61081	--	22.45%	61032	✓	27.74%
60466	✓	17.38%	61041	--	20.24%	61866	✓	22.21%	60201	✓	27.22%
60949	--	17.34%	61102	--	20.23%	60633	✓	22.05%	60428	✓	27.11%
60409	✓	17.25%	60409	✓	20.04%	60472	✓	21.93%	60153	✓	26.74%
60406	✓	17.24%	60425	✓	19.77%	60484	✓	21.92%	60426	✓	26.42%
60432	✓	17.06%	60633	✓	19.53%	60431	--	21.48%	60466	✓	26.36%

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The top 20 zip codes in 2023 for Metric #21 for the gas residential (left) and residential low-income customers (right) listed in Table 10.3 above are shown in the maps below.

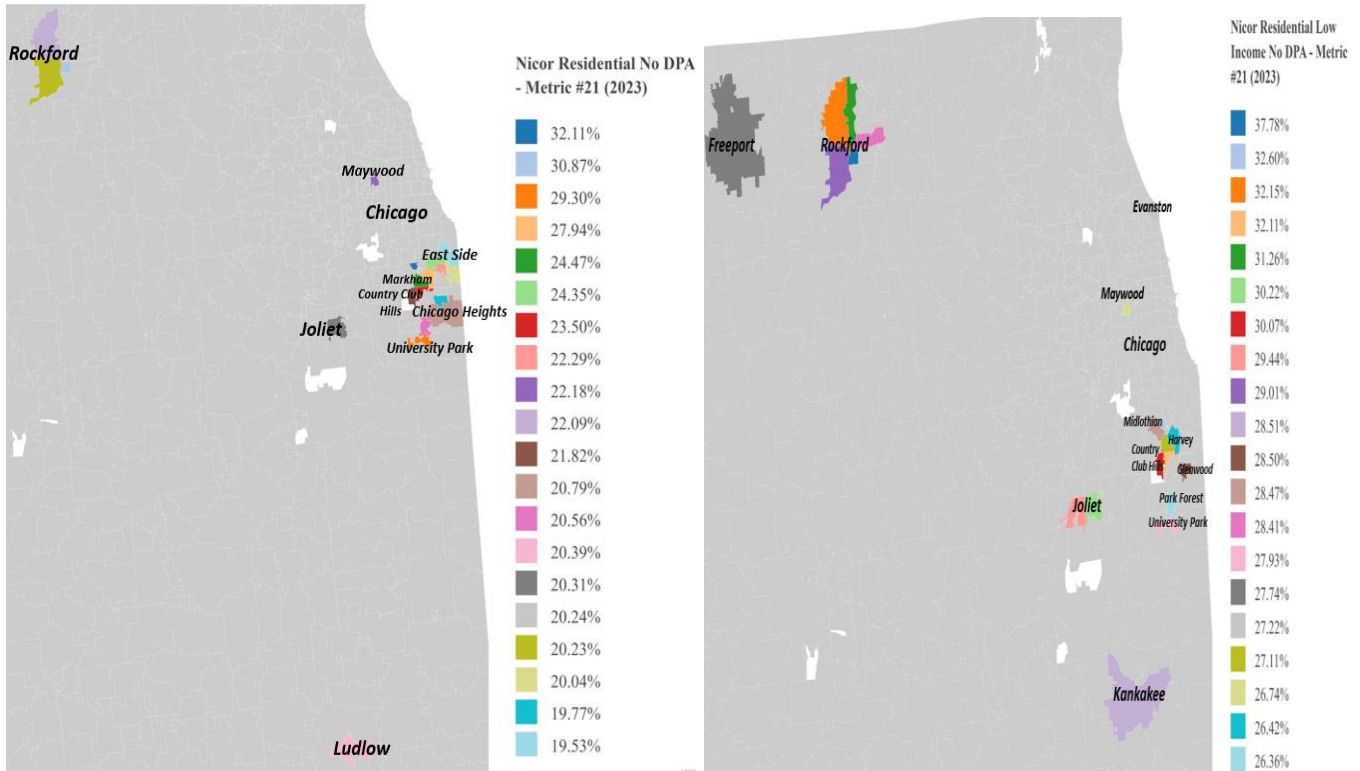


Table 10.4 below shows the top 20 Nicor residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA (Metric #22) in 2022** ranged from a high of \$1,045 (60152 - Marengo) to a low of \$490 (61724 - Bellflower). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 3,429. In **2023**, Metric #22 ranged from a high of \$806 (61049 – Lindenwood) to a low of \$600 (61368 – Tiskilwa). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 4,476.

For the subset of residential low-income customers, the top 20 Nicor zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA (Metric #22) in 2022** ranged from a high of \$410 (60469 - Posen) to a low of \$245 (61032 – Freeport). The average number of gas residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 431. In **2023**, Metric #22 ranged from a high of \$610 (60473 – South Holland) to a low of \$487 (61104 - Rockford). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 610.

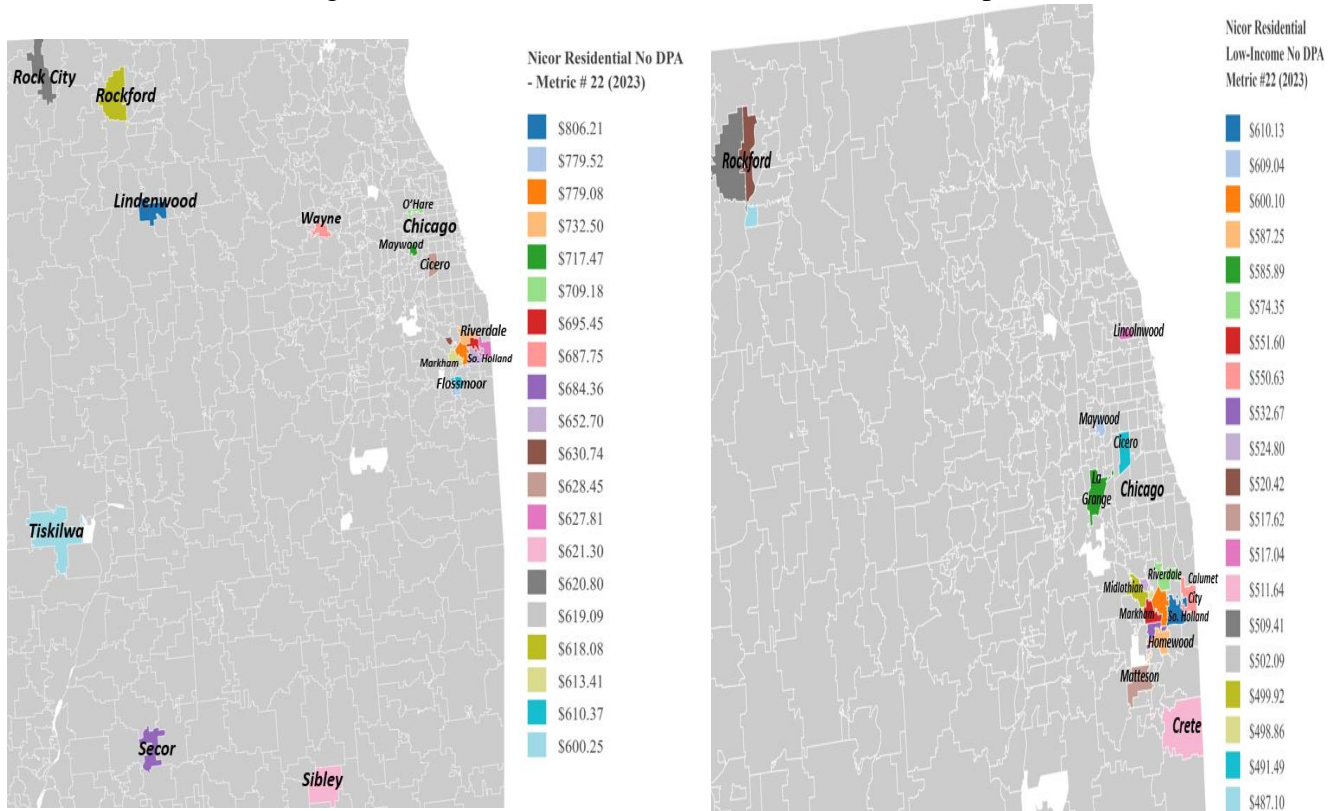


**Table 10.4** Average Dollar Volume of Customer Accounts Past Due Over 30 Days No DPA – Nicor Top 20 Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential	Zip Code	EIEC	Metric #22 2022 Resl. Low Income	Zip Code	EIEC	Metric #22 2023 Resl. Low Income
60152	--	\$ 1,045.27	61049	--	\$ 806.21	60469	✓	\$ 409.56	60473	✓	\$ 610.13
61049	--	\$ 768.20	60461	--	\$ 779.52	60155	✓	\$ 386.11	60153	✓	\$ 609.04
60426	✓	\$ 690.38	60426	✓	\$ 779.08	60108	✓	\$ 307.12	60426	✓	\$ 600.10
61070	--	\$ 682.45	60827	✓	\$ 732.50	60193	--	\$ 302.87	60430	--	\$ 587.25
60827	✓	\$ 647.05	60153	✓	\$ 717.47	60120	✓	\$ 282.76	60525	✓	\$ 585.89
60153	✓	\$ 584.32	60656	--	\$ 709.18	60473	✓	\$ 274.94	60827	✓	\$ 574.35
60458	✓	\$ 582.47	60419	✓	\$ 695.45	60827	✓	\$ 274.42	60428	✓	\$ 551.60
60419	✓	\$ 574.43	60184	--	\$ 687.75	60429	✓	\$ 268.76	60409	✓	\$ 550.63
61368	--	\$ 567.42	61771	--	\$ 684.36	60445	--	\$ 264.07	60429	✓	\$ 532.67
62370	--	\$ 559.49	60473	✓	\$ 652.70	60478	✓	\$ 260.63	60472	✓	\$ 524.80
60109	--	\$ 558.55	60472	✓	\$ 630.74	60428	✓	\$ 258.72	61103	✓	\$ 520.42
61516	--	\$ 555.74	60804	✓	\$ 628.45	60104	✓	\$ 254.99	60443	--	\$ 517.62
60472	✓	\$ 554.89	60409	✓	\$ 627.81	60706	--	\$ 253.36	60712	✓	\$ 517.04
60428	✓	\$ 545.59	61773	--	\$ 621.30	60712	✓	\$ 252.85	60417	--	\$ 511.64
60461	--	\$ 525.97	61070	--	\$ 620.80	60077	--	\$ 252.80	61101	✓	\$ 509.41
60656	--	\$ 522.43	60429	✓	\$ 619.09	61104	✓	\$ 252.65	60191	--	\$ 502.09
60466	✓	\$ 513.30	61101	✓	\$ 618.08	61342	--	\$ 252.09	60445	--	\$ 499.92
60409	✓	\$ 503.97	60428	✓	\$ 613.41	60056	--	\$ 248.72	60469	✓	\$ 498.86
60429	✓	\$ 499.83	60422	--	\$ 610.37	60154	✓	\$ 245.74	60804	✓	\$ 491.49
61842	--	\$ 495.83	61368	--	\$ 600.25	61032	✓	\$ 245.32	61104	✓	\$ 487.10

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The top 20 zip codes in 2023 for Metric #22 for the gas residential (left) and residential low-income customers (right) listed in Table 10.4 above are shown in the maps below.



North Shore Gas’ data consist of 10 months in 2022 and 12 months in 2023 for 30 zip codes. Table 10.5 shows the top 20 North Shore Gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 14.5% (60064 – North Chicago) to a low of 2.1% (60022 – Glencoe). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 6,482. In **2023**, Metric #21 ranged from a high of 30.8% (60088 – Great Lakes) to a low of 2.2% (60022 – Glencoe). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 6,638.

There are only seven zip codes with more than 100 customers for the subset of residential low-income customers. The seven North Shore Gas zip codes’ **percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 24.5% (60099 – Zion) to a low of 11.5% (60060 – Mundelein). The average number of residential low-income customer accounts per zip code in the seven zip codes in 2022 was 367. In **2023**, Metric #21 ranged from a high of 21.5% (60099 – Zion) to a low 8.9% (60060 – Mundelein ). The average number of residential low-income customer accounts per zip code in the seven zip codes in 2023 was 341.

**Table 10.5** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – North Shore Gas - Top Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl. Low Income	Zip Code	EIEC	Metric #21 2023 Resl. Low Income
60064	✓	14.52%	60088	--	30.81%	60099	✓	24.45%	60099	✓	21.49%
60099	✓	12.55%	60064	✓	16.27%	60064	✓	24.31%	60064	✓	19.18%
60085	✓	10.61%	60099	✓	13.13%	60085	✓	19.51%	60085	✓	17.70%
60088	--	9.75%	60085	✓	12.41%	60087	--	18.29%	60087	--	16.22%
60087	--	8.81%	60087	--	10.16%	60030	--	15.47%	60030	--	16.16%
60096	--	7.68%	60096	--	7.39%	60031	✓	13.53%	60031	✓	11.83%
60040	--	5.27%	60040	--	6.33%	60060	--	11.54%	60060	--	8.88%
60083	--	5.08%	60083	--	5.58%						
60031	✓	4.70%	60002	--	5.17%						
60002	--	4.51%	60031	✓	4.95%						
60060	--	4.01%	60060	--	4.45%						
60046	--	3.74%	60044	--	4.00%						
60030	--	3.66%	60046	--	3.94%						
60044	--	3.56%	60030	--	3.82%						
60035	--	2.55%	60093	--	2.93%						
60093	--	2.40%	60061	--	2.58%						
60061	--	2.29%	60035	--	2.51%						
60089	--	2.24%	60045	--	2.35%						
60015	--	2.09%	60015	--	2.27%						
60022	--	2.07%	60022	--	2.19%						

EIEC – Equity Investment Eligible Community

The top zip codes in 2023 for Metric #21 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.5 above are shown in the maps below.

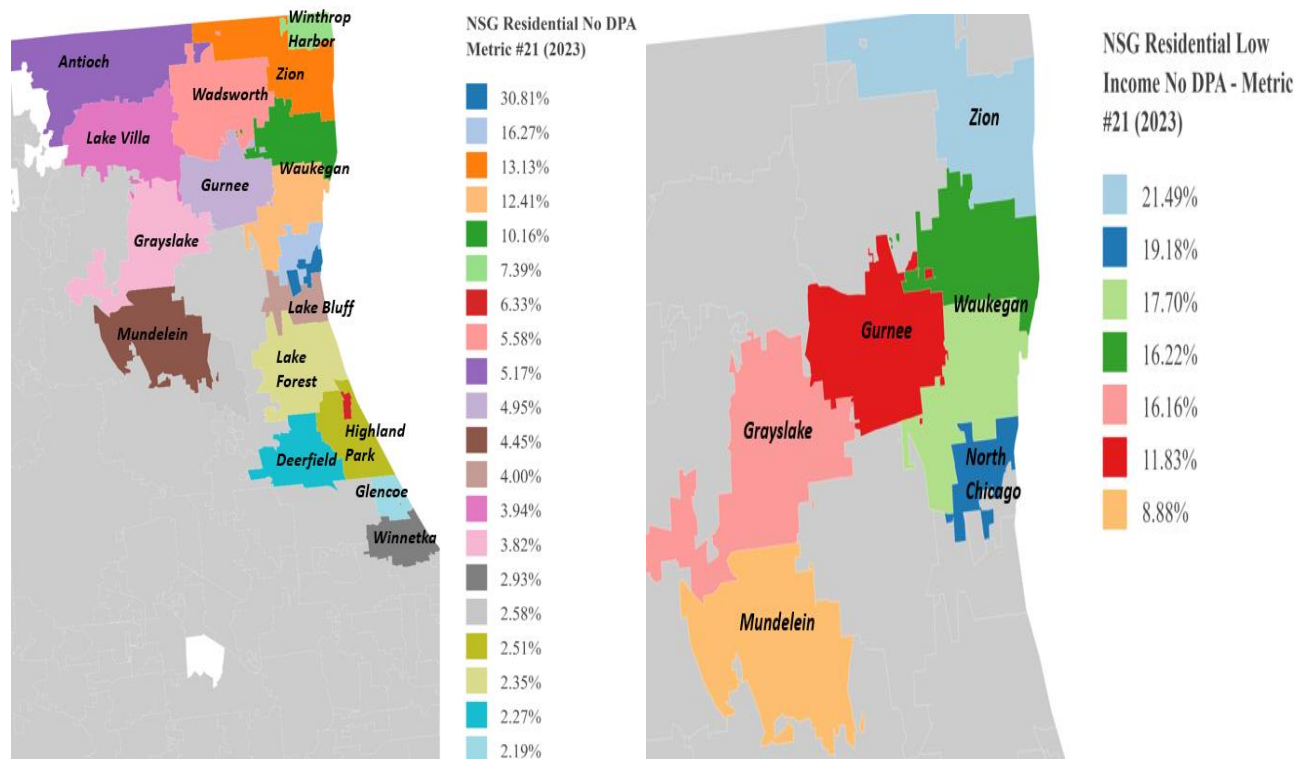


Table 10.6 below shows the top 20 North Shore Gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$284 (60022 – Glencoe) to a low of \$197 (62076 - Ohlman). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 6,287. In **2023**, Metric #22 ranged from a high of \$110 (61928 – Gays) to a low of \$197 (60030 – Grayslake). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 6,206.

There are only seven zip codes with more than 100 customers for the subset of residential low-income customers. The seven North Shore Gas zip codes’ **average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$205 (60099 – Zion) to a low of \$157 (60087 – Waukegan). The average number of residential low income customer accounts per zip code in the seven zip codes in 2022 was 367. In **2023**, Metric #22 ranged from a high of \$228 (60085 – Waukegan) to a low of \$118 (60060 – Mundelein). The average number of residential low income customer accounts per zip code in the seven zip codes in 2023 was 341.

**Table 10.6** Average Dollar Volume of Customer Accounts Past Due Over 30 Days No DPA – North Shore Gas - Top Zip Codes for Residential and Residential Low Income Customers

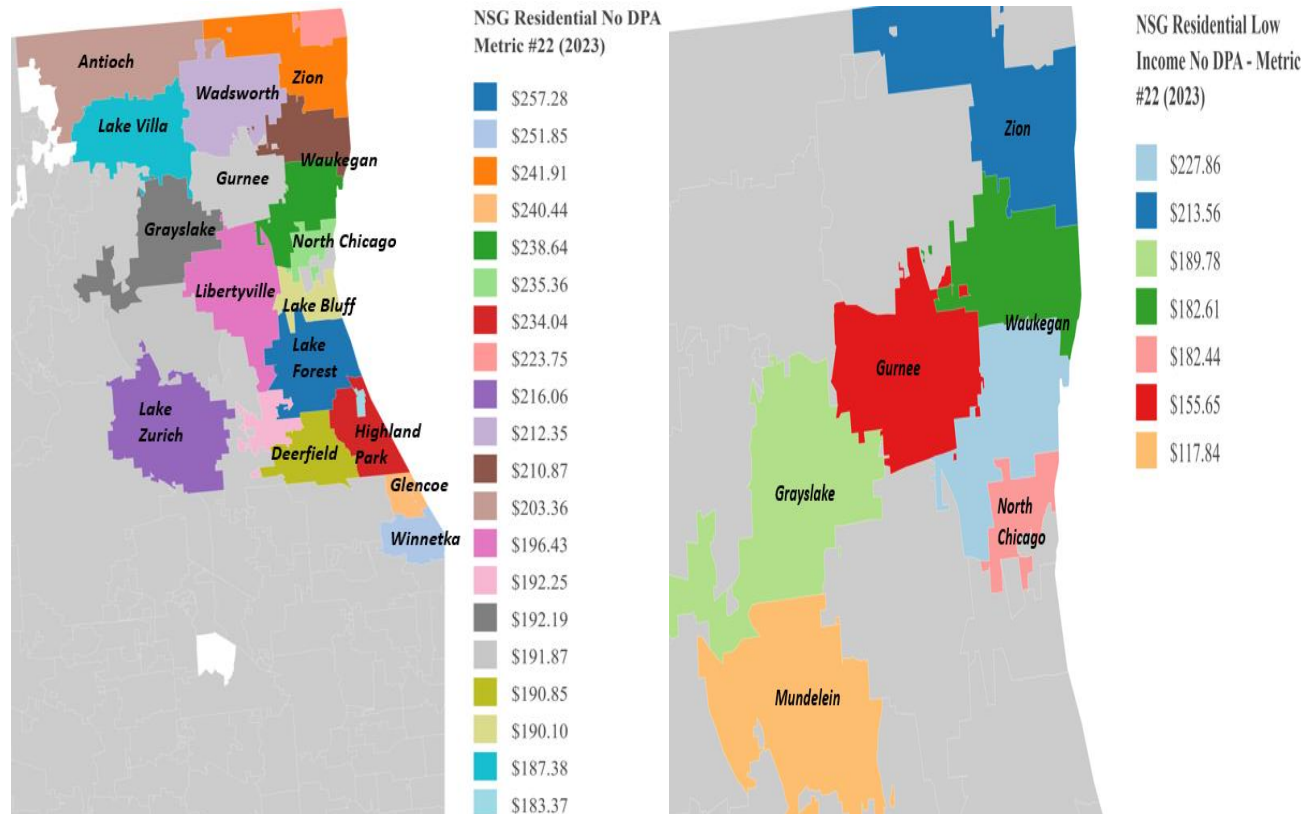
Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
60022	--	\$ 284.30	60045	--	\$ 257.28
60045	--	\$ 274.60	60093	--	\$ 251.85
60064	✓	\$ 267.28	60099	✓	\$ 241.91
60099	✓	\$ 259.96	60022	--	\$ 240.44
60085	✓	\$ 257.01	60085	✓	\$ 238.64
60096	--	\$ 252.06	60064	✓	\$ 235.36
60035	--	\$ 240.77	60035	--	\$ 234.04
60093	--	\$ 239.53	60096	--	\$ 223.75
60069	--	\$ 229.44	60047	--	\$ 216.06
60044	--	\$ 228.51	60083	--	\$ 212.35
60087	--	\$ 224.84	60087	--	\$ 210.87
60083	--	\$ 224.44	60002	--	\$ 203.36
60047	--	\$ 221.12	60048	--	\$ 196.43
60060	--	\$ 210.51	60069	--	\$ 192.25
60015	--	\$ 206.68	60030	--	\$ 192.19
60031	✓	\$ 204.52	60060	--	\$ 191.87
60046	--	\$ 200.98	60015	--	\$ 190.85
60048	--	\$ 200.76	60044	--	\$ 190.10
60002	--	\$ 197.22	60046	--	\$ 187.38
60040	--	\$ 197.07	60040	--	\$ 183.37

Zip Code	EIEC	Metric #22 2022 Resl. Low	Zip Code	EIEC	Metric #22 2023 Resl. Low
60099	✓	\$ 204.75	60085	✓	\$ 227.86
60030	--	\$ 177.90	60099	✓	\$ 213.56
60060	--	\$ 177.05	60030	--	\$ 189.78
60085	✓	\$ 171.09	60087	--	\$ 182.61
60064	✓	\$ 165.29	60064	✓	\$ 182.44
60031	✓	\$ 162.74	60031	✓	\$ 155.65
60087	--	\$ 156.80	60060	--	\$ 117.84

EIEC – Equity Investment Eligible Community

The top zip codes in 2023 for Metric #22 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.6 above are shown in the maps below.



Peoples Gas’ data consist of 10 months in 2022 and 12 months in 2023 for 56 zip codes. Table 10.7 below shows the top 20 Peoples Gas residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 37.5% (60621 – Chicago) to a low of 14.8% (60608 – Chicago). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2022 was 17,685. In **2023**, Metric #21 ranged from a high of 36.4% (60621 – Chicago) to a low of 14.3% (60608 – Chicago). The average number of gas residential customer accounts per zip code in the top 20 zip codes in 2023 was 17,823.

For the subset of residential low-income customers, the top 20 Peoples Gas zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 34.3% (60621 – Chicago) to a low of 19.3% (60609 – Chicago). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2022 was 1,985. In **2023**, Metric #21 ranged from a high of 35.2% (60615 – Chicago) to a low of 20.4% (60626 – Chicago). The average number of gas residential low-income customer accounts per zip code in the top 20 zip codes in 2023 was 2,138.

**Table 10.7** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – Peoples Gas - Top Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential	Zip Code	EIEC	Metric #21 2022 Resl. Low Income	Zip Code	EIEC	Metric #21 2023 Resl. Low Income
60621	✓	37.52%	60621	✓	36.35%	60621	✓	34.26%	60615	✓	35.23%
60636	✓	30.95%	60624	✓	30.05%	60615	✓	30.13%	60621	✓	34.54%
60624	✓	30.48%	60649	✓	29.69%	60624	✓	30.08%	60637	✓	32.16%
60649	✓	30.27%	60636	✓	29.28%	60637	✓	29.26%	60624	✓	31.83%
60619	✓	28.10%	60637	✓	27.79%	60653	✓	28.65%	60653	✓	30.97%
60637	✓	27.96%	60619	✓	27.79%	60649	✓	28.35%	60636	✓	29.94%
60644	✓	27.15%	60644	✓	26.59%	60636	✓	28.01%	60623	✓	29.01%
60653	✓	26.87%	60620	✓	26.45%	60623	✓	27.83%	60619	✓	28.85%
60620	✓	26.84%	60653	✓	26.36%	60612	✓	27.57%	60612	✓	28.08%
60628	✓	25.28%	60628	✓	24.66%	60619	✓	26.63%	60649	✓	27.58%
60623	✓	22.73%	60623	✓	22.33%	60644	✓	25.99%	60620	✓	27.21%
60615	✓	21.18%	60615	✓	21.57%	60620	✓	24.84%	60644	✓	25.86%
60651	✓	21.17%	60617	✓	20.76%	60628	✓	24.59%	60628	✓	24.70%
60617	✓	20.64%	60651	✓	20.62%	60651	✓	23.50%	60617	✓	23.95%
60612	✓	19.26%	60612	✓	18.91%	60643	✓	22.43%	60651	✓	23.83%
60609	✓	19.12%	60609	✓	18.79%	60617	✓	21.39%	60643	✓	23.70%
60629	✓	17.09%	60639	✓	16.78%	60626	--	20.54%	60609	✓	21.73%
60639	✓	17.08%	60629	✓	16.45%	60622	--	19.56%	60622	--	21.36%
60643	✓	15.03%	60643	✓	15.04%	60647	✓	19.39%	60639	✓	20.76%
60608	✓	14.80%	60608	✓	14.34%	60609	✓	19.29%	60626	--	20.40%

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #21 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.7 above are shown in the maps below.

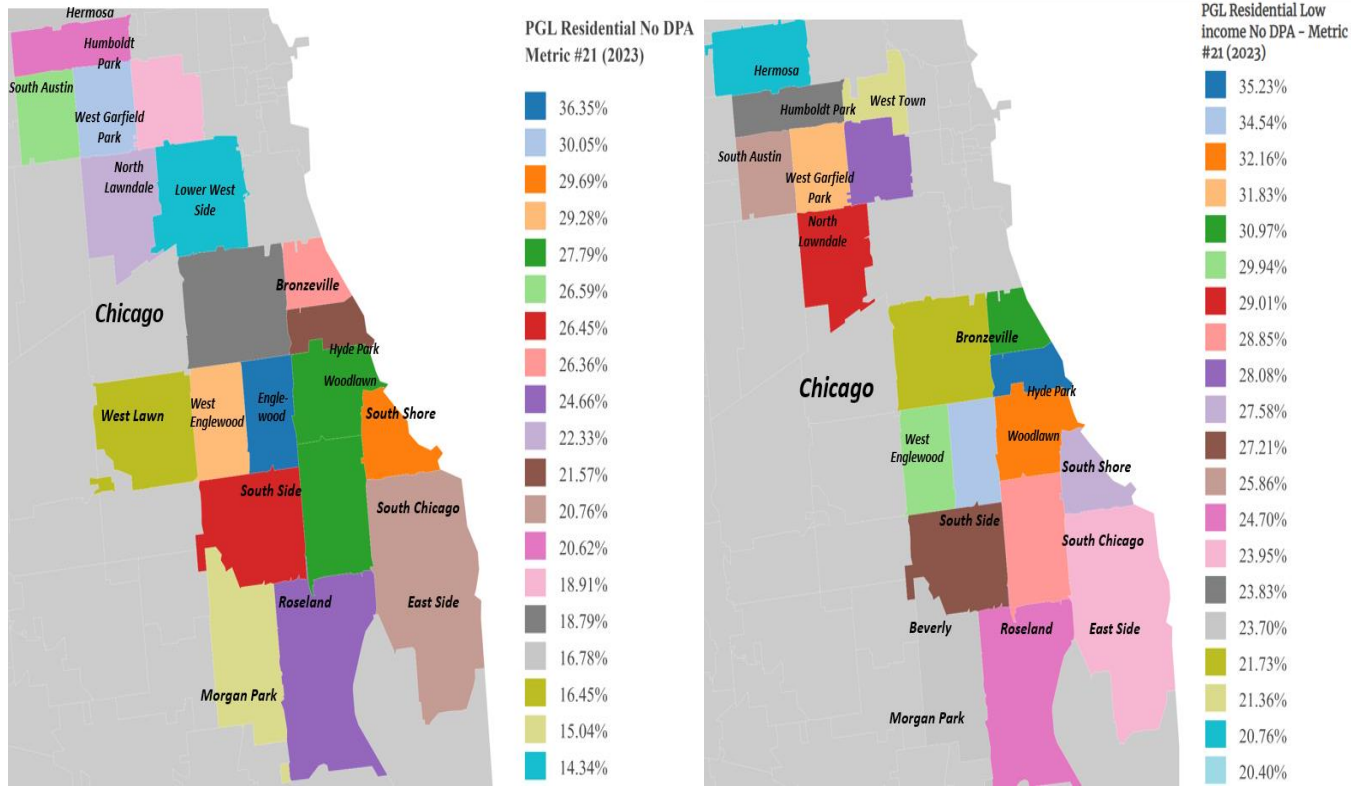


Table 10.8 below shows the top 20 Peoples Gas residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$1,124 (60636 – Chicago) to a low of \$648 (60652 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2022 was 17,455. In **2023**, Metric #22 ranged from a high of \$1,082 (60621 – Chicago) to a low of \$651 (60652 – Chicago). The average number of residential customer accounts per zip code in the top 20 zip codes in 2023 was 16,841.

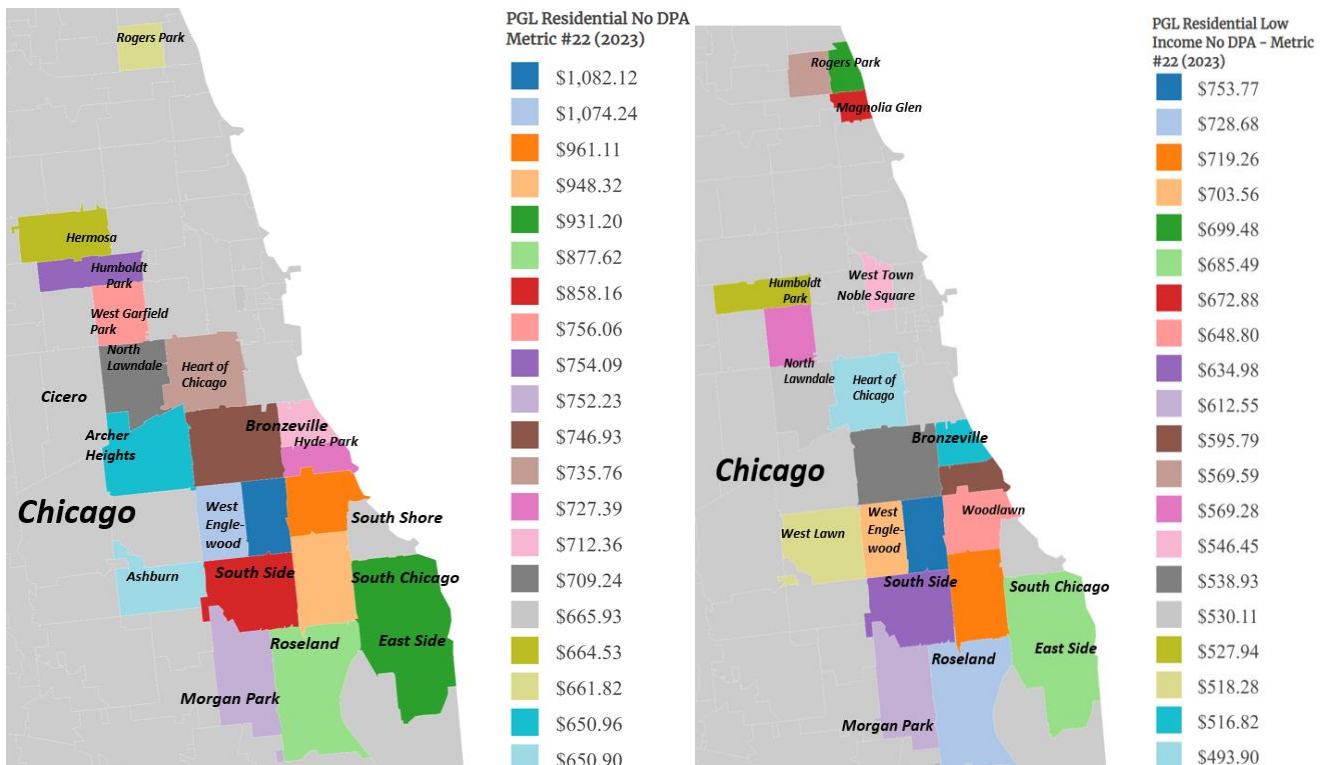
For the subset of residential low-income customers, the top 20 Peoples Gas zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$513 (60621 – Chicago) to a low of \$349 (60612 – Chicago). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2022 was 1,910. In **2023**, Metric #22 ranged from a high of \$754 (60621 – Chicago) to a low of \$494 (60608 – Chicago). The average number of residential low income customer accounts per zip code in the top 20 zip codes in 2023 was 2,024.

**Table 10.8** Average Percentage of Customer Accounts Past Due Over 30 Days No DPA – Peoples Gas – Top Zip Codes for Residential and Residential Low Income Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential	Zip Code	EIEC	Metric #22 2022 Resl. Low Income	Zip Code	EIEC	Metric #22 2023 Resl. Low Income
60636	✓	\$ 1,123.93	60621	✓	\$ 1,082.12	60621	✓	\$ 512.88	60621	✓	\$ 753.77
60621	✓	\$ 1,053.08	60636	✓	\$ 1,074.24	60628	✓	\$ 499.22	60628	✓	\$ 728.68
60617	✓	\$ 905.29	60637	✓	\$ 961.11	60636	✓	\$ 477.58	60619	✓	\$ 719.26
60619	✓	\$ 891.04	60619	✓	\$ 948.32	60619	✓	\$ 466.95	60636	✓	\$ 703.56
60628	✓	\$ 879.65	60617	✓	\$ 931.20	60620	✓	\$ 454.96	60626	--	\$ 699.48
60637	✓	\$ 849.50	60628	✓	\$ 877.62	60655	--	\$ 443.40	60617	✓	\$ 685.49
60620	✓	\$ 829.52	60620	✓	\$ 858.16	60617	✓	\$ 418.80	60660	--	\$ 672.88
60624	✓	\$ 793.08	60624	✓	\$ 756.06	60624	✓	\$ 412.62	60637	✓	\$ 648.80
60609	✓	\$ 769.84	60651	✓	\$ 754.09	60643	✓	\$ 409.40	60620	✓	\$ 634.98
60623	✓	\$ 737.84	60643	✓	\$ 752.23	60629	✓	\$ 397.27	60643	✓	\$ 612.55
60608	✓	\$ 733.02	60609	✓	\$ 746.93	60623	✓	\$ 392.10	60615	✓	\$ 595.79
60651	✓	\$ 732.02	60608	✓	\$ 735.76	60646	✓	\$ 390.96	60645	✓	\$ 569.59
60643	✓	\$ 716.68	60615	✓	\$ 727.39	60626	--	\$ 389.98	60624	✓	\$ 569.28
60606	--	\$ 705.24	60653	✓	\$ 712.36	60653	✓	\$ 381.37	60642	✓	\$ 546.45
60615	✓	\$ 692.37	60623	✓	\$ 709.24	60644	✓	\$ 365.54	60609	✓	\$ 538.93
60653	✓	\$ 679.83	60661	--	\$ 665.93	60637	✓	\$ 360.09	60623	✓	\$ 530.11
60629	✓	\$ 670.65	60639	✓	\$ 664.53	60651	✓	\$ 352.73	60651	✓	\$ 527.94
60632	✓	\$ 662.58	60645	✓	\$ 661.82	60615	✓	\$ 352.31	60629	✓	\$ 518.28
60639	✓	\$ 649.91	60632	✓	\$ 650.96	60649	✓	\$ 349.19	60653	✓	\$ 516.82
60652	✓	\$ 647.59	60652	✓	\$ 650.90	60612	✓	\$ 348.96	60608	✓	\$ 493.90

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #22 for the gas residential (top) and residential low-income customers (bottom) listed in Table 10.8 above are shown in the maps below.



**WATER – AQUA IL, IL AMERICAN WATER, AND PRAIRIE PATH WATER**

Aqua IL’s water data consist of 10 months in 2022 and 12 months in 2023 for 55 zip codes in 2022 and 56 zip codes in 2023. Aqua IL does not report its residential low-income customer data separately. Table 11.1 below shows the top 20 Aqua IL water residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 41.4% (60484 – University Park) to a low of 15.2% (60051 – McHenry). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,446.

In **2023**, Metric #21 ranged from a high of 42% (60484 – University Park) to a low of 17.5% (60914 – Bourbonnais). The average number of Aqua IL water residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,257.

**Table 11.1** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – Aqua IL (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
60484	✓	41.38%	60484	✓	42.02%
60505	✓	29.00%	60181	---	30.56%
61833	✓	27.59%	60505	✓	30.08%
61832	✓	27.28%	60433	✓	29.43%
60433	✓	26.52%	61833	✓	28.70%
61834	✓	21.77%	61832	✓	28.18%
60901	✓	21.70%	60126	---	23.38%
60174	---	21.45%	60417	---	23.10%
60417	---	20.31%	60901	✓	23.01%
60940	---	20.11%	60443	---	22.88%
61065	---	19.31%	61834	✓	22.08%
60014	---	18.91%	60964	---	21.48%
60964	---	18.86%	60014	---	20.80%
60910	---	18.67%	60523	---	20.61%
60915	---	18.40%	61065	---	20.38%
60950	---	17.41%	60910	---	20.23%
60914	---	17.36%	60915	---	19.55%
61068	---	16.87%	60174	---	19.21%
60468	---	16.77%	60940	---	18.46%
60051	---	15.18%	60914	---	17.47%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #21 for Aqua IL water residential customers listed in Table 11.1 above are shown in the map below.



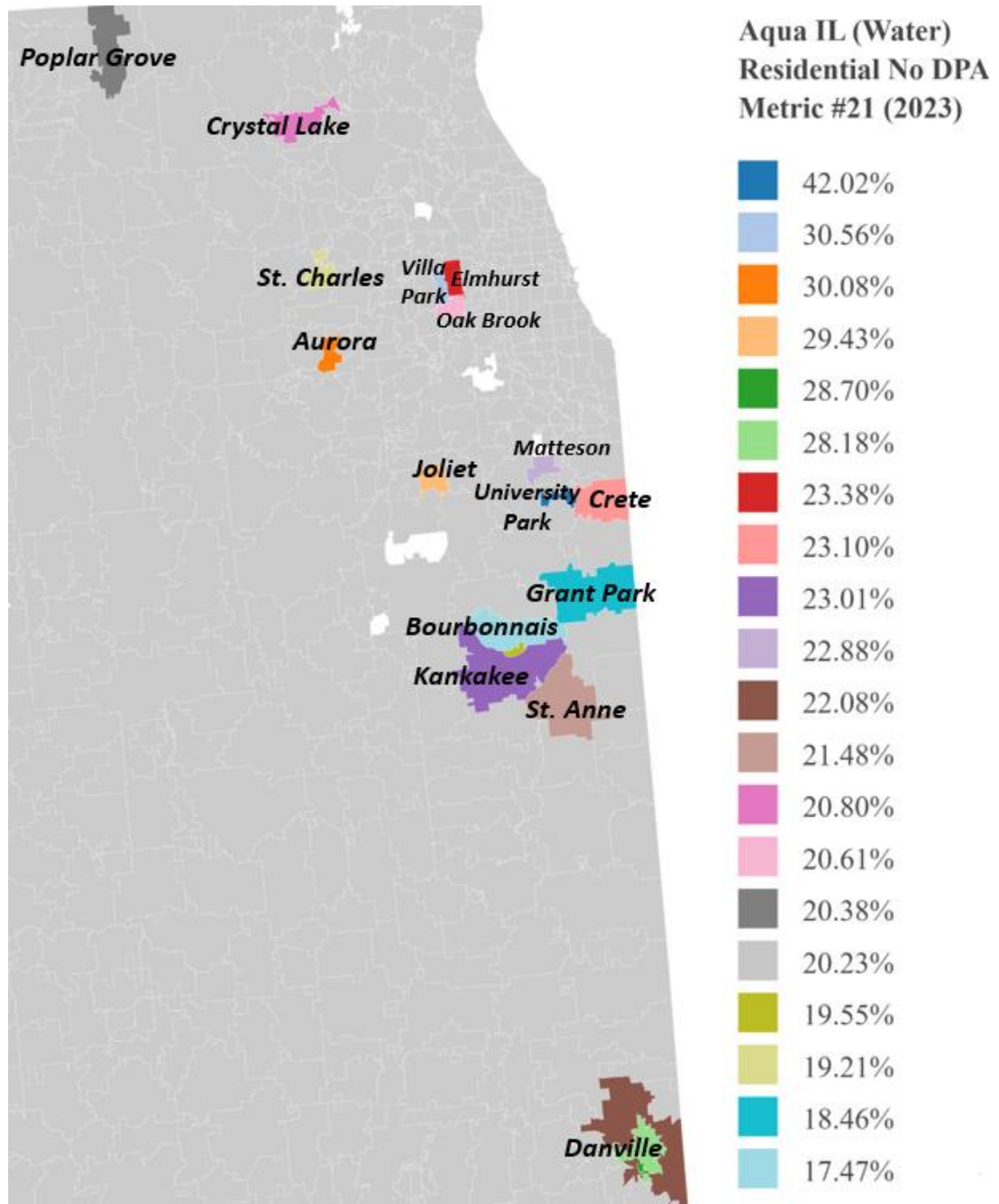


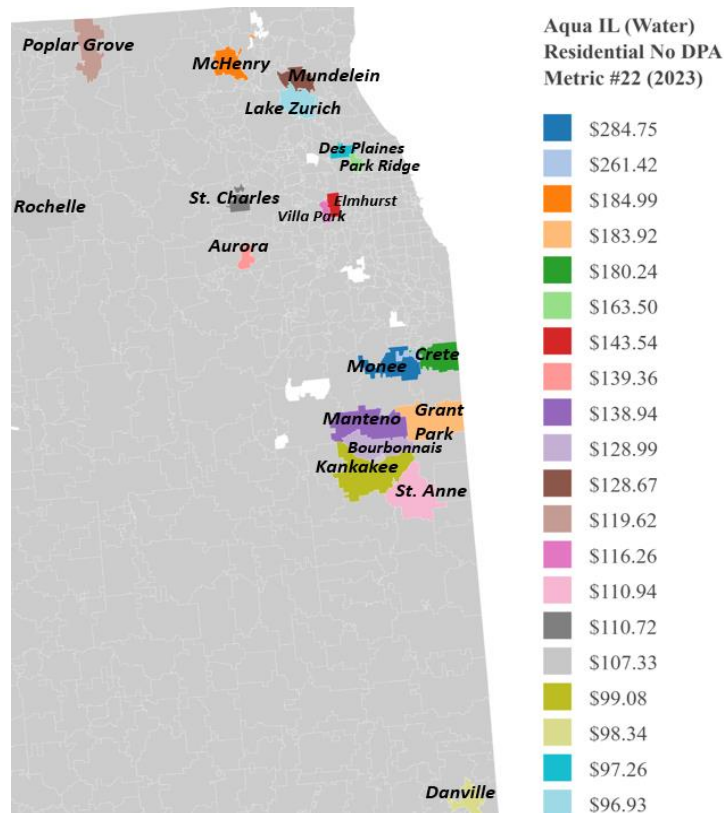
Table 11.2 below shows the top 20 Aqua IL water residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$350 (60484 – University Park) to a low of \$86 (61833 – Tilton). In **2023**, Metric #22 ranged from a high of \$285 (60449 - Monee) to a low of \$97 (60047 – Lake Zurich). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 were respectively 2,400 and 2,359.

**Table 11.2** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – Aqua IL (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
60484	✓	\$ 349.59	60449	---	\$ 284.75
60449	---	\$ 335.75	60484	✓	\$ 261.42
61068	---	\$ 225.48	60050	---	\$ 184.99
60940	---	\$ 198.47	60940	---	\$ 183.92
60417	---	\$ 152.39	60417	---	\$ 180.24
60068	---	\$ 136.06	60068	---	\$ 163.50
60505	✓	\$ 133.75	60126	---	\$ 143.54
60016	✓	\$ 124.15	60505	✓	\$ 139.36
60950	---	\$ 122.82	60950	---	\$ 138.94
60964	---	\$ 113.25	60914	---	\$ 128.99
60174	---	\$ 111.28	60060	---	\$ 128.67
60914	---	\$ 110.76	61065	---	\$ 119.62
60060	---	\$ 109.82	60181	---	\$ 116.26
60025	---	\$ 104.81	60964	---	\$ 110.94
61065	---	\$ 102.23	60174	---	\$ 110.72
61834	✓	\$ 100.89	61068	---	\$ 107.33
61832	✓	\$ 99.62	60901	✓	\$ 99.08
60047	---	\$ 98.22	61832	✓	\$ 98.34
60901	✓	\$ 94.95	60016	✓	\$ 97.26
61833	✓	\$ 86.19	60047	---	\$ 96.93

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #22 for Aqua IL water residential customers listed in Table 11.2 above are shown in the map below.



Illinois American Water Company’s (IAWC) water data consist of 10 months in 2022 and 12 months in 2023 for 175 zip codes in 2022 and 179 zip codes in 2023. IAWC does not report its residential low-income customer data separately. Table 11.3 below shows the top 20 IAWC water residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in 2022 ranged from a high of 0.40% (61605 – Peoria) to a low of 0.10% (60051 – McHenry). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 3,832.

In 2023, Metric #21 ranged from a high of 0.15% (61605 – Peoria) to a low of 0.05% (60440 – Bolingbrook). The average number of IAWC water residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,945.

**Table 11.3** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – IAWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
61605	✓	0.37%	61605	✓	0.15%
61603	✓	0.32%	61603	✓	0.14%
62204	✓	0.30%	62059	✓	0.11%
61606	✓	0.23%	61815	✓	0.11%
62207	✓	0.22%	62206	✓	0.09%
61843	--	0.21%	62207	✓	0.09%
61604	✓	0.18%	62060	✓	0.09%
62206	✓	0.18%	60450	--	0.08%
62205	✓	0.16%	61533	--	0.08%
62060	✓	0.15%	62205	✓	0.08%
62059	✓	0.14%	61606	✓	0.08%
61821	--	0.13%	62203	✓	0.07%
62090	✓	0.13%	61604	✓	0.06%
62201	✓	0.13%	62002	✓	0.06%
61802	--	0.13%	62204	✓	0.06%
62002	✓	0.13%	62090	✓	0.06%
62914	✓	0.13%	61956	--	0.06%
62203	✓	0.12%	62058	--	0.05%
60440	--	0.11%	61843	--	0.05%
60448	--	0.10%	60440	--	0.05%

EIEC – Equity Investment Eligible Community

The top 20 zip codes in 2023 for Metric #21 for IAWC water residential customers listed in Table 11.3 above are shown in the map below.

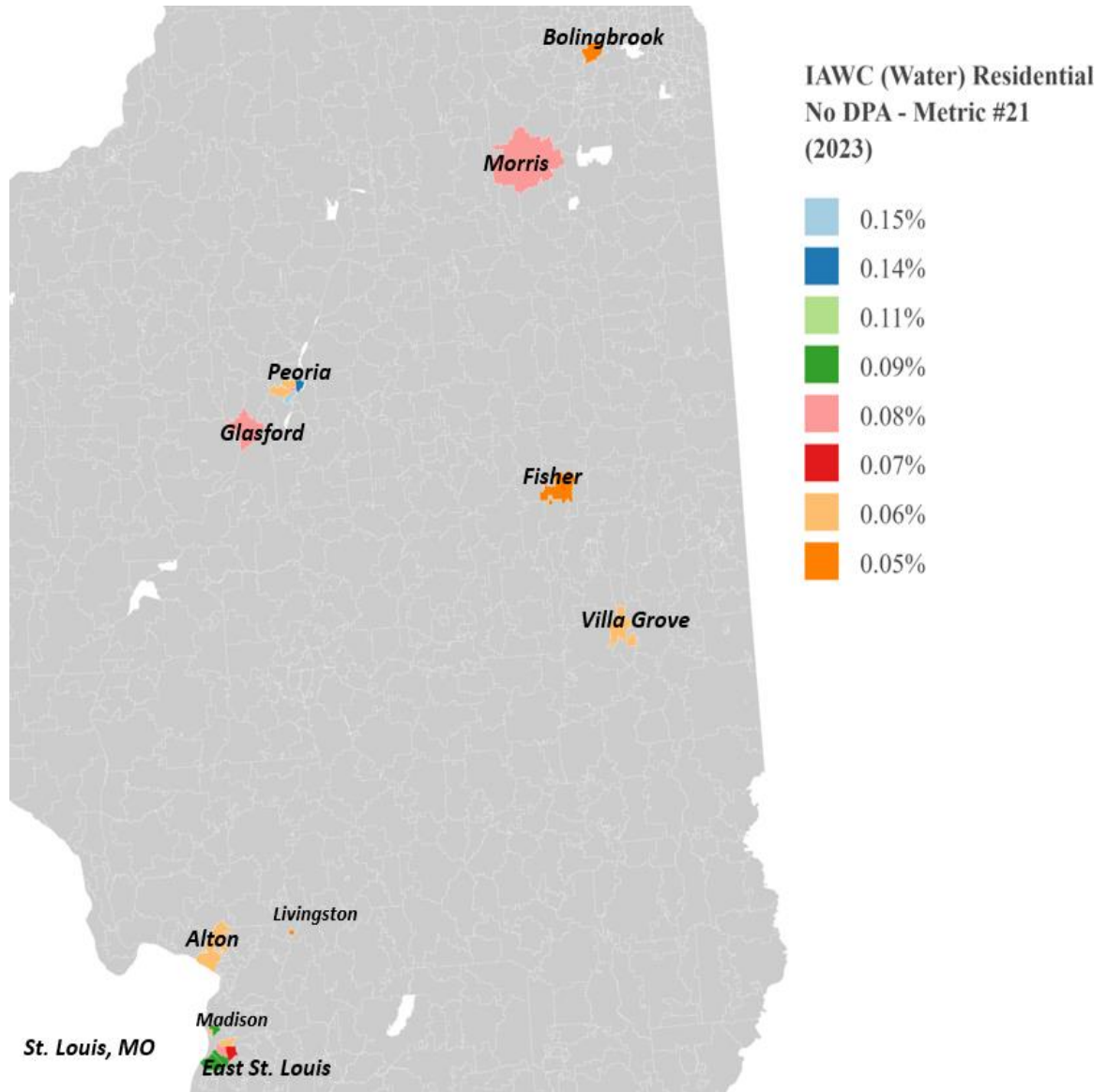


Table 11.4 below shows the top 20 IAWC water residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$626 (61615 – Peoria) to a low of \$260 (61821 – Champaign). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 6,061.

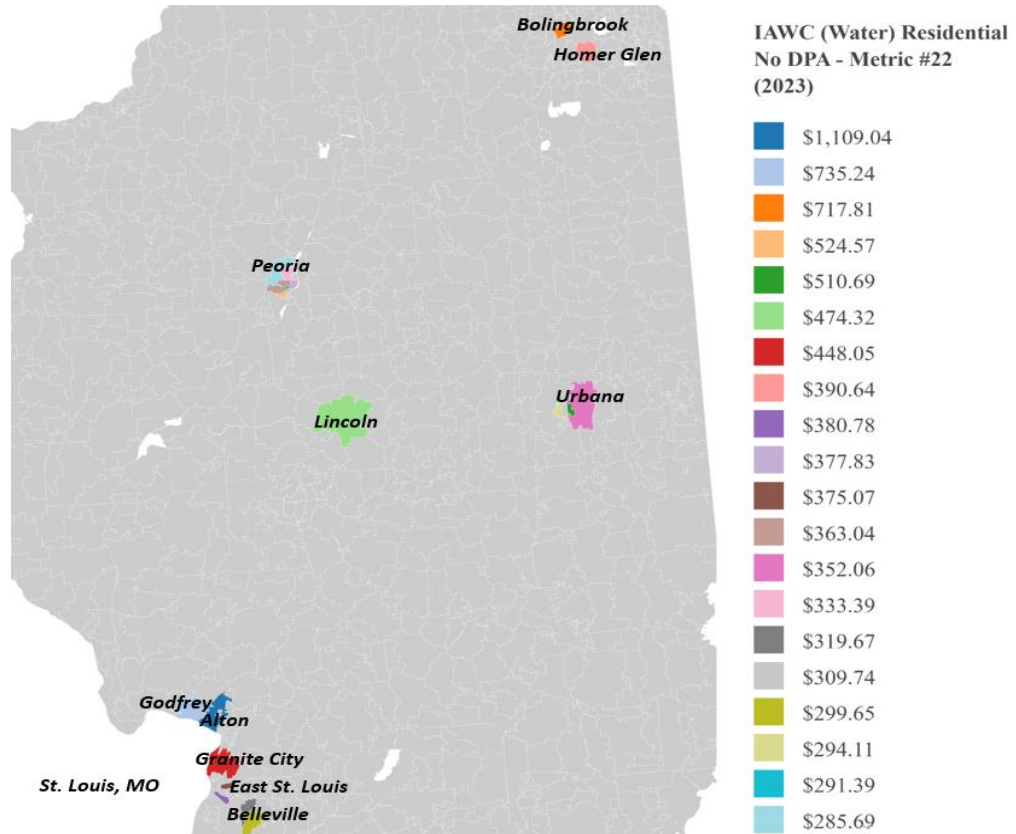
In **2023**, Metric #22 ranged from a high of \$1,109 (62002 – Alton) to a low of \$286 (61615 – Peoria). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2023 was 7,580.

**Table 11.4** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – IAWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
61615	--	\$ 625.86	62002	✓	\$ 1,109.04
60440	--	\$ 554.98	62035	--	\$ 735.24
61802	--	\$ 527.82	60440	--	\$ 717.81
61605	✓	\$ 467.05	61605	✓	\$ 524.57
62201	✓	\$ 376.23	61801	--	\$ 510.69
61843	--	\$ 376.22	62656	✓	\$ 474.32
61080	--	\$ 369.50	62040	--	\$ 448.05
62002	✓	\$ 368.54	60491	--	\$ 390.64
61603	✓	\$ 327.24	62207	✓	\$ 380.78
61604	✓	\$ 319.19	61603	✓	\$ 377.83
61614	✓	\$ 313.98	62204	✓	\$ 375.07
60490	--	\$ 300.75	61604	✓	\$ 363.04
61606	✓	\$ 290.55	61802	--	\$ 352.06
62205	✓	\$ 287.17	61614	✓	\$ 333.39
60487	--	\$ 277.26	62226	--	\$ 319.67
61801	--	\$ 270.08	62221	--	\$ 309.74
62221	--	\$ 261.30	62220	--	\$ 299.65
60012	--	\$ 261.17	61821	--	\$ 294.11
61764	✓	\$ 260.68	61606	✓	\$ 291.39
61821	--	\$ 260.24	61615	--	\$ 285.69

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #22 for IAWC water residential customers listed in Table 11.4 above are shown in the map below.



Prairie Path American Water Company’s (PPWC) water data consist of 10 months in 2022 and 12 months in 2023 for 28 zip codes in 2022 and 29 zip codes in 2023. Table 11.5 below shows the top 20 PPWC water residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 13.7% (60051 – McHenry) to a low of 3.9% (61088 – Winnebago). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 was 602. In **2023**, Metric #21 ranged from a high of 20.6% (60110 – Carpentersville) to a low of 5.7% (61036 – Galena). The average number of PPWC water residential customer accounts per zip code in the top 20 zip codes in 2023 was 574.

PPWC’s low income residential customers are those with incomes below the federal poverty line and who opted into the utility’s low-income tariff rate. In 2022 and 2023, PPWC had no zip codes with more than 100 water residential low-income customer accounts.

**Table 11.5** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – PPWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
60051	--	13.73%	60110	--	20.64%
60433	✓	13.29%	60051	--	17.94%
60013	✓	12.98%	60013	--	17.22%
61858	--	12.92%	61858	--	17.19%
60050	--	12.40%	60050	--	16.85%
60404	--	10.47%	60433	✓	15.99%
60548	--	10.42%	61108	✓	13.73%
61108	✓	10.37%	60514	--	13.00%
61109	--	8.77%	60404	✓	12.98%
60514	✓	8.67%	61109	--	11.76%
61375	--	8.53%	61375	--	11.75%
60552	--	7.73%	60548	--	11.35%
61061	--	6.98%	60175	--	10.76%
60175	--	6.37%	60552	--	9.56%
60002	✓	5.88%	61032	✓	8.82%
60012	--	5.40%	60002	✓	8.00%
61036	--	4.73%	61061	--	7.70%
61032	✓	4.62%	61088	--	6.33%
61001	--	4.45%	60012	--	5.88%
61088	--	3.94%	61036	--	5.71%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #21 for PPWC water residential customers listed in Table 11.5 above are shown in the map below.

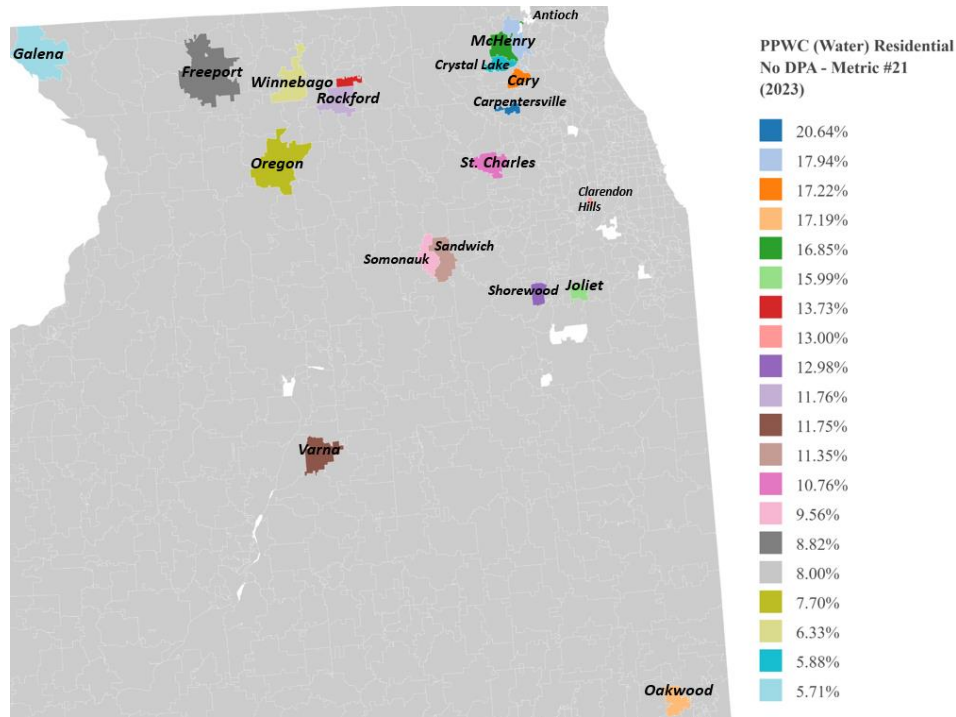


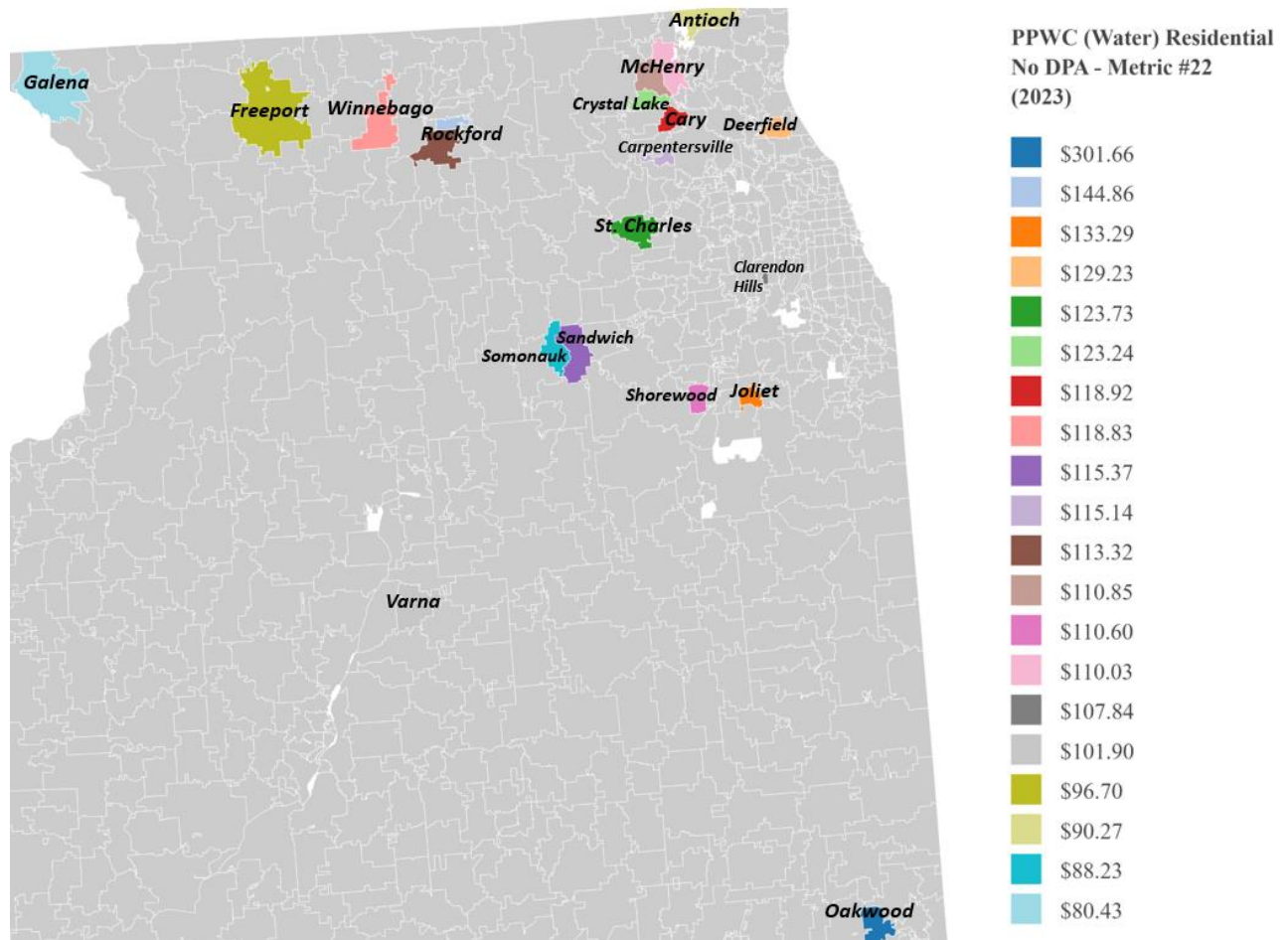
Table 11.6 below shows the top 20 PPWC water residential zip codes with the highest average dollar amount of customer accounts that are past due over 30 days with no DPA (Metric #22) in 2022 ranged from a high of \$230 (60548 – Sandwich) to a low of \$69 (60002 – Antioch). In 2023, Metric #22 ranged from a high of \$302 (61858 – Oakwood) to a low of \$80 (61036 – Galena). The average number of water residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 were respectively 611 and 572.

**Table 11.6** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – PPWC (Water) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
60548	--	\$ 230.16	61858	--	\$ 301.66
61858	--	\$ 212.99	61108	✓	\$ 144.86
61088	--	\$ 199.73	60433	✓	\$ 133.29
60433	✓	\$ 179.22	60015	--	\$ 129.23
61032	✓	\$ 178.53	60175	--	\$ 123.73
60552	--	\$ 129.84	60012	--	\$ 123.24
61375	--	\$ 123.22	60013	✓	\$ 118.92
60175	--	\$ 122.91	61088	--	\$ 118.83
60404	✓	\$ 120.26	60548	--	\$ 115.37
60012	--	\$ 120.04	60110	--	\$ 115.14
61108	✓	\$ 110.46	61109	--	\$ 113.32
60051	--	\$ 106.64	60050	--	\$ 110.85
60110	--	\$ 106.05	60404	✓	\$ 110.60
60514	✓	\$ 103.38	60051	--	\$ 110.03
61036	--	\$ 102.34	60514	✓	\$ 107.84
61109	--	\$ 99.56	61375	--	\$ 101.90
61001	--	\$ 95.52	61032	✓	\$ 96.70
60013	✓	\$ 92.45	60002	✓	\$ 90.27
60050	--	\$ 90.10	60552	--	\$ 88.23
60002	✓	\$ 69.24	61036	--	\$ 80.43

EIEC – Equity Investment Eligible Community

The location of the top 20 zip codes in 2023 for Metric #22 for PPWC water residential customers listed in Table 11.6 above are shown in the map below.



**SEWER – AQUA IL, IL AMERICAN WATER, AND PRAIRIE PATH WATER**

Aqua IL’s sewer data consist of 10 months in 2022 and 12 months in 2023 for 53 zip codes in 2022 and 54 zip codes in 2023. Aqua IL does not report its residential low-income customer data separately.

Table 11.7 below shows the 19 Aqua IL sewer residential zip codes’ **percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 42% (60484 – University Park) to a low of 0.3% (61832 – Danville).<sup>6</sup> In **2023**, Metric #21 ranged from a high of 42% (60484 – University Park) to a low of 0.05% (61832 – Danville). The average number of Aqua IL sewer residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 were respectively 1,172 and 1,111.

<sup>6</sup> In 2022, Aqua IL had only 19 zip codes with more than 100 sewer residential customers and a non-zero value for Metric #21.



**Table 11.7** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – Aqua IL (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
60484	✓	41.66%	60484	✓	42.17%
60964	--	22.26%	60964	--	26.97%
60174	--	21.45%	60443	--	22.88%
60940	--	20.56%	60417	--	22.23%
60417	--	19.70%	61065	--	20.39%
61065	--	19.32%	60174	--	19.21%
60950	--	17.09%	60940	--	19.16%
60468	--	16.86%	60449	--	17.09%
60914	--	15.77%	60950	--	16.26%
60714	--	14.25%	60468	--	16.23%
60449	--	14.12%	60914	--	16.20%
60051	--	12.29%	60714	--	13.26%
60025	--	11.01%	60051	--	12.74%
60016	✓	10.93%	60016	✓	12.00%
60135	--	8.93%	60025	--	10.68%
60068	--	7.50%	60068	--	8.78%
60060	--	6.99%	60060	--	6.99%
60047	--	5.37%	60135	--	6.89%
61832	✓	0.27%	60047	--	5.86%
			61832	✓	0.05%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #21 for Aqua IL sewer residential customers listed in Table 11.7 above are shown in the map below.

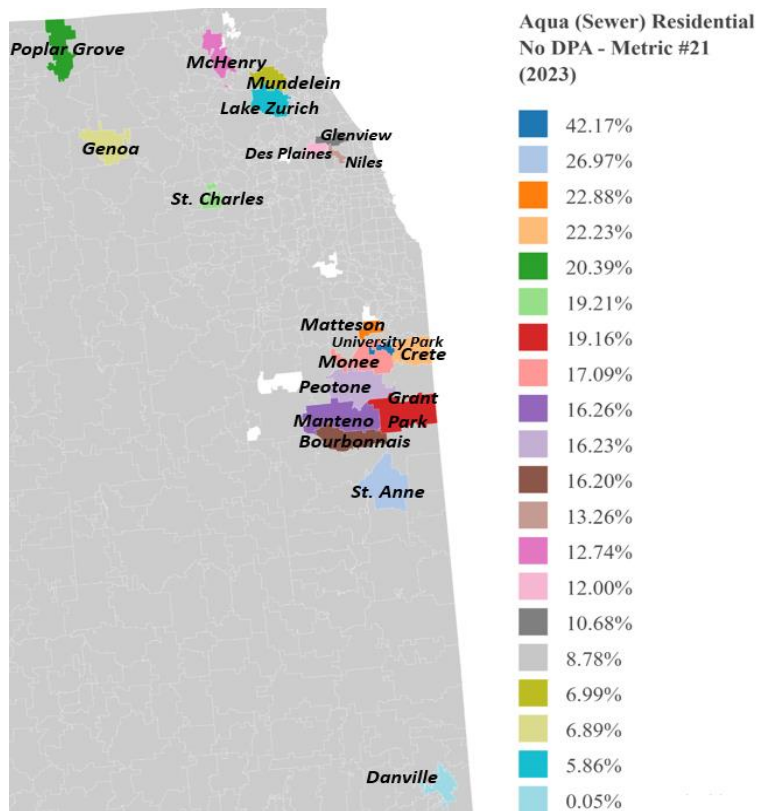


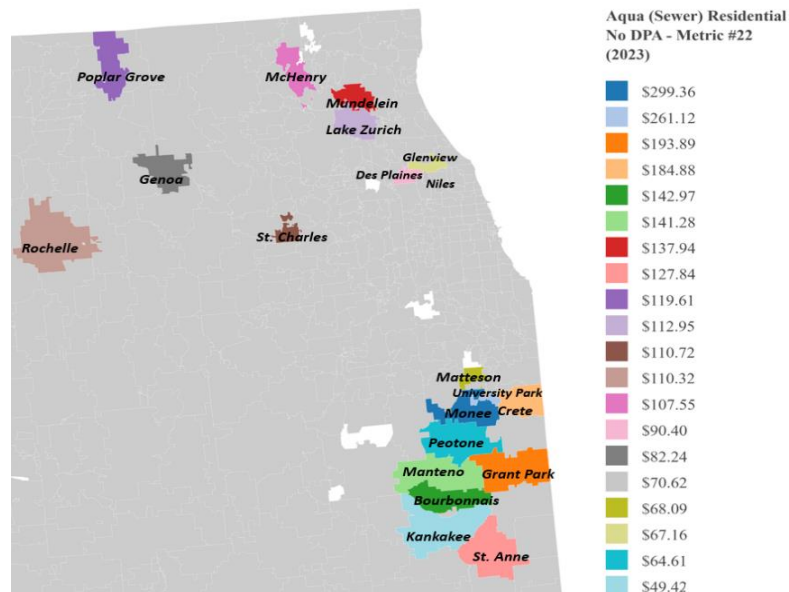
Table 11.8 below shows the top 20 Aqua IL sewer residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from a high of \$353 (60449 – Monee) to a low of \$48 (60714 – Niles). In **2023**, Metric #22 ranged from \$299 (60449 - Monee) to \$49 (60901 – Kankakee). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 was respectively 1,172 and 1,552.

**Table 11.8** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – Aqua IL (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
60449	--	\$ 353.22	60449	--	\$ 299.36
60484	✓	\$ 349.33	60484	✓	\$ 261.12
60940	--	\$ 209.76	60940	--	\$ 193.89
60417	--	\$ 153.04	60417	--	\$ 184.88
60964	--	\$ 140.28	60914	--	\$ 142.97
60068	--	\$ 136.06	60950	--	\$ 141.28
60135	--	\$ 131.62	60060	--	\$ 137.94
60914	--	\$ 123.92	60964	--	\$ 127.84
60950	--	\$ 123.48	61065	--	\$ 119.61
60051	--	\$ 123.11	60047	--	\$ 112.95
60047	--	\$ 118.65	60174	--	\$ 110.72
60174	--	\$ 111.28	61068	--	\$ 110.32
60060	--	\$ 110.69	60051	--	\$ 107.55
61065	--	\$ 102.21	60016	✓	\$ 90.40
61832	✓	\$ 94.48	60135	--	\$ 82.24
60016	✓	\$ 82.93	60714	--	\$ 70.62
60025	--	\$ 76.56	60443	--	\$ 68.09
60468	--	\$ 55.56	60025	--	\$ 67.16
60714	--	\$ 48.41	60468	--	\$ 64.61
			60901	✓	\$ 49.42

EIEC – Equity Investment Eligible Community

The location of the top 20 zip codes in 2023 for Metric #22 for Aqua IL sewer residential customers listed in Table 11.8 above are shown in the map below.



Illinois American Water Company’s (IAWC) sewer data consist of 10 months in 2022 and 12 months in 2023 for 175 zip codes in 2022 and 179 zip codes in 2023. IAWC does not report its residential low-income customer data separately. Table 11.9 below shows the top 20 IAWC sewer residential zip codes with the **highest percentage of average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 0.22% (61843 – Fisher) to a low of 0.02% (60543 – Oswego). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2022 was 2,691.

In **2023**, Metric #21 ranged from a high of 0.09% (61533 – Glasford) to a low of 0.01% (60490 – Bolingbrook). The average number of IAWC sewer residential customer accounts per zip code in the top 20 zip codes in 2023 was 2,919.

**Table 11.9** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – IAWC (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
61843	--	0.22%	61533	--	0.09%
61611	--	0.14%	60450	--	0.08%
62002	✓	0.13%	62002	✓	0.07%
60440	--	0.11%	61956	--	0.06%
60448	--	0.10%	62058	--	0.06%
62052	--	0.09%	61843	--	0.05%
62040	--	0.08%	60440	--	0.05%
60012	--	0.08%	62269	--	0.05%
60070	--	0.07%	62040	--	0.04%
62221	--	0.05%	62221	--	0.03%
60487	--	0.05%	61571	--	0.03%
60490	--	0.03%	62982	--	0.03%
62058	--	0.03%	62037	--	0.03%
62037	--	0.03%	60126	--	0.02%
62982	--	0.03%	60487	--	0.02%
60532	--	0.03%	62035	--	0.02%
62035	--	0.03%	60543	--	0.02%
60126	--	0.03%	62052	--	0.01%
61533	--	0.03%	60070	--	0.01%
60543	--	0.02%	60490	--	0.01%

EIEC – Equity Investment Eligible Community

A visual representation of the top 20 zip codes in 2023 for Metric #21 for IAWC sewer residential customers listed in Table 11.9 above are shown in the map below.

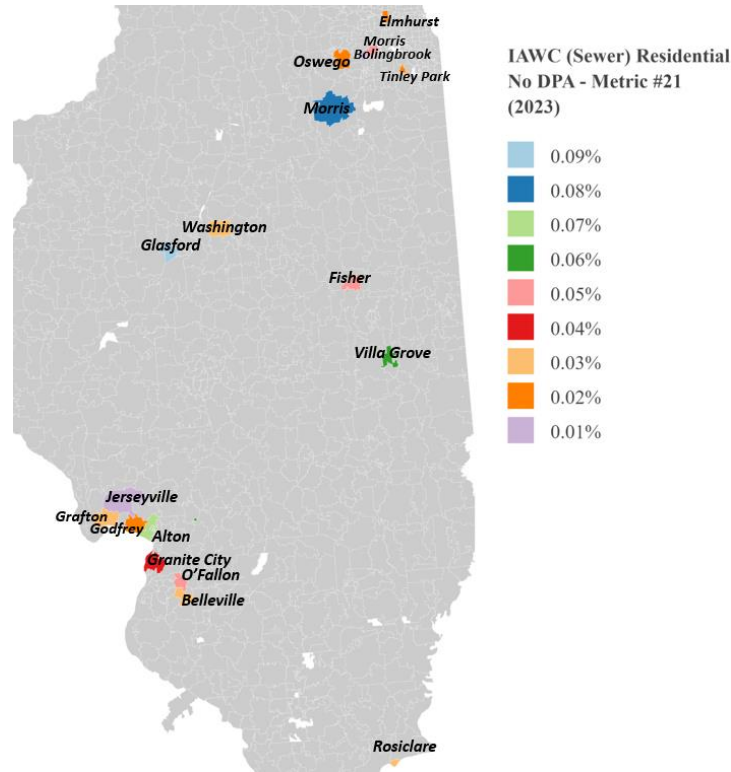
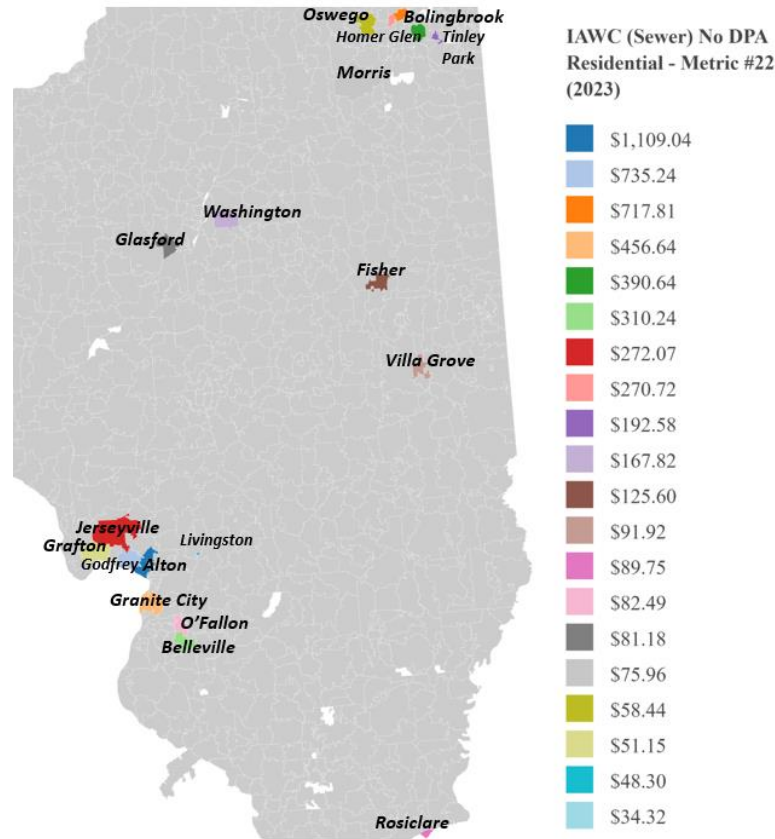


Table 11.10 below shows the top 20 IAWC sewer residential zip codes with the **highest average dollar amount of customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** ranged from \$742 (62982 – Rosiclare) to \$40 (62058 – Livingston). In **2023**, Metric #22 ranged from \$1,109 (62002 - Alton) to \$34 (60070 – Prospect Heights). The average number of sewer residential customer accounts per zip code in the top 20 zip codes in 2022 and 2023 was respectively 3,296 and 3,195.

**Table 11.10** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – IAWC (Sewer) - Top 20 Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
62982	--	\$ 741.99	62002	✓	\$ 1,109.04
60440	--	\$ 554.98	62035	--	\$ 735.24
61843	--	\$ 376.22	60440	--	\$ 717.81
62002	✓	\$ 373.20	62040	--	\$ 456.64
60490	--	\$ 300.75	60491	--	\$ 390.64
60487	--	\$ 277.26	62221	--	\$ 310.24
62040	--	\$ 261.34	62052	--	\$ 272.07
60012	--	\$ 261.17	60490	--	\$ 270.72
60016	✓	\$ 257.29	60487	--	\$ 192.58
62052	--	\$ 249.79	61571	--	\$ 167.82
62035	--	\$ 222.07	61843	--	\$ 125.60
60491	--	\$ 208.85	61956	--	\$ 91.92
60070	--	\$ 147.12	62982	--	\$ 89.75
60448	--	\$ 135.43	62269	--	\$ 82.49
60148	--	\$ 123.79	61533	--	\$ 81.18
62221	--	\$ 106.65	60450	--	\$ 75.96
60056	--	\$ 106.32	60543	--	\$ 58.44
60126	--	\$ 57.40	62037	--	\$ 51.15
61611	--	\$ 41.37	62058	--	\$ 48.30
62058	--	\$ 39.72	60070	--	\$ 34.32

A visual representation of the top 20 zip codes in 2023 for Metric #22 for IAWC sewer residential customers listed in Table 11.10 above are shown in the map below.



Prairie Path American Water Company’s (PPWC) sewer data consist of 10 months in 2022 and 12 months in 2023 for nine zip codes in 2022 and 10 zip codes in 2023.<sup>7</sup> Table 11.11 below shows the eight PPWC sewer residential zip codes with **average customer accounts that are past due over 30 days with no DPA** (Metric #21) in **2022** ranged from a high of 12.8% (61858 – Oakwood) to a low of 4.6% (61036 – Galena). The average number of sewer residential customer accounts per zip code in the eight zip codes in 2022 was 425. In **2023**, Metric #21 ranged from a high of 17.4% (61858 – Oakwood) to a low of 6.1% (61036 – Galena). The average number of PPWC sewer residential customer accounts per zip code in the nine applicable zip codes in 2023 was 381.

PPWC’s low income residential customers are those with incomes below the federal poverty line and who opted into the utility’s low-income tariff rate. In 2022 and 2023, PPWC had no zip codes with more than 100 sewer residential low-income customer accounts.

<sup>7</sup> In 2022 and 2023, PPWC respectively had only eight and nine zip codes with more than 100 customers for Metric 21.

**Table 11.11** Average Percentage of Customer Accounts Past Due Over 30 Days with No DPA – PPWC (Sewer) - Top Zip Codes for Residential Customers

Zip Code	EIEC	Metric #21 2022 Residential	Zip Code	EIEC	Metric #21 2023 Residential
61858	--	12.83%	61858	--	17.35%
60404	--	12.78%	60404	--	15.65%
60002	✓	7.75%	61032	✓	12.98%
61525	--	7.58%	60175	--	12.37%
60175	--	7.33%	61729	--	9.94%
61032	✓	7.11%	60002	✓	9.78%
61088	--	4.96%	61525	--	8.66%
61036	--	4.64%	61088	--	7.82%
			61036	--	6.05%

EIEC – Equity Investment Eligible Community

A visual representation of the nine zip codes in 2023 for Metric #21 for PPWC sewer residential customers listed in Table 11.11 above are shown in the map below.

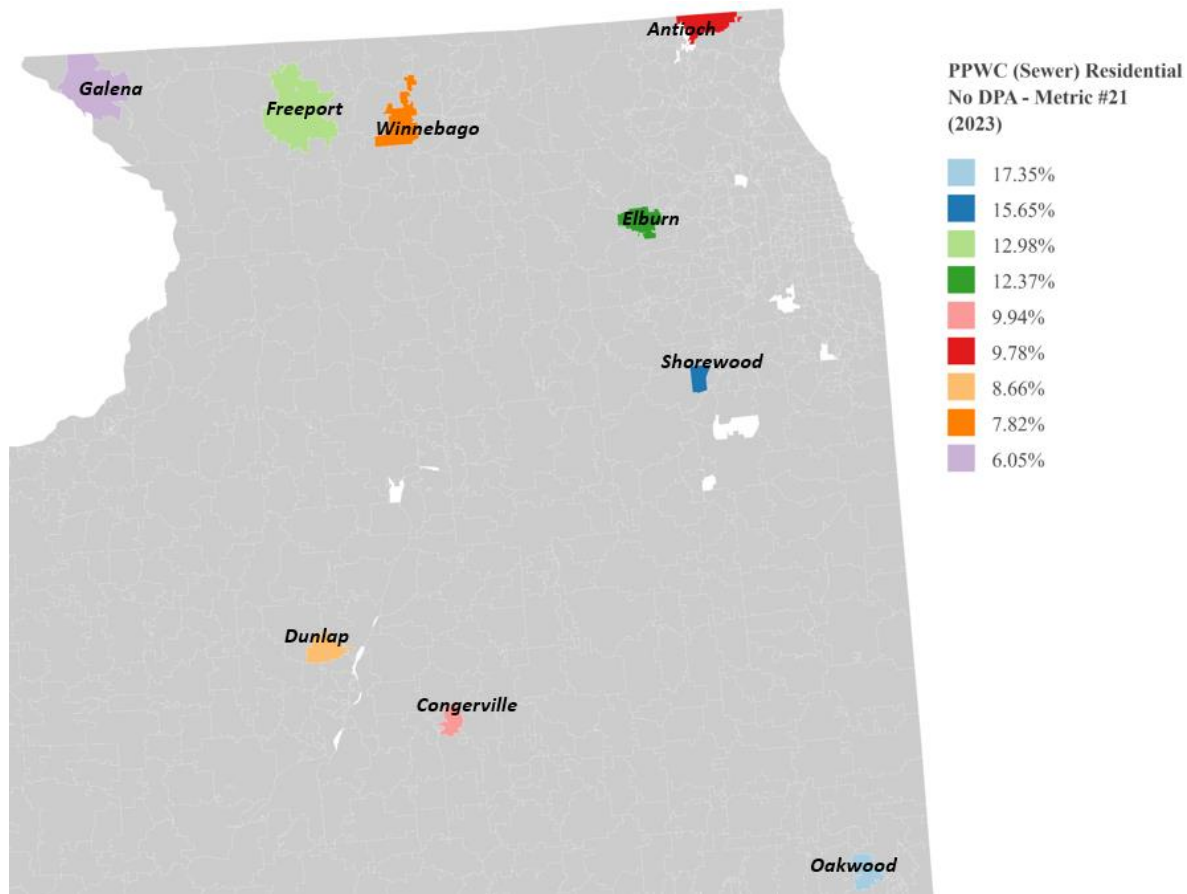


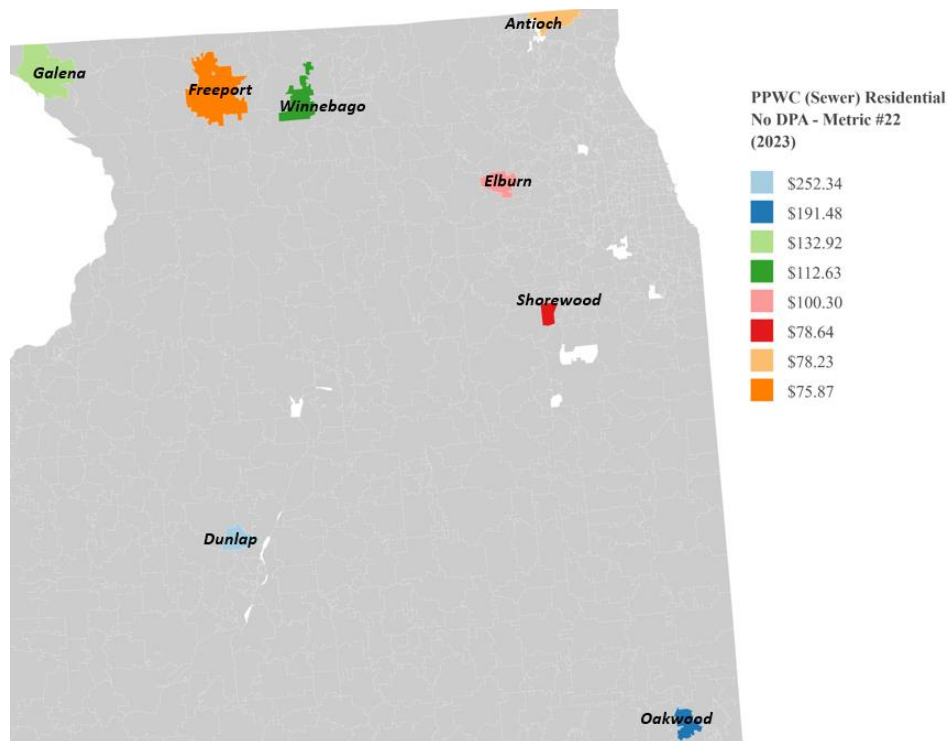
Table 11.12 below shows the eight PPWC sewer residential zip codes with **customer accounts that are past due over 30 days with no DPA** (Metric #22) in **2022** on average ranged from \$234 (61525 – Dunlap) to \$76 (60404 – Shorewood).<sup>8</sup> In **2023**, Metric #22 ranged from a high of \$252 (61525 – Dunlap) to a low of \$76 (61032 – Freeport). The average number of sewer residential customer accounts per zip code in the top zip codes in 2022 and 2023 were respectively 425 and 426.

**Table 11.12** Average Dollar Amount of Customer Accounts Past Due Over 30 Days with No DPA – PPWC (Sewer) - Top Zip Codes for Residential Customers

Zip Code	EIEC	Metric #22 2022 Residential	Zip Code	EIEC	Metric #22 2023 Residential
61525	--	\$ 234.29	61525	--	\$ 252.34
61858	--	\$ 211.89	61858	--	\$ 191.48
61032	✓	\$ 192.11	61036	--	\$ 132.92
61036	--	\$ 118.16	61088	--	\$ 112.63
61088	--	\$ 94.95	60175	--	\$ 100.30
60002	✓	\$ 88.46	60404	--	\$ 78.64
60175	--	\$ 80.75	60002	✓	\$ 78.23
60404	--	\$ 76.41	61032	✓	\$ 75.87

EIEC – Equity Investment Eligible Community

A visual representation of the eight zip codes in 2023 for Metric #22 for PPWC sewer residential customers listed in Table 11.12 above are shown in the map below.



<sup>8</sup> In 2022 and 2023, PPWC had only eight zip codes with more than 100 customers for Metric 22.