



e-FILING REPORT COVER SHEET

COMPANY NAME: Portland General Electric Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RE 195

Report is required by:  OAR  
 Statute  
 Order 22-116

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: UE 403

List Key Words for this report. We use these to improve search results.

PGE Schedule 18 Income Qualified Bill Discount Reporting

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

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**Portland General Electric**  
121 SW Salmon Street • Portland, OR 97204  
portlandgeneral.com

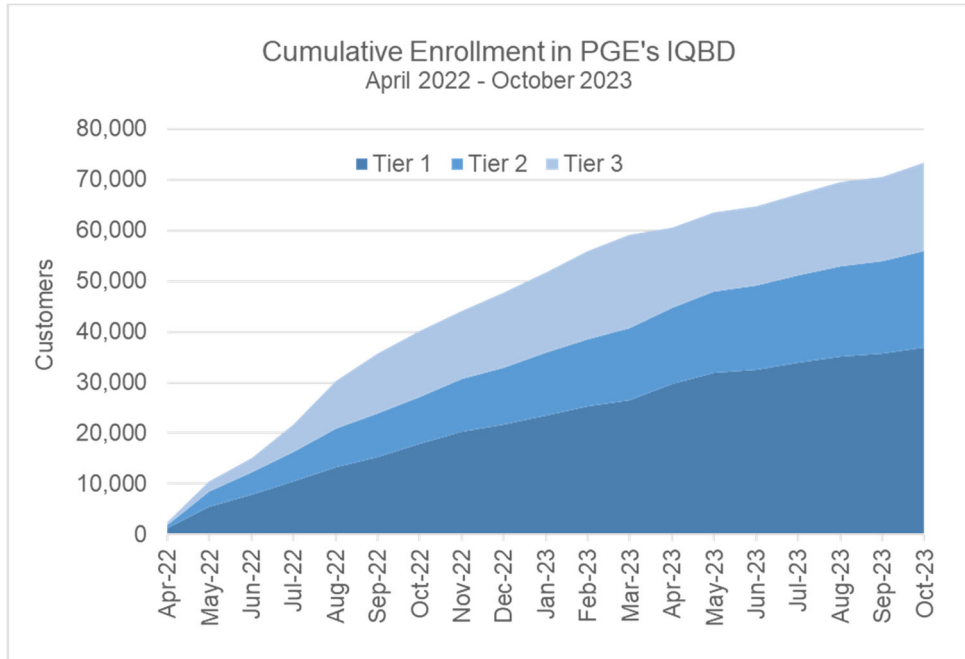
November 20, 2023

Public Utility Commission of Oregon  
Attn: Filing Center  
201 High Street, S.E.  
P.O. Box 1088  
Salem, OR 97308-1088

**RE: RE 195 PGE Schedule 18 Income Qualified Bill Discount Reporting  
(August 1, 2023 – October 31, 2023)**

Pursuant to Commission Order No. 22-116 in Docket No. UE 403, Portland General Electric Company (PGE) hereby submits the quarterly report on Schedule 18 Income Qualified Bill Discount (IQBD) detailing monthly data on enrollment, bills, arrears, energy assistance and demographics.

As of October 2023, over 73,000 Residential Customers have been enrolled in PGE’s IQBD program.



Detailed data reporting for PGE's IQBD program is provided in Attachment A. It includes the following data points for the reporting period August 1, 2023 – October 31, 2023:

- By discount tier, zip code and month
  - New enrollments
  - Cumulative enrollments
- By discount tier and month
  - Cumulative enrollments
  - Cumulative active enrollments
  - Average discount amount
  - Average bill with discount
  - Average bill pre-discount
  - Average residential bill
  - Customers in arrears, by window
  - Average arrears, by window
  - Total arrears, by window
  - Recipients of Energy Assistance in past 12 months
- Statistics for all enrollments, as of October 31, 2023
  - Housing type
  - Household size
  - Fixed income
  - Preferred language
  - Race/Ethnicity

Should you have any questions or comments regarding this filing, please contact Ashleigh Keene at [ashleigh.keene@pgn.com](mailto:ashleigh.keene@pgn.com) Please direct all formal correspondence and requests to the following email address [pge.opuc.filings@pgn.com](mailto:pge.opuc.filings@pgn.com)

Sincerely,

*\s\ Robert Macfarlane*

Robert Macfarlane  
Manager, Pricing & Tariffs

Enclosure

RE 195  
PGE Schedule 18 Income Qualified Bill Discount Reporting  
(August 1, 2023 – October 31, 2023)

Attachment A

Also provided separately in electronic format

Zip Code	New Enrollments									Cumulative Enrollments									Total
	Aug-23			Sep-23			Oct-23			Aug-23			Sep-23			Oct-23			
	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	
<b>Total</b>	<b>1,151</b>	<b>633</b>	<b>577</b>	<b>662</b>	<b>391</b>	<b>365</b>	<b>1,141</b>	<b>843</b>	<b>804</b>	<b>35,203</b>	<b>17,755</b>	<b>16,518</b>	<b>35,756</b>	<b>18,077</b>	<b>16,738</b>	<b>36,939</b>	<b>18,932</b>	<b>17,477</b>	<b>73,348</b>
97002	2	3	0	2	1	2	0	3	2	44	39	29	46	39	31	46	42	33	121
97003	16	13	9	10	7	8	15	14	10	492	256	272	498	264	270	516	275	288	1,079
97004	0	0	0	1	2	0	2	2	2	30	23	16	30	26	16	33	27	18	78
97005	20	8	14	10	8	6	14	16	15	835	360	310	852	367	318	859	382	328	1,569
97006	28	18	22	18	6	9	30	14	22	773	398	400	784	396	413	811	424	434	1,669
97007	22	9	8	6	3	8	13	12	13	418	250	222	431	252	230	442	270	238	950
97008	19	6	9	8	4	6	12	22	12	498	245	228	499	252	227	514	277	244	1,035
97009	5	2	1	0	1	3	3	4	6	74	62	54	77	61	56	77	66	63	206
97011	0	0	0	0	0	0	1	0	0	8	3	11	8	4	10	9	4	10	23
97013	2	0	0	1	0	1	0	2	0	46	38	18	46	37	19	47	40	19	106
97015	15	10	6	6	3	5	18	5	11	442	236	199	446	238	206	464	237	215	916
97017	1	1	1	0	1	0	2	5	1	24	15	13	24	16	14	28	21	15	64
97019	2	0	1	0	0	1	1	1	1	19	17	8	18	17	9	19	18	10	47
97020	0	0	0	1	0	0	1	1	0	10	10	6	11	10	6	12	11	7	30
97022	1	0	1	3	2	0	2	2	2	52	35	23	56	36	24	58	38	25	121
97023	2	2	3	4	3	1	3	3	4	173	108	96	174	109	97	182	111	102	395
97024	8	6	4	5	2	3	13	4	6	351	179	169	357	179	175	371	182	183	736
97026	1	1	0	1	0	0	2	3	2	47	30	29	48	30	30	49	34	31	114
97027	5	3	4	9	0	6	9	1	3	277	134	113	288	133	122	298	136	123	557
97028	0	0	0	0	0	0	0	1	0	0	1	1	0	1	1	0	2	1	3
97030	29	12	17	23	10	17	25	29	33	1137	653	617	1162	662	619	1182	700	651	2,533
97032	3	1	1	1	0	2	3	0	0	60	46	20	62	47	21	63	46	22	131
97034	1	2	2	1	0	0	4	3	2	50	41	42	52	41	40	57	44	41	142
97035	4	1	4	5	1	5	8	3	11	172	107	107	178	107	108	184	115	120	419
97038	3	4	3	4	4	1	9	9	7	264	147	117	268	153	114	276	163	119	558
97042	0	3	1	0	0	0	1	2	0	32	26	13	31	27	13	33	28	13	74
97045	24	16	11	16	7	14	24	16	24	798	419	373	820	425	384	844	442	409	1,695
97049	0	1	0	0	0	0	0	1	0	23	19	18	23	18	18	23	19	18	60
97055	5	10	4	4	4	3	7	6	9	286	194	144	289	196	146	298	205	154	657
97056	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1
97060	12	6	4	4	3	2	16	8	14	377	248	208	364	254	215	382	253	229	864
97062	10	13	8	5	9	2	6	8	13	335	207	200	337	215	204	343	224	210	777
97067	1	1	1	0	1	2	0	2	0	37	41	22	37	41	24	37	43	24	104
97068	7	4	4	6	1	2	9	10	8	154	101	65	156	102	65	165	109	72	346
97070	10	10	9	2	5	2	8	8	7	324	226	202	327	228	201	334	237	206	777
97071	17	14	8	5	8	6	11	13	17	508	282	217	516	284	219	527	300	237	1,064
97078	12	20	9	5	5	9	18	7	5	522	242	208	522	250	218	539	250	222	1,011
97080	22	9	13	16	8	7	22	25	21	660	394	364	686	406	361	705	433	385	1,523
97086	18	6	11	12	5	2	26	10	10	627	259	238	644	259	239	668	271	251	1,190
97089	4	4	0	2	1	1	3	3	3	84	83	55	85	86	56	87	88	58	233
97101	1	1	1	1	0	0	1	3	0	39	36	20	41	37	18	42	39	19	100
97106	0	1	2	0	1	0	0	0	1	32	11	19	32	13	17	32	13	18	63
97109	0	0	0	0	0	0	0	0	0	2	0	1	2	0	1	2	0	1	3
97111	1	3	2	0	0	0	3	4	1	33	32	22	33	32	22	36	36	23	95
97113	4	5	5	5	1	1	6	11	7	267	168	152	269	168	152	275	178	159	612
97114	3	0	2	1	0	3	1	1	2	65	34	32	65	31	36	68	34	37	139

97115	1	1	0	1	0	0	1	2	0	36	32	20	36	32	20	37	34	20	91
97116	1	1	0	0	0	1	0	2	2	15	15	7	15	15	7	15	17	9	41
97117	0	1	0	0	0	0	0	0	0	4	5	2	4	6	2	4	6	2	12
97119	0	1	2	0	1	0	1	1	3	47	42	25	47	42	24	48	44	27	119
97123	36	19	14	13	7	9	29	14	15	772	422	339	782	430	343	813	450	352	1,615
97124	28	25	13	18	8	10	28	19	18	627	363	323	638	378	331	659	389	347	1,395
97127	0	0	5	2	1	0	4	1	1	71	38	29	72	38	29	75	39	31	145
97128	1	0	0	0	0	0	3	0	1	12	3	8	12	3	8	15	3	9	27
97132	15	7	4	10	4	4	18	19	8	413	284	194	427	282	195	443	305	200	948
97133	0	1	2	1	1	0	1	0	2	38	32	32	38	34	31	41	33	34	108
97137	0	0	0	0	0	0	0	0	0	5	2	4	5	2	4	5	2	4	11
97140	4	6	6	1	3	4	7	10	8	154	106	86	152	107	91	162	115	97	374
97148	0	0	0	0	0	0	3	0	1	26	29	23	25	29	23	28	29	23	80
97201	15	5	7	10	6	0	10	7	8	420	115	177	428	120	174	444	124	183	751
97202	28	5	12	17	6	8	19	17	18	590	254	293	607	262	297	634	275	316	1,225
97203	24	8	10	16	8	5	27	19	13	875	301	354	891	305	350	918	330	358	1,606
97204	2	1	0	0	0	0	1	1	2	86	19	25	87	19	24	87	20	26	133
97205	12	0	3	3	0	4	5	1	2	191	37	42	194	36	44	199	36	48	283
97206	26	14	13	32	13	11	37	21	23	1003	440	421	1027	450	418	1073	472	444	1,989
97209	29	4	9	18	9	4	19	10	14	638	219	264	659	224	271	679	234	281	1,194
97210	4	2	3	2	1	4	10	2	5	164	67	75	166	72	74	180	76	80	336
97211	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	
97213	5	1	4	1	0	1	5	3	5	159	57	51	161	56	51	167	57	56	280
97214	13	13	10	10	5	3	27	8	8	423	163	152	425	169	156	451	176	162	789
97215	3	2	4	3	2	1	7	5	4	148	83	87	152	83	87	155	88	89	332
97216	4	3	4	4	5	3	10	12	4	280	126	129	289	128	133	295	141	138	574
97217	13	9	13	12	5	8	20	10	15	478	206	227	489	217	226	512	231	245	988
97219	12	5	11	11	7	8	20	18	11	435	179	223	448	185	225	468	201	232	901
97221	4	4	0	1	2	1	4	5	4	132	64	51	129	63	53	137	69	57	263
97222	20	20	16	20	9	12	28	14	13	890	419	367	911	422	376	931	444	386	1,761
97223	28	10	14	26	10	13	23	19	17	817	397	365	835	402	384	866	415	395	1,676
97224	22	15	5	6	6	5	20	17	15	434	309	260	426	315	266	452	332	276	1,060
97225	14	3	3	3	2	5	8	14	6	229	109	116	229	111	124	238	121	126	485
97227	0	0	0	0	0	0	0	0	1	3	4	0	3	4	0	3	4	1	8
97229	25	10	9	7	12	6	23	12	11	544	276	279	543	281	286	566	296	299	1,161
97230	37	11	15	20	12	6	32	29	18	1129	488	538	1144	499	547	1177	529	563	2,269
97231	2	0	1	1	0	0	1	0	1	25	14	11	26	14	11	29	14	11	54
97232	8	5	4	5	5	1	3	3	3	137	60	80	144	65	80	148	68	84	300
97233	56	29	20	37	13	7	64	26	31	2022	759	863	2042	765	862	2109	793	890	3,792
97236	35	20	19	22	12	13	37	22	26	1417	633	615	1437	645	619	1472	667	640	2,779
97239	23	10	3	6	0	3	15	11	7	273	113	116	274	113	115	288	123	121	532
97266	36	13	15	27	20	7	54	18	21	1374	520	520	1402	536	525	1470	541	552	2,563
97267	25	12	15	8	10	4	7	8	8	536	338	246	533	344	251	549	352	250	1,151
97301	62	28	26	27	17	11	38	32	25	1846	872	810	1886	885	815	1919	928	827	3,674
97302	22	13	15	15	11	9	31	28	17	772	398	386	785	405	391	818	435	406	1,659
97303	17	8	6	3	10	8	16	8	5	368	279	224	364	298	230	382	297	235	914
97304	0	0	0	0	0	0	2	3	2	21	8	8	21	6	8	23	10	10	43
97305	35	26	17	22	11	7	18	24	27	1160	626	575	1173	638	575	1191	654	603	2,448
97306	18	10	6	5	6	8	10	18	15	426	283	229	432	290	239	441	309	254	1,004
97317	15	10	5	7	5	4	13	9	8	487	314	250	492	318	253	505	323	263	1,091
97325	1	0	0	0	0	0	0	0	0	5	4	1	5	4	1	5	4	1	10

97338	0	1	0	0	0	0	0	1	1	2	4	1	2	4	1	2	5	2	<b>9</b>
97347	1	2	2	0	1	1	3	2	2	36	27	46	36	27	47	39	29	48	<b>116</b>
97352	0	0	0	0	0	0	0	0	0	4	2	1	4	2	1	4	2	1	<b>7</b>
97362	2	0	3	1	0	2	8	3	0	58	41	42	59	40	43	69	43	43	<b>155</b>
97371	0	0	0	0	0	0	0	0	0	3	1	0	3	1	0	3	1	0	<b>4</b>
97375	1	0	0	0	0	0	0	1	1	9	9	4	9	9	4	9	10	5	<b>24</b>
97378	11	1	1	1	2	0	10	5	3	143	100	62	141	105	60	152	111	64	<b>327</b>
97381	10	7	2	4	5	4	5	7	14	183	121	81	185	125	85	190	133	98	<b>421</b>
97385	0	0	0	0	0	0	0	0	0	2	3	1	2	3	1	2	3	1	<b>6</b>
97392	3	0	0	0	0	0	2	2	2	42	29	22	42	29	22	43	33	26	<b>102</b>
97396	2	2	1	0	0	0	2	2	2	58	35	40	59	36	40	61	38	40	<b>139</b>
NULL	0	0	0	0	0	0	0	0	0	5	2	3	7	0	0	1	1	1	<b>3</b>

Billing Information for All Enrolled Customers									
	Aug-23			Sep-23			Oct-23		
	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3
Average discount amount (\$)	\$29	\$26	\$21	\$27	\$23	\$19	\$23	\$20	\$17
Average bill with discount (\$)	\$99	\$111	\$111	\$89	\$98	\$100	\$78	\$86	\$87
Average bill pre-discount (\$)	\$128	\$137	\$132	\$116	\$121	\$119	\$101	\$106	\$104
Average residential bill (\$)	\$108			\$96			\$83		
Customers in arrears (%)									
31-60 days	21%	19%	20%	24%	22%	24%	23%	21%	21%
61-90 days	14%	11%	13%	12%	10%	12%	14%	12%	13%
91+ days	9%	5%	6%	10%	5%	6%	9%	5%	6%
Average arrears (\$)									
31-60 days	\$229	\$237	\$235	\$226	\$233	\$238	\$219	\$225	\$231
61-90 days	\$143	\$141	\$127	\$149	\$153	\$132	\$144	\$135	\$128
91+ days	\$175	\$182	\$150	\$163	\$189	\$144	\$152	\$185	\$143
Total arrears (reflects increases in customer enrollment month over month, \$)									
31-60 days	\$1,018,925	\$532,702	\$474,087	\$1,170,546	\$595,130	\$550,500	\$1,077,285	\$540,773	\$499,156
61-90 days	\$414,658	\$179,750	\$164,383	\$390,150	\$179,641	\$148,842	\$447,018	\$191,948	\$174,034
91+ days	\$338,510	\$114,970	\$87,140	\$333,190	\$116,620	\$86,647	\$290,942	\$109,249	\$81,988
Cumulative Enrollments	35,205	17,756	16,519	35,757	18,079	16,739	36,940	18,933	17,479
Cumulative Active Enrollments	31,552	15,963	13,929	31,902	16,167	14,059	32,173	16,525	14,272
Recipients of Energy Asst. in past 12-months (%)	46%	31%	35%	46%	31%	34%	40%	27%	25%

Increases to total arrears aligns with increases in enrollment and should not be compared month-to-month to assess any program impacts. Average arrears values reflect only those customers who have non-zero arrearages in a given window.

A single customer is counted only in the arrears window that contains their longest arrears. The arrearages for a single customer are broken out into the windows that reflect those individual dollars. For example, a customer with \$50 that is 40 days past due and \$20 that is 70 days past due would be counted as a customer who is 61-90 days past due but \$50 of their arrears amount is reflected in the 31-60 days average/total statistics and \$20 of their arrears amount is reflected in the 61-90 days average/total statistics.

Cumulative Enrollments reflect all customers who have enrolled in the program, regardless of whether or not those customers are currently enrolled.

Cumulative Active Enrollments reflect all customers currently enrolled in the program. Customers typically see their first discount on the bill cycle following their enrollment month.



## Demographic Information

*The following statistics reflect cumulative enrollments as of Oct 31st, 2023.*

### Housing Type

Single Family	38%
Multifamily	54%
Mobile Home	9%

### Household Size

1	40%
2	20%
3	14%
4	11%
5+	13%

### On a Fixed Income

Yes	33%
No	67%

### Preferred Language

% English	89%
% Non-English	11%

### Race/Ethnicity of Enrolled Applicant (optional)\*

White or Caucasian	52%
Latino/a, Hispanic, or Spanish	19%
Black or African American	7%
Asian or Asian Indian	5%
Native American and/or Alaska Native	2%
Native Hawaiian and/or Pacific Islander	1%
Slavic	1%
African Immigrant or Refugee	1%
Middle Eastern	1%
Other	11%

\*%'s Rounded up and self-reported by 39,211 respondents