



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)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



February 21, 2024

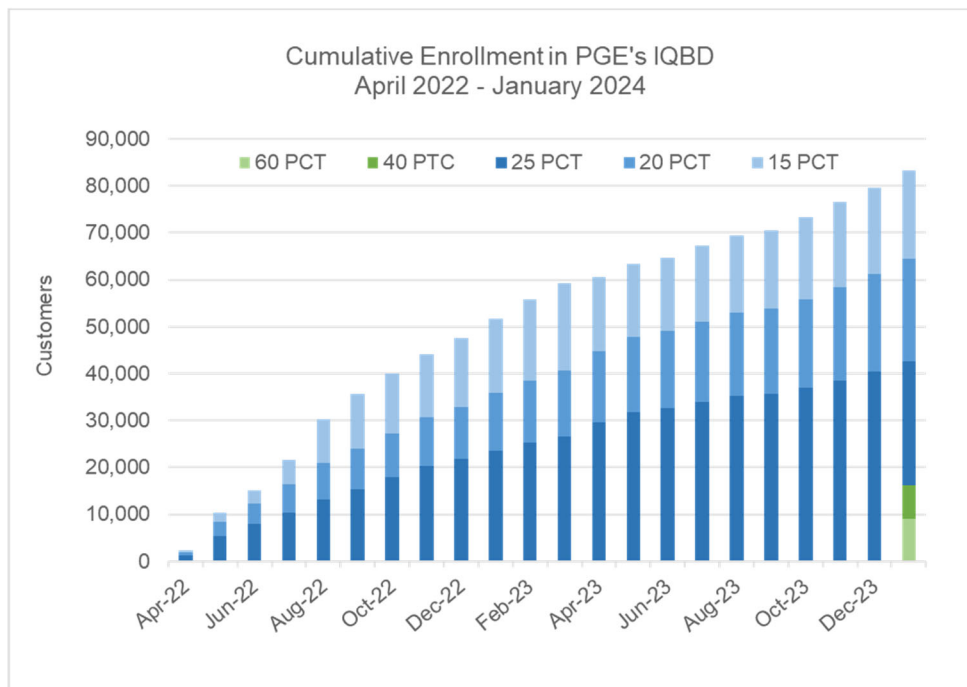
Public Utility Commission of Oregon  
Attn: Filing Center  
201 High Street, S.E.  
P.O. Box 1088  
Salem, OR 97308-1088

**RE: RE 195 PGE Schedule 18 Income Qualified Bill Discount Reporting  
(November 1, 2023 – January 31, 2024)**

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.

On January 1, 2024, two additional discount levels were introduced into the IQBD program: 60% for households earning 0-5% of state median income, and 40% for households earning 6-15% of state median income. Eligible IQBD participants were automatically moved to the new tiers on the first of the year, with January bills prorated to reflect the increased discount amounts.

As of January 2024, over 83,000 Residential Customers have been enrolled in PGE’s IQBD program, with 73,000 current enrollments.



Detailed data reporting for PGE's IQBD program is provided in Attachment A. It includes the following data points for the reporting period November 1, 2023 – January 31, 2024:

- 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 January 31, 2024
  - 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  
(November 1, 2023 – January 31, 2024)

Attachment A

Also provided separately in electronic format

RE 195  
PGE Schedule 18 Income Qualified Bill Discount Reporting  
(November 1, 2023 – January 31, 2024)

Attachment A

Also provided separately in electronic format



97213	3	3	4	9	1	1	0	1	4	2	4	166	63	58	176	65	62	36	25	124	68	61	314
97214	25	9	6	19	10	10	13	4	13	18	17	475	186	169	505	199	177	143	69	327	219	189	947
97215	12	4	3	9	6	2	2	0	7	10	8	173	92	93	184	102	93	49	24	114	108	96	391
97216	12	10	5	6	6	3	0	1	7	9	11	305	153	140	319	160	138	61	51	216	172	148	648
97217	25	12	13	15	10	11	8	4	16	13	10	530	238	255	562	250	262	146	98	351	265	273	1,133
97219	17	22	9	14	11	8	10	7	11	12	12	488	226	239	517	236	239	143	98	310	243	247	1,041
97221	3	5	1	6	4	2	3	0	5	6	3	137	74	55	152	77	57	34	19	104	86	54	297
97222	32	25	17	20	19	15	10	5	18	24	30	958	465	400	993	483	416	240	176	609	503	437	1,965
97223	56	30	17	39	21	17	17	3	24	30	15	911	447	416	975	475	421	255	146	621	508	431	1,961
97224	32	16	18	13	18	7	4	5	14	28	17	476	340	295	490	363	306	136	85	298	392	307	1,218
97225	12	8	13	5	9	4	5	0	9	13	12	248	133	137	258	139	140	75	41	162	155	143	576
97227	0	0	0	0	0	0	0	0	1	1	0	3	4	1	3	4	1	1	1	2	5	1	10
97229	41	16	22	21	12	10	7	8	14	15	13	607	312	310	640	329	314	205	121	357	341	315	1,339
97230	61	29	16	34	30	23	6	12	24	32	19	1225	550	571	1294	583	562	325	268	767	608	545	2,513
97231	2	2	1	2	1	0	3	0	0	2	0	30	16	11	32	18	10	6	7	22	20	10	65
97232	15	5	3	8	8	4	6	3	4	7	7	165	72	84	174	80	89	55	24	114	83	95	371
97233	97	38	32	66	30	12	32	17	39	40	35	2208	822	907	2333	858	858	560	428	1444	883	840	4,155
97236	58	32	29	39	23	12	21	9	35	19	28	1516	687	669	1617	720	637	384	298	1005	739	637	3,063
97239	11	4	3	7	9	4	8	1	6	14	7	301	125	124	315	132	124	89	47	198	142	134	610
97266	61	25	27	50	20	14	17	12	33	28	28	1493	576	560	1580	591	563	331	304	1026	616	560	2,837
97267	24	18	16	15	7	14	8	3	9	20	27	571	371	264	600	377	271	128	115	392	396	288	1,319
97301	78	38	33	49	32	20	15	7	44	50	31	1975	947	864	2052	1000	857	332	360	1452	1059	851	4,054
97302	36	20	18	21	22	16	4	8	16	35	20	852	452	424	889	479	424	147	161	618	509	435	1,870
97303	20	18	9	16	12	12	3	2	10	12	11	398	318	242	419	336	256	81	67	289	345	260	1,042
97304	1	2	0	0	1	0	1	2	1	1	0	24	11	10	24	12	10	5	6	17	12	10	50
97305	48	40	21	27	16	15	3	12	26	28	30	1246	701	614	1289	713	612	219	246	878	744	603	2,690
97306	25	16	11	17	7	14	4	2	15	23	8	472	326	262	495	339	271	95	94	319	364	278	1,150
97317	27	23	14	18	9	6	8	5	10	15	11	521	348	274	558	357	279	91	119	382	382	279	1,253
97325	1	0	1	0	0	0	0	0	0	0	0	5	4	2	5	4	2	1	0	4	4	2	11
97338	0	0	0	0	0	0	0	0	0	0	1	2	5	2	2	5	2	0	0	2	5	3	10
97347	1	1	0	1	2	0	1	0	2	1	1	39	30	49	45	29	48	10	10	29	31	48	128
97352	1	0	0	0	0	0	0	0	1	0	0	3	3	1	4	2	1	0	0	6	1	1	8
97362	3	1	1	3	3	2	0	0	0	0	0	71	46	43	75	48	44	10	9	59	51	47	176
97371	0	0	0	0	0	0	0	0	0	0	0	3	1	0	3	1	0	0	2	1	1	0	4
97375	0	0	0	0	1	0	0	0	0	0	0	9	10	5	10	11	5	3	2	6	12	7	30
97378	8	8	2	6	4	5	0	0	0	0	0	160	119	64	166	125	69	18	30	124	133	71	376
97381	10	7	2	11	6	7	0	0	0	0	0	203	138	95	218	144	102	24	30	177	155	108	494
97385	1	0	1	0	0	0	0	0	0	0	0	3	3	2	3	3	2	3	0	0	4	2	9
97392	1	1	0	4	0	2	0	0	0	0	0	45	30	25	52	31	27	6	5	43	35	27	116
97396	2	5	1	3	2	2	0	0	0	0	0	62	44	41	65	45	44	6	20	47	45	45	163
NULL	0	0	0	0	0	0	0	0	0	0	0	3	2	0	2	3	0	1	1	1	1	1	5

Billing Information for All Enrolled Customers											
	Nov-23			Dec-23			Jan-24				
	Tier1	Tier2	Tier3	Tier1	Tier2	Tier3	60%	40%	25%	20%	15%
Average discount amount (\$)	\$29	\$25	\$21	\$38	\$33	\$27	\$73	\$69	\$48	\$40	\$30
Average bill with discount (\$)	\$99	\$108	\$108	\$129	\$140	\$140	\$121	\$154	\$154	\$173	\$178
Average bill pre-discount (\$)	\$128	\$133	\$129	\$167	\$173	\$167	\$194	\$223	\$202	\$213	\$207
Average residential bill (\$)	\$107			\$138			\$170				
Customers in arrears (%)											
31-60 days	23%	20%	21%	24%	20%	21%	25%	25%	21%	20%	21%
61-90 days	15%	12%	12%	16%	13%	13%	16%	16%	13%	12%	13%
91+ days	11%	6%	7%	11%	6%	6%	13%	12%	8%	7%	7%
Average arrears (\$)											
31-60 days	\$232	\$231	\$231	\$270	\$260	\$264	\$285	\$320	\$277	\$279	\$290
61-90 days	\$157	\$154	\$140	\$161	\$147	\$139	\$185	\$185	\$168	\$163	\$160
91+ days	\$166	\$180	\$144	\$151	\$177	\$137	\$159	\$179	\$155	\$194	\$145
Total arrears (reflects increases in customer enrollment month over month, \$)											
31-60 days	\$1,254,406	\$619,091	\$553,032	\$1,524,719	\$713,747	\$642,847	\$447,125	\$391,439	\$837,199	\$782,553	\$697,649
61-90 days	\$522,583	\$236,171	\$189,598	\$587,733	\$247,860	\$208,068	\$189,303	\$146,953	\$305,563	\$262,026	\$236,511
91+ days	\$396,390	\$149,961	\$104,965	\$371,609	\$150,650	\$95,572	\$129,599	\$105,618	\$183,517	\$175,177	\$113,858
Cumulative Enrollments	38,548	19,912	18,151	40,471	20,803	18,334	9,087	7,130	26,278	21,924	18,784
Cumulative Active Enrollments	33,948	17,599	15,062	35,642	18,401	15,019	8,929	7,019	21,433	19,532	15,982
Recipients of Energy Asst. in past 12-months (%)	40%	27%	24%	40%	26%	21%	43%	44%	38%	26%	22%

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 Jan 31st, 2024.

### Housing Type

Single Family	54%
Multifamily	37%
Mobile Home	9%

### Household Size

1	39%
2	21%
3	14%
4	12%
5+	14%

### On a Fixed Income

Yes	34%
No	66%

### Preferred Language

% English	89%
% Non-English	11%

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

White or Caucasian	57%
Latino/a, Hispanic, or Spanish	21%
Black or African American	7%
Asian or Asian Indian	6%
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	4%

\*%s Rounded up and self-reported by 41,311 respondents