



**Portland General Electric Company**  
121 SW Salmon Street • 1WTC0306 • Portland, OR 97204  
portlandgeneral.com

April 20, 2021

***Via Electronic Filing***

Public Utility Commission of Oregon  
P.O. Box 1088  
Salem, OR 97308-1088

Re: UM 2114 – Investigation into the Effects of the COVID-19 Pandemic on Utility Customers. PGE Report of COVID-19 related late payment fees, time payment agreements, arrearages, disconnects and reconnects

Dear Filing Center:

At its November 3, 2020 public meeting, the Public Utility Commission of Oregon (Commission) adopted Staff's recommendation in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers. On November 5, 2020 the Commission issued Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers formally approving Staff's recommendation.

The Staff Report approved by Order 20-401 included a recommendation that the Commission approve the Stipulated Agreement on the Effects of COVID-19 Pandemic on Energy Utility Customers. Attachment A of the Stipulation requires that each energy utility (utility) report certain information on a monthly basis for the prior month through December 2023. The first monthly report was due November 1, 2020 for October 2020, with subsequent monthly reports due the 20<sup>th</sup> day of the following month.

Attachment A of the Stipulation also requires that each utility report certain information on a quarterly basis through December 2023. Namely, in addition to the data included in the monthly reports, Appendix A, parts e, f, g, h, i, and k are included in quarterly reports.

Attached is the PGE quarterly COVID-19 report for January through March 2021. In addition to information due quarterly, PGE's quarterly report includes data for March 2021. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-7805.

Please direct all formal correspondence and requests to the following email address  
[pge.opuc.filings@pge.com](mailto:pge.opuc.filings@pge.com).

Sincerely,

*/s/ Jay Tinker*

Jay Tinker  
Director, Rates and Regulatory Affairs

JT/np  
Enclosures

## Attachment A subpart a - The number of customers, by customer class

Counts were made on customers on the last business day of March 2021.

Zip Code	Non-Residential	Residential
97002	932	2,241
97003	759	11,128
97004	450	1,781
97005	2,512	11,897
97006	1,643	18,652
97007	905	18,205
97008	1,172	11,986
97009	1,104	3,390
97010	1	2
97011	80	503
97013	815	2,390
97015	2,010	8,970
97017	231	1,112
97019	266	1,225
97020	77	376
97022	403	1,451
97023	1,034	4,660
97024	502	4,590
97026	286	1,157
97027	470	4,950
97028	144	728
97030	2,179	15,156
97032	479	1,750
97034	916	8,457
97035	1,343	11,199
97036	19	2
97038	1,149	6,336
97041	7	
97042	338	1,216
97045	3,438	22,087
97049	167	1,759
97051	5	
97055	1,498	7,930
97056	7	30
97060	1,084	7,889
97062	2,028	11,355
97067	401	1,258
97068	1,215	11,679
97070	1,857	11,345
97071	1,630	9,610

97078	548	9,362
97079	3	
97080	904	16,268
97086	909	12,673
97089	770	4,814
97101	342	1,555
97106	350	1,558
97109	18	81
97111	342	1,457
97113	662	4,887
97114	540	1,778
97115	324	1,725
97116	294	845
97117	67	264
97119	365	1,624
97123	2,645	17,523
97124	3,240	21,744
97125	6	19
97127	91	1,445
97128	163	492
97132	1,918	11,787
97133	458	2,267
97137	277	486
97140	1,605	9,525
97148	341	1,284
97201	732	7,368
97202	2,594	20,098
97203	1,433	12,835
97204	626	419
97205	307	2,795
97206	1,625	21,591
97208	7	
97209	2,126	14,699
97210	1,874	7,933
97211	5	
97212	2	
97213	262	3,079
97214	2,910	15,309
97215	525	7,630
97216	500	4,194
97217	1,699	12,694
97218	1	
97219	1,338	17,502
97221	324	5,563
97222	1,971	15,584
97223	2,452	20,821
97224	1,649	15,842

97225	1,163	11,613
97227	55	418
97229	1,541	27,759
97230	2,082	15,551
97231	546	2,022
97232	800	5,135
97233	1,176	15,032
97236	993	13,865
97239	766	9,652
97251	3	
97258	1	
97266	1,520	13,280
97267	1,088	12,835
97280	1	
97291	1	
97301	2,959	18,810
97302	2,743	17,079
97303	1,183	10,729
97304	281	1,327
97305	1,842	15,265
97306	800	13,722
97310	31	
97311	1	
97312	3	
97317	1,188	8,388
97325	64	165
97338	77	248
97347	198	797
97352	33	124
97362	300	1,506
97371	45	106
97373	1	
97375	113	517
97378	552	2,805
97381	1,173	6,434
97385	53	160
97392	363	1,866
97396	238	1,352
97424		1
97438	1	

## Attachment A subpart b - The number of customers, by customer class, assessed late charges during the period

Counts were made on customers that had late pay charges at any point during March 2021.

Zip Code	Non-Residential	Residential
97002	90	0
97003	83	0
97004	58	0
97005	284	0
97006	188	0
97007	76	0
97008	81	0
97009	154	0
97011	11	0
97013	96	0
97015	209	0
97017	55	0
97019	33	0
97020	7	0
97022	54	0
97023	144	0
97024	100	0
97026	35	0
97027	41	0
97028	10	0
97030	248	0
97032	47	0
97034	83	0
97035	204	0
97036	2	0
97038	152	0
97042	49	0
97045	383	0
97049	30	0
97055	191	0
97056		0
97060	179	0
97062	192	0
97067	109	0
97068	138	0
97070	240	0
97071	254	0
97078	81	0
97080	131	0
97086	144	0

97089	115	0
97101	38	0
97106	26	0
97109		0
97111	45	0
97113	82	0
97114	75	0
97115	38	0
97116	38	0
97117	8	0
97119	44	0
97123	394	0
97124	358	0
97125	2	
97127	14	0
97128	34	0
97132	178	0
97133	61	0
97137	24	0
97140	204	0
97148	25	0
97201	69	0
97202	289	0
97203	243	0
97204	87	0
97205	31	0
97206	213	0
97209	299	0
97210	211	0
97213	24	0
97214	347	0
97215	54	0
97216	57	0
97217	237	0
97219	234	0
97221	41	0
97222	194	0
97223	208	0
97224	174	0
97225	104	0
97227	0	0
97229	237	0
97230	382	0
97231	62	0
97232	108	0
97233	214	0
97236	183	0

97239	89	0
97266	238	0
97267	153	0
97301	359	0
97302	313	0
97303	127	0
97304	44	0
97305	232	0
97306	104	0
97312	0	
97317	153	0
97325	8	0
97338	13	0
97347	19	0
97352	3	0
97362	22	0
97371	7	0
97375	10	0
97378	99	0
97381	129	0
97385	3	0
97392	43	0
97396	29	0

\*The number of customers is calculated by counting the customers with a net positive late pay charge amount

⇒ payment fees or





it for the month.

## Attachment A subpart c - The number of customers, by customer class, enrolled in a current Time Payment Arrangement (TPA)\*

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2021, have close dates after March 31, 2021, and have a "TPA Success" of Active

Zip Code	Non-Residential	Residential
97002	4	33
97003	1	226
97004	6	24
97005	4	281
97006		319
97007	2	180
97008	1	197
97009	8	73
97011		9
97013	4	38
97015	8	245
97017	4	24
97019		18
97020		15
97022	4	49
97023	6	108
97024	3	141
97026	5	38
97027	2	129
97028		1
97030	9	534
97032	5	40
97034		34
97035	1	96
97038	8	152
97042	2	27
97045	11	413
97049	2	19
97055	9	164
97060	8	234
97062	8	186
97067	6	20
97068	5	105
97070	3	154
97071	5	247
97078	1	196
97080	3	414
97086	4	205
97089	3	74
97101		42

97106	4	18
97111	2	32
97113	5	95
97114	2	54
97115	4	20
97116	9	10
97117		6
97119	2	41
97123	29	288
97124	7	270
97127	1	36
97128	1	10
97132	7	198
97133	2	19
97137		4
97140	6	119
97148	2	31
97201	3	46
97202	19	156
97203	10	233
97204	6	3
97205	3	16
97206	19	313
97209	20	99
97210	3	32
97213		37
97214	23	94
97215		68
97216	1	82
97217	6	165
97219	5	150
97221	1	43
97222	12	299
97223	16	296
97224	1	181
97225	3	105
97229	6	169
97230	6	431
97231	1	19
97232	2	26
97233	16	605
97236	9	548
97239	5	67
97266	18	368
97267	6	236
97301	17	637
97302	16	318

97303	3	261
97304	1	9
97305	21	518
97306		279
97317	4	239
97325	1	2
97338		3
97347		24
97352		3
97362		29
97375	1	13
97378	5	90
97381	2	111
97385		1
97392	11	37
97396		35

\*May include customers with TPAs prior to March 17th, 2020

## Attachment A subpart d - The number of customers enrolling in a new TPA\*

Counts were made on customers that enrolled in a TPA at any point during March 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	9
97003		38
97004	2	8
97005	2	57
97006		64
97007		41
97008	1	32
97009	3	11
97011		1
97013		11
97015	1	54
97017	4	8
97019		3
97020		7
97022		14
97023	3	29
97024	1	34
97026	2	7
97027	1	25
97030	5	124
97032		7
97034		8
97035		18
97038	2	27
97042		9
97045	3	87
97049	1	2
97055	3	29
97060	3	38
97062		41
97067	2	1
97068	3	18
97070		24
97071	3	68
97078		47
97080		90
97086	2	51
97089	1	14
97101		10
97106	1	5

97111		5
97113	2	18
97114		14
97115		5
97116		4
97117		2
97119	1	8
97123	7	62
97124	2	48
97127		3
97128	1	2
97132		38
97133	1	3
97140	1	23
97148	1	9
97201	1	8
97202	8	34
97203	3	49
97204	2	
97205	1	1
97206	6	71
97209	6	22
97210	1	4
97213		8
97214	6	20
97215		15
97216		17
97217	2	40
97219	2	36
97221		11
97222	5	73
97223	3	76
97224		47
97225	1	21
97229	5	20
97230	1	97
97231		3
97232	1	2
97233	4	152
97236	5	132
97239	4	11
97266	3	90
97267	1	54
97301	6	142
97302	1	62
97303	2	43
97304		1

97305	8	116
97306		69
97317		53
97325	1	
97338		1
97347		3
97352		3
97362		6
97375		4
97378	2	18
97381		25
97385		1
97392		6
97396		4

\*New TPAs entered into during current month



## Attachment A subpart e - The number of customers completing a TPA during the period

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2021, have close dates at any point between January 1, 2021 and March 31, 2021,

Zip Code	Non-Residential	Residential
97002		18
97003	1	34
97004		11
97005	1	68
97006	1	69
97007		55
97008		54
97009	5	22
97011		2
97013		18
97015	1	54
97017	1	8
97019		6
97020		4
97022		16
97023	5	25
97024	1	40
97026	1	8
97027	1	29
97030	2	120
97032		11
97034		11
97035	3	17
97038	4	43
97042		12
97045	4	121
97049	2	6
97055	2	32
97060	4	53
97062	1	49
97067		4
97068	2	26
97070	1	31
97071		81
97078	1	40
97080	3	97
97086	2	45
97089	1	15
97101		11
97106	1	7

97111		11
97113	1	22
97114		12
97115		3
97116		7
97117		2
97119		12
97123	2	76
97124	1	74
97127		15
97128		3
97132		37
97133		3
97137		1
97140		39
97148		4
97201	3	5
97202	2	41
97203	3	58
97204	1	1
97205		2
97206	2	89
97209	5	12
97210	3	10
97213		8
97214	4	18
97215		13
97216	1	19
97217		35
97219	1	32
97221		8
97222	2	72
97223	3	77
97224	1	47
97225	1	23
97229	4	36
97230	2	114
97231		3
97232		5
97233	1	132
97236	5	112
97239		13
97266	6	86
97267	1	53
97301	4	163
97302		80
97303	2	56

97304		4
97305	5	118
97306		62
97317	2	55
97338		2
97347		5
97352		3
97362	1	10
97375		4
97378		17
97381	1	37
97392		10
97396		7

## Attachment A subpart f - The number of customers, by customer class, renegotiating TPAs during the period

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2021, have close dates at any point between January 1, 2021 and March 31, 2021,

Zip Code	Non-Residential	Residential
97006		1
97009		1
97022		1
97023		1
97024		1
97027		1
97030		1
97045		1
97071		1
97080		2
97086		3
97217		1
97230		1
97233		2
97236		1
97301	1	
97302		2
97303		1
97306		2
97378		1

**Attachment A subpart g - The number of customers taking service at the bill payment assistance program developed in this Term Sheet**

<b>Zip Code</b>	<b>50/50 Payment</b>	<b>Customer Assistance</b>	<b>Payment Match</b>	<b>TPA Relief</b>
97002	6	1		7
97003	42	13		16
97004	13			3
97005	59	12	1	30
97006	46	8		29
97007	31	10		13
97008	41	8		17
97009	13	3		6
97011	1			1
97013	12			9
97015	30	14		32
97017	6			3
97019	2			1
97020	3			3
97022	7	1		8
97023	16	6		11
97024	18	3		24
97026	4			2
97027	23	9	1	12
97030	87	9		57
97032	6	2		3
97034	4	3		1
97035	15	2		8
97038	36	4		18
97042	6	1		5
97045	95	22		43
97049	1			
97055	20	6		13
97060	34	6		18
97062	32	6		22
97067	1	1		2
97068	21	2		10
97070	25	11		17
97071	51	4		39
97078	32	6		21
97080	58	5		44
97086	36	11	1	24
97089	16	3		4
97101	7	1		6
97106	1			3

97111	5	1		2
97113	22	7		13
97114	6			6
97115	4			3
97116	3			2
97119	1	2		2
97123	48	33		42
97124	45	11		28
97127	5			1
97128	5			
97132	35	5		12
97133	4	1		1
97137	2			
97140	12	2		12
97148	1			2
97201	7	1		2
97202	31	8		25
97203	52	7		32
97204	1			
97205	6			
97206	72	6		40
97209	20	1		8
97210	8			2
97213	3			3
97214	16	4		10
97215	11	2		7
97216	17	4		6
97217	31	7		20
97219	42	8		14
97221				5
97222	51	28		27
97223	47	16	1	35
97224	42	13		24
97225	16	4		7
97227	1			
97229	37	4		10
97230	74	13		50
97231	1	1		
97232	5	1		1
97233	110	26		71
97236	77	12		59
97239	15	1		5
97266	64	12		39
97267	39	10		30
97301	88	43		71
97302	56	17		37
97303	41	7		28

97304			1
97305	93	37	49
97306	20	10	32
97317	32	12	22
97338			1
97347	1		2
97352	1		2
97362	5	1	3
97375	3		3
97378	19		11
97381	24	4	12
97385			1
97392	5		3
97396	5	1	1

## Attachment A subpart h - The number of customers taking service at the beginning of the period under existing medical payment arrangements

Counts were made on customers that enrolled in a TPA at any point on or before December 31, 2021, have close dates at any point on or after January 1, 2021, have a

Zip Code	Non-Residential	Residential
97003		3
97004		1
97005		5
97006		8
97007		4
97008		2
97009		7
97015		13
97017		1
97019		1
97022		2
97023		8
97024		3
97026		1
97027		4
97030		21
97032		3
97034		1
97035		2
97038		7
97042		1
97045		19
97049		2
97055		7
97060		15
97062		5
97067		1
97068		5
97070		4
97071		4
97078		2
97080		15
97086		7
97089		4
97101		1
97111		1
97113		2
97114		6
97119		1
97123		2



97124	5
97127	1
97128	2
97132	7
97140	2
97148	1
97203	7
97205	1
97206	8
97210	1
97213	3
97214	3
97215	1
97216	3
97217	8
97219	6
97221	3
97222	15
97223	6
97224	8
97225	2
97229	1
97230	15
97231	1
97232	2
97233	33
97236	20
97239	1
97266	14
97267	12
97301	26
97302	5
97303	8
97304	1
97305	17
97306	9
97317	9
97378	3
97381	2
97392	1
97396	2

## Attachment A subpart i - The number of customers enrolling in new medical payment arrangements during the period

Counts were made on customers that enrolled in a TPA at any point between October 1, 2020 and December 31, 2020, have a "TPA Success" of Active Arrears, Active Current, or

Zip Code	Non-Residential	Residential
97002		1
97004		1
97005		1
97007		2
97008		3
97013		1
97015		4
97017		1
97020		1
97023		2
97024		1
97027		1
97030		9
97035		1
97038		1
97045		5
97055		1
97060		1
97062		1
97070		1
97071		2
97080		6
97086		2
97089		1
97101		1
97113		1
97116		1
97124		3
97132		6
97148		1
97202		2
97203		3
97206		9
97216		2
97217		2
97219		4
97221		1
97222		3
97223		3
97230		8

97231	1
97233	9
97236	12
97266	4
97267	3
97301	6
97302	5
97303	1
97305	6
97306	2
97317	4
97378	4
97381	1

**Attachment A subpart j (Count) - Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage balances, segmented by 30-60 days; 61-90 days; 91+ days\***

Counts were made on customers that had a balance on the last Friday of March 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	107	45	56	39	8	11
97003	516	210	588	37	9	7
97004	55	23	35	17	8	11
97005	883	285	735	107	32	31
97006	864	255	806	112	38	7
97007	665	193	425	68	10	3
97008	495	134	550	30	2	6
97009	128	36	102	54	6	28
97011	17	5	16	2	1	1
97013	106	23	47	32	10	15
97015	567	107	507	143	3	38
97017	62	21	40	25	1	3
97019	34	16	30	6	2	2
97020	20	4	10	3	1	
97022	61	16	74	13		8
97023	184	45	159	38	8	15
97024	211	109	265	15	4	2
97026	64	22	52	7	3	2
97027	194	58	221	7	4	2
97028	8	2	4	9	2	1
97030	939	352	1,029	109	21	31
97032	94	31	67	18	2	3
97034	170	38	68	30	6	11
97035	269	90	186	85	9	7
97036				2		
97038	300	62	273	35	9	21
97041						1
97042	64	8	38	18	4	7
97045	870	275	744	126	48	48
97049	47	13	35	5	1	1
97055	283	101	248	35	12	28
97056			2			
97060	379	146	276	39	12	12
97062	469	154	463	104	14	12
97067	34	11	29	8	4	
97068	277	86	186	42	20	12
97070	319	123	338	32	4	5
97071	475	172	278	56	15	15

97078	470	186	501	43	10	12
97080	802	308	698	35	9	12
97086	617	103	470	78	5	15
97089	176	36	117	38	7	19
97101	73	33	42	10	5	2
97106	40	17	31	5	2	
97109			1			
97111	53	15	28	10	3	3
97113	194	74	202	20	6	6
97114	69	19	80	38	3	4
97115	41	15	38	5	5	5
97116	14	8	16	2	6	5
97117	8	1	6	3		1
97119	62	22	44	18	2	4
97123	617	298	632	91	40	21
97124	662	251	707	48	25	17
97127	61	25	53	3	3	4
97128	22	5	15	7	1	3
97132	327	84	347	34	15	18
97133	39	22	38	8	5	3
97137	22	1	14	9	1	
97140	314	93	182	105	20	22
97148	50	11	43	6	1	5
97201	288	103	295	36	8	11
97202	696	152	721	89	17	42
97203	680	296	633	89	12	23
97204	39	15	37	38	6	5
97205	112	54	106	17	2	2
97206	998	122	885	92	7	33
97209	647	245	610	82	34	37
97210	299	90	228	68	21	22
97212						1
97213	128	60	106	20		4
97214	767	452	557	173	34	49
97215	343	76	190	34	7	3
97216	203	67	189	18	7	8
97217	592	175	502	117	24	28
97219	451	176	432	50	10	16
97221	141	60	111	14	3	4
97222	585	229	679	33	12	19
97223	780	206	873	82	14	25
97224	603	124	448	96	21	18
97225	293	82	280	23	7	6
97227	14		9	4		
97229	572	182	556	59	18	23
97230	730	371	936	56	21	12
97231	49	26	46	28	6	10

97232	228	93	279	40	13	13
97233	1,056	519	1,480	67	13	38
97236	910	405	1,060	52	20	39
97239	320	100	240	23	5	9
97266	864	276	975	99	20	39
97267	425	103	472	24	7	14
97301	1,172	401	1,274	240	36	45
97302	678	221	638	194	25	43
97303	384	135	354	70	5	17
97304	38	12	16	12	3	7
97305	827	269	929	123	16	21
97306	480	162	407	101	4	4
97310					1	
97317	497	173	350	96	19	19
97325	8	3	5	5	1	1
97338	8	2	7	5	1	
97347	31	10	51	9	1	
97352	2	2	3	1		
97362	110	32	49	10	5	4
97371				1		
97375	33	14	16	6	4	2
97378	204	38	152	45	10	15
97381	350	72	169	54	19	10
97385	9	2	8	4		
97392	68	16	34	12	8	7
97396	58	26	59	6	1	5

\*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that their oldest outstanding balance.







ne customer is represented in only one age bucket. Because of this, their total outstanding balance is als





is represented in only one age bucket, the age bucket of

**Attachment A subpart j (Amount) - Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage balances, segmented by 30-60 days; 61-90 days; 91+ days\***

Amounts were made on customers that had a balance on the last Friday of March 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 17,704	\$ 19,314	\$ 88,496	\$ 16,747	\$ 1,033	\$ 3,911
97003	\$ 54,126	\$ 52,895	\$ 507,802	\$ 6,537	\$ 2,824	\$ 7,542
97004	\$ 13,095	\$ 9,757	\$ 55,195	\$ 4,230	\$ 2,039	\$ 7,194
97005	\$ 90,420	\$ 67,197	\$ 584,030	\$ 13,169	\$ 8,363	\$ 27,684
97006	\$ 100,948	\$ 64,698	\$ 691,940	\$ 39,541	\$ 57,221	\$ 9,575
97007	\$ 73,777	\$ 50,727	\$ 430,531	\$ 29,847	\$ 3,049	\$ 3,761
97008	\$ 55,834	\$ 39,053	\$ 532,613	\$ 3,044	\$ 197	\$ 5,566
97009	\$ 22,356	\$ 17,299	\$ 184,226	\$ 29,547	\$ 20,599	\$ 33,101
97011	\$ 3,126	\$ 3,684	\$ 26,276	\$ 146	\$ 79	\$ 148
97013	\$ 20,168	\$ 10,348	\$ 74,178	\$ 10,678	\$ 2,480	\$ 16,209
97015	\$ 73,982	\$ 28,308	\$ 508,105	\$ 52,418	\$ 1,938	\$ 57,559
97017	\$ 11,914	\$ 11,002	\$ 65,714	\$ 7,551	\$ 2,414	\$ 419
97019	\$ 7,897	\$ 10,123	\$ 69,836	\$ 2,022	\$ 7,748	\$ 286
97020	\$ 3,243	\$ 1,476	\$ 18,501	\$ 178	\$ 245	
97022	\$ 12,011	\$ 4,436	\$ 124,257	\$ 5,871		\$ 1,663
97023	\$ 35,072	\$ 25,052	\$ 196,372	\$ 9,336	\$ 4,279	\$ 11,999
97024	\$ 21,899	\$ 30,922	\$ 289,929	\$ 615	\$ 398	\$ 2,064
97026	\$ 10,149	\$ 7,627	\$ 62,421	\$ 1,446	\$ 422	\$ 1,507
97027	\$ 19,979	\$ 15,250	\$ 228,177	\$ 968	\$ 364	\$ 576
97028	\$ 1,052	\$ 181	\$ 3,911	\$ 3,182	\$ 299	\$ 112
97030	\$ 109,500	\$ 102,540	#####	\$ 32,840	\$ 8,613	\$ 28,005
97032	\$ 12,272	\$ 12,698	\$ 83,360	\$ 3,541	\$ 1,135	\$ 555
97034	\$ 19,911	\$ 8,021	\$ 86,511	\$ 3,941	\$ 827	\$ 2,249
97035	\$ 28,223	\$ 25,697	\$ 183,271	\$ 18,371	\$ 2,131	\$ 5,783
97036				\$ 14		
97038	\$ 45,667	\$ 19,892	\$ 342,961	\$ 6,983	\$ 906	\$ 8,385
97041						\$ 75
97042	\$ 11,557	\$ 3,656	\$ 75,660	\$ 4,963	\$ 12,679	\$ 4,089
97045	\$ 116,865	\$ 82,464	\$ 884,963	\$ 25,648	\$ 12,752	\$ 21,083
97049	\$ 4,458	\$ 3,919	\$ 46,075	\$ 1,081	\$ 42	\$ 115
97055	\$ 36,593	\$ 35,388	\$ 375,560	\$ 18,167	\$ 12,068	\$ 18,177
97056			\$ 5,008			
97060	\$ 41,236	\$ 40,337	\$ 291,659	\$ 12,303	\$ 1,302	\$ 19,852
97062	\$ 51,750	\$ 37,493	\$ 442,166	\$ 38,904	\$ 6,565	\$ 4,640
97067	\$ 6,972	\$ 4,627	\$ 45,053	\$ 1,509	\$ 565	
97068	\$ 38,820	\$ 22,756	\$ 213,371	\$ 4,963	\$ 4,406	\$ 32,515
97070	\$ 31,328	\$ 27,507	\$ 285,667	\$ 2,198	\$ 3,134	\$ 3,369
97071	\$ 47,525	\$ 52,633	\$ 239,700	\$ 5,918	\$ 4,933	\$ 5,923

97078	\$ 55,324	\$ 42,496	\$ 468,344	\$ 10,154	\$ 4,905	\$ 6,688
97080	\$ 96,087	\$ 85,272	\$ 777,568	\$ 8,768	\$ 16,314	\$ 5,049
97086	\$ 87,824	\$ 30,673	\$ 480,171	\$ 19,712	\$ 837	\$ 5,873
97089	\$ 30,087	\$ 19,241	\$ 189,162	\$ 10,628	\$ 3,987	\$ 47,067
97101	\$ 12,814	\$ 10,749	\$ 66,297	\$ 2,309	\$ 5,974	\$ 247
97106	\$ 4,108	\$ 6,212	\$ 45,104	\$ 551	\$ 588	
97109			\$ 788			
97111	\$ 7,263	\$ 4,942	\$ 39,381	\$ 3,188	\$ 1,277	\$ 710
97113	\$ 23,570	\$ 24,275	\$ 203,045	\$ 2,387	\$ 3,114	\$ 8,121
97114	\$ 11,347	\$ 8,957	\$ 126,996	\$ 22,150	\$ 214	\$ 671
97115	\$ 4,282	\$ 4,669	\$ 49,836	\$ 472	\$ 2,368	\$ 1,324
97116	\$ 2,639	\$ 4,082	\$ 26,666	\$ 31	\$ 4,943	\$ 12,183
97117	\$ 1,212	\$ 381	\$ 15,281	\$ 389		\$ 78
97119	\$ 10,753	\$ 10,363	\$ 57,002	\$ 7,926	\$ 508	\$ 1,697
97123	\$ 62,987	\$ 80,891	\$ 588,883	\$ 24,303	\$ 20,460	\$ 22,922
97124	\$ 73,349	\$ 70,416	\$ 676,968	\$ 8,526	\$ 24,317	\$ 7,690
97127	\$ 7,998	\$ 7,124	\$ 81,070	\$ 341	\$ 239	\$ 5,652
97128	\$ 5,238	\$ 1,468	\$ 28,720	\$ 2,025	\$ 461	\$ 411
97132	\$ 38,390	\$ 23,052	\$ 378,777	\$ 13,291	\$ 9,134	\$ 24,576
97133	\$ 5,104	\$ 7,263	\$ 70,089	\$ 553	\$ 13,958	\$ 403
97137	\$ 5,483	\$ 221	\$ 26,042	\$ 2,172	\$ 5,791	
97140	\$ 37,396	\$ 25,471	\$ 176,265	\$ 31,500	\$ 9,629	\$ 27,199
97148	\$ 7,802	\$ 7,110	\$ 74,400	\$ 52	\$ 89	\$ 2,681
97201	\$ 18,449	\$ 17,197	\$ 127,396	\$ 6,971	\$ 3,931	\$ 7,706
97202	\$ 68,460	\$ 31,830	\$ 445,892	\$ 23,208	\$ 9,878	\$ 26,857
97203	\$ 70,180	\$ 72,358	\$ 594,462	\$ 41,556	\$ 13,285	\$ 65,486
97204	\$ 1,779	\$ 1,772	\$ 11,521	\$ 20,185	\$ 5,566	\$ 7,615
97205	\$ 6,814	\$ 7,977	\$ 46,054	\$ 4,735	\$ 1,343	\$ 1,306
97206	\$ 125,097	\$ 30,415	\$ 851,875	\$ 22,908	\$ 4,746	\$ 13,958
97209	\$ 41,994	\$ 46,223	\$ 297,685	\$ 45,875	\$ 19,560	\$ 52,564
97210	\$ 22,810	\$ 11,174	\$ 100,203	\$ 28,932	\$ 15,512	\$ 25,774
97212						\$ 72
97213	\$ 12,027	\$ 12,886	\$ 81,787	\$ 4,109		\$ 1,195
97214	\$ 56,147	\$ 53,261	\$ 284,680	\$ 63,048	\$ 10,773	\$ 35,813
97215	\$ 35,611	\$ 18,360	\$ 169,388	\$ 5,578	\$ 1,968	\$ 1,616
97216	\$ 27,065	\$ 17,486	\$ 208,640	\$ 8,840	\$ 1,205	\$ 14,268
97217	\$ 56,342	\$ 36,279	\$ 407,973	\$ 32,050	\$ 13,388	\$ 20,289
97219	\$ 46,635	\$ 46,315	\$ 407,436	\$ 4,352	\$ 1,396	\$ 17,566
97221	\$ 15,835	\$ 14,867	\$ 86,620	\$ 13,053	\$ 809	\$ 788
97222	\$ 63,129	\$ 56,669	\$ 687,038	\$ 3,399	\$ 6,476	\$ 9,600
97223	\$ 85,265	\$ 57,053	\$ 780,719	\$ 19,952	\$ 12,950	\$ 12,579
97224	\$ 71,680	\$ 30,447	\$ 394,368	\$ 36,770	\$ 8,658	\$ 8,607
97225	\$ 28,277	\$ 19,312	\$ 234,753	\$ 1,951	\$ 1,389	\$ 1,609
97227	\$ 1,102		\$ 5,975	\$ 336		
97229	\$ 57,838	\$ 41,549	\$ 491,171	\$ 8,607	\$ 4,515	\$ 10,937
97230	\$ 80,493	\$ 97,962	\$ 952,268	\$ 27,727	\$ 4,170	\$ 10,541
97231	\$ 6,351	\$ 7,709	\$ 50,172	\$ 1,986	\$ 983	\$ 5,034

97232	\$ 14,606	\$ 11,239	\$ 95,974	\$ 10,126	\$ 4,776	\$ 5,480
97233	\$ 120,288	\$ 148,298	#####	\$ 28,695	\$ 8,100	\$ 27,240
97236	\$ 110,329	\$ 131,013	#####	\$ 6,895	\$ 5,967	\$ 36,873
97239	\$ 28,128	\$ 17,133	\$ 148,812	\$ 1,861	\$ 1,859	\$ 20,325
97266	\$ 109,669	\$ 78,340	#####	\$ 32,978	\$ 9,141	\$ 50,452
97267	\$ 48,839	\$ 30,385	\$ 452,489	\$ 3,837	\$ 2,688	\$ 4,202
97301	\$ 126,964	\$ 105,521	#####	\$ 41,331	\$ 19,716	\$ 31,154
97302	\$ 71,145	\$ 62,340	\$ 596,279	\$ 59,005	\$ 11,786	\$ 70,559
97303	\$ 39,215	\$ 35,823	\$ 369,967	\$ 6,347	\$ 3,420	\$ 7,905
97304	\$ 7,326	\$ 5,555	\$ 29,417	\$ 765	\$ 192	\$ 1,293
97305	\$ 94,493	\$ 75,082	\$ 884,567	\$ 17,941	\$ 4,956	\$ 10,435
97306	\$ 52,157	\$ 41,596	\$ 427,986	\$ 7,129	\$ 332	\$ 5,381
97310					\$ 554	
97317	\$ 64,056	\$ 51,962	\$ 418,097	\$ 14,485	\$ 4,679	\$ 8,442
97325	\$ 965	\$ 2,451	\$ 7,524	\$ 251	\$ 342	\$ 2,018
97338	\$ 1,252	\$ 1,270	\$ 12,749	\$ 188	\$ 181	
97347	\$ 3,741	\$ 5,692	\$ 87,483	\$ 1,061	\$ 35	
97352	\$ 860	\$ 530	\$ 4,590	\$ 74		
97362	\$ 13,323	\$ 10,083	\$ 54,790	\$ 2,572	\$ 1,068	\$ 6,472
97371				\$ 13		
97375	\$ 6,490	\$ 5,861	\$ 25,721	\$ 484	\$ 1,473	\$ 390
97378	\$ 35,567	\$ 15,265	\$ 212,377	\$ 20,874	\$ 4,099	\$ 5,996
97381	\$ 46,869	\$ 20,462	\$ 174,144	\$ 10,029	\$ 7,638	\$ 4,285
97385	\$ 1,439	\$ 808	\$ 10,781	\$ 164		
97392	\$ 12,579	\$ 5,570	\$ 50,012	\$ 5,929	\$ 1,140	\$ 2,081
97396	\$ 5,341	\$ 8,720	\$ 89,160	\$ 407	\$ 108	\$ 1,209

\*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the c their oldest outstanding balance.







ustomer is represented in only one age bucket. Because of this, their total outstanding balance is also re





represented in only one age bucket, the age bucket of

**Attachment A subpart j (Average) - Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage balances, segmented by 30-60 days; 61-90 days; 91+ days\***

Averages were made on customers that had a balance on the last Friday of March 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 165	\$ 429	\$ 1,580	\$ 429	\$ 129	\$ 356
97003	\$ 105	\$ 252	\$ 864	\$ 177	\$ 314	\$ 1,077
97004	\$ 238	\$ 424	\$ 1,577	\$ 249	\$ 255	\$ 654
97005	\$ 102	\$ 236	\$ 795	\$ 123	\$ 261	\$ 893
97006	\$ 117	\$ 254	\$ 858	\$ 353	\$ 1,506	\$ 1,368
97007	\$ 111	\$ 263	\$ 1,013	\$ 439	\$ 305	\$ 1,254
97008	\$ 113	\$ 291	\$ 968	\$ 101	\$ 99	\$ 928
97009	\$ 175	\$ 481	\$ 1,806	\$ 547	\$ 3,433	\$ 1,182
97011	\$ 184	\$ 737	\$ 1,642	\$ 73	\$ 79	\$ 148
97013	\$ 190	\$ 450	\$ 1,578	\$ 334	\$ 248	\$ 1,081
97015	\$ 130	\$ 265	\$ 1,002	\$ 367	\$ 646	\$ 1,515
97017	\$ 192	\$ 524	\$ 1,643	\$ 302	\$ 2,414	\$ 140
97019	\$ 232	\$ 633	\$ 2,328	\$ 337	\$ 3,874	\$ 143
97020	\$ 162	\$ 369	\$ 1,850	\$ 59	\$ 245	\$ -
97022	\$ 197	\$ 277	\$ 1,679	\$ 452	\$ -	\$ 208
97023	\$ 191	\$ 557	\$ 1,235	\$ 246	\$ 535	\$ 800
97024	\$ 104	\$ 284	\$ 1,094	\$ 41	\$ 99	\$ 1,032
97026	\$ 159	\$ 347	\$ 1,200	\$ 207	\$ 141	\$ 753
97027	\$ 103	\$ 263	\$ 1,032	\$ 138	\$ 91	\$ 288
97028	\$ 132	\$ 91	\$ 978	\$ 354	\$ 149	\$ 112
97030	\$ 117	\$ 291	\$ 1,036	\$ 301	\$ 410	\$ 903
97032	\$ 131	\$ 410	\$ 1,244	\$ 197	\$ 567	\$ 185
97034	\$ 117	\$ 211	\$ 1,272	\$ 131	\$ 138	\$ 204
97035	\$ 105	\$ 286	\$ 985	\$ 216	\$ 237	\$ 826
97036	\$ -	\$ -	\$ -	\$ 7	\$ -	\$ -
97038	\$ 152	\$ 321	\$ 1,256	\$ 200	\$ 101	\$ 399
97041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 75
97042	\$ 181	\$ 457	\$ 1,991	\$ 276	\$ 3,170	\$ 584
97045	\$ 134	\$ 300	\$ 1,189	\$ 204	\$ 266	\$ 439
97049	\$ 95	\$ 301	\$ 1,316	\$ 216	\$ 42	\$ 115
97055	\$ 129	\$ 350	\$ 1,514	\$ 519	\$ 1,006	\$ 649
97056	\$ -	\$ -	\$ 2,504	\$ -	\$ -	\$ -
97060	\$ 109	\$ 276	\$ 1,057	\$ 315	\$ 109	\$ 1,654
97062	\$ 110	\$ 243	\$ 955	\$ 374	\$ 469	\$ 387
97067	\$ 205	\$ 421	\$ 1,554	\$ 189	\$ 141	\$ -
97068	\$ 140	\$ 265	\$ 1,147	\$ 118	\$ 220	\$ 2,710
97070	\$ 98	\$ 224	\$ 845	\$ 69	\$ 783	\$ 674
97071	\$ 100	\$ 306	\$ 862	\$ 106	\$ 329	\$ 395

97078	\$	118	\$	228	\$	935	\$	236	\$	491	\$	557
97080	\$	120	\$	277	\$	1,114	\$	251	\$	1,813	\$	421
97086	\$	142	\$	298	\$	1,022	\$	253	\$	167	\$	392
97089	\$	171	\$	534	\$	1,617	\$	280	\$	570	\$	2,477
97101	\$	176	\$	326	\$	1,579	\$	231	\$	1,195	\$	123
97106	\$	103	\$	365	\$	1,455	\$	110	\$	294	\$	-
97109	\$	-	\$	-	\$	788	\$	-	\$	-	\$	-
97111	\$	137	\$	329	\$	1,406	\$	319	\$	426	\$	237
97113	\$	121	\$	328	\$	1,005	\$	119	\$	519	\$	1,353
97114	\$	164	\$	471	\$	1,587	\$	583	\$	71	\$	168
97115	\$	104	\$	311	\$	1,311	\$	94	\$	474	\$	265
97116	\$	189	\$	510	\$	1,667	\$	16	\$	824	\$	2,437
97117	\$	152	\$	381	\$	2,547	\$	130	\$	-	\$	78
97119	\$	173	\$	471	\$	1,295	\$	440	\$	254	\$	424
97123	\$	102	\$	271	\$	932	\$	267	\$	511	\$	1,092
97124	\$	111	\$	281	\$	958	\$	178	\$	973	\$	452
97127	\$	131	\$	285	\$	1,530	\$	114	\$	80	\$	1,413
97128	\$	238	\$	294	\$	1,915	\$	289	\$	461	\$	137
97132	\$	117	\$	274	\$	1,092	\$	391	\$	609	\$	1,365
97133	\$	131	\$	330	\$	1,844	\$	69	\$	2,792	\$	134
97137	\$	249	\$	221	\$	1,860	\$	241	\$	5,791	\$	-
97140	\$	119	\$	274	\$	968	\$	300	\$	481	\$	1,236
97148	\$	156	\$	646	\$	1,730	\$	9	\$	89	\$	536
97201	\$	64	\$	167	\$	432	\$	194	\$	491	\$	701
97202	\$	98	\$	209	\$	618	\$	261	\$	581	\$	639
97203	\$	103	\$	244	\$	939	\$	467	\$	1,107	\$	2,847
97204	\$	46	\$	118	\$	311	\$	531	\$	928	\$	1,523
97205	\$	61	\$	148	\$	434	\$	279	\$	672	\$	653
97206	\$	125	\$	249	\$	963	\$	249	\$	678	\$	423
97209	\$	65	\$	189	\$	488	\$	559	\$	575	\$	1,421
97210	\$	76	\$	124	\$	439	\$	425	\$	739	\$	1,172
97212	\$	-	\$	-	\$	-	\$	-	\$	-	\$	72
97213	\$	94	\$	215	\$	772	\$	205	\$	-	\$	299
97214	\$	73	\$	118	\$	511	\$	364	\$	317	\$	731
97215	\$	104	\$	242	\$	892	\$	164	\$	281	\$	539
97216	\$	133	\$	261	\$	1,104	\$	491	\$	172	\$	1,783
97217	\$	95	\$	207	\$	813	\$	274	\$	558	\$	725
97219	\$	103	\$	263	\$	943	\$	87	\$	140	\$	1,098
97221	\$	112	\$	248	\$	780	\$	932	\$	270	\$	197
97222	\$	108	\$	247	\$	1,012	\$	103	\$	540	\$	505
97223	\$	109	\$	277	\$	894	\$	243	\$	925	\$	503
97224	\$	119	\$	246	\$	880	\$	383	\$	412	\$	478
97225	\$	97	\$	236	\$	838	\$	85	\$	198	\$	268
97227	\$	79	\$	-	\$	664	\$	84	\$	-	\$	-
97229	\$	101	\$	228	\$	883	\$	146	\$	251	\$	476
97230	\$	110	\$	264	\$	1,017	\$	495	\$	199	\$	878
97231	\$	130	\$	296	\$	1,091	\$	71	\$	164	\$	503

97232	\$	64	\$	121	\$	344	\$	253	\$	367	\$	422
97233	\$	114	\$	286	\$	1,007	\$	428	\$	623	\$	717
97236	\$	121	\$	323	\$	1,099	\$	133	\$	298	\$	945
97239	\$	88	\$	171	\$	620	\$	81	\$	372	\$	2,258
97266	\$	127	\$	284	\$	1,061	\$	333	\$	457	\$	1,294
97267	\$	115	\$	295	\$	959	\$	160	\$	384	\$	300
97301	\$	108	\$	263	\$	926	\$	172	\$	548	\$	692
97302	\$	105	\$	282	\$	935	\$	304	\$	471	\$	1,641
97303	\$	102	\$	265	\$	1,045	\$	91	\$	684	\$	465
97304	\$	193	\$	463	\$	1,839	\$	64	\$	64	\$	185
97305	\$	114	\$	279	\$	952	\$	146	\$	310	\$	497
97306	\$	109	\$	257	\$	1,052	\$	71	\$	83	\$	1,345
97310	\$	-	\$	-	\$	-	\$	-	\$	554	\$	-
97317	\$	129	\$	300	\$	1,195	\$	151	\$	246	\$	444
97325	\$	121	\$	817	\$	1,505	\$	50	\$	342	\$	2,018
97338	\$	156	\$	635	\$	1,821	\$	38	\$	181	\$	-
97347	\$	121	\$	569	\$	1,715	\$	118	\$	35	\$	-
97352	\$	430	\$	265	\$	1,530	\$	74	\$	-	\$	-
97362	\$	121	\$	315	\$	1,118	\$	257	\$	214	\$	1,618
97371	\$	-	\$	-	\$	-	\$	13	\$	-	\$	-
97375	\$	197	\$	419	\$	1,608	\$	81	\$	368	\$	195
97378	\$	174	\$	402	\$	1,397	\$	464	\$	410	\$	400
97381	\$	134	\$	284	\$	1,030	\$	186	\$	402	\$	428
97385	\$	160	\$	404	\$	1,348	\$	41	\$	-	\$	-
97392	\$	185	\$	348	\$	1,471	\$	494	\$	143	\$	297.277
97396	\$	92	\$	335	\$	1,511	\$	68	\$	108	\$	241.854

\*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that their oldest outstanding balance.







ne customer is represented in only one age bucket. Because of this, their total outstanding balance is als





is represented in only one age bucket, the age bucket of

## Attachment A subpart k - Total number of disconnection communications deliv

Counts were made on customers that received a notice at any point between January 1, 2021 and Ma  
 For this period, we sent Bill Due Notices only for Residential customers and Disconnect Notices to Sma

Zip Code	Disconnect Notice Small Commercial		Bill Due Notice Residential	
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice
97002	81	62	659	612
97003	95	62	4072	4567
97004	48	45	469	396
97005	328	188	4561	4962
97006	206	140	5430	6359
97007	122	117	3981	4118
97008	74	43	3794	4134
97009	177	136	1118	865
97011	11	10	161	164
97013	105	90	674	601
97015	288	223	3272	3617
97017	42	42	470	421
97019	43	52	377	356
97020	11	7	136	112
97022	54	30	672	517
97023	135	91	1620	1402
97024	36	23	1642	2302
97026	62	27	567	514
97027	42	22	1827	1926
97028	34	6	77	27
97030	340	222	7083	8132
97032	44	31	697	661
97034	60	43	1104	916
97035	148	108	1827	1899
97038	141	120	2579	2403
97041	3	1		
97042	26	19	413	355
97045	382	261	6690	6824
97049	15	7	422	352
97055	195	146	2588	2651
97056			12	9
97060	126	99	2315	2950
97062	302	155	3228	3842
97067	40	28	326	296
97068	95	87	1923	2013
97070	206	118	2561	3138

97071	218	148	2958	3302
97078	95	64	3509	3762
97080	107	80	5800	5926
97086	92	52	3400	3667
97089	118	96	1277	1121
97101	29	27	502	533
97106	31	19	449	414
97109			7	10
97111	30	21	396	373
97113	71	49	1707	1807
97114	89	50	750	690
97115	21	16	431	382
97116	52	35	216	184
97117	6	9	84	69
97119	47	34	563	478
97123	349	350	4507	5824
97124	301	262	5235	6264
97125	1	1		
97127	17	18	476	528
97128	22	17	144	154
97132	175	102	3159	2874
97133	52	39	431	439
97137	27	16	150	124
97140	240	217	1918	1744
97148	21	21	444	397
97201	155	115	1365	1647
97202	513	388	4386	4558
97203	308	209	4372	4641
97204	160	141	130	170
97205	65	34	512	613
97206	278	199	6124	5670
97209	487	362	2714	3328
97210	285	197	1132	1288
97211	2			
97213	22	14	739	725
97214	500	301	2957	3347
97215	55	32	1423	1376
97216	89	44	1579	1597
97217	391	292	3226	3372
97219	209	161	3263	3752
97221	63	57	1047	1011
97222	227	185	5127	5599
97223	311	190	6011	6567
97224	232	150	3316	3503
97225	98	60	2217	2262
97227	9	7	58	58
97229	192	151	4540	5033



97230	301	233	6260	7351
97231	49	37	416	384
97232	154	105	975	1080
97233	238	197	9217	10462
97236	216	168	7361	7931
97239	124	87	1661	1864
97266	325	238	6288	6823
97267	161	115	3862	3665
97301	487	277	8844	8952
97302	322	227	4914	5253
97303	123	81	3248	3451
97304	12	9	237	281
97305	269	199	7298	7866
97306	57	29	3672	3844
97312	2	1		
97317	130	99	3173	3219
97325	7	5	42	33
97338	2	1	49	57
97347	10	12	374	412
97352	1	2	39	49
97362	23	24	477	445
97371	2	2	8	6
97375	9	11	159	146
97378	117	82	1184	1166
97381	120	80	1584	1497
97385			47	43
97392	50	44	449	391
97396	21	17	567	549

## erved by vintage (15-day, 5-day, personal contact)

rch 31, 2021.

all Commercial customers.

### Friendly Reminder

81

328

54

492

528

451

435

124

14

83

290

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6

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136

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813  
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305  
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591  
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58

## Attachment A subpart I - Total number of service disconnections for non-payment

Counts were made on customers that were disconnected at any point during March 2021.

Zip Code	Non-Residential	Residential
97002	1	0
97004	1	0
97026	1	0
97030	1	0
97038	1	0
97060	1	0
97068	1	0
97071	2	0
97132	1	0
97202	2	0
97203	4	0
97206	2	0
97214	1	0
97217	2	0
97219	2	0
97233	1	0
97266	1	0
97303	1	0
97362	2	0

**Attachment A subpart m - Total number of service reconnections, segmented by 24-hour reconnect, 48-hour reconnect, less than seven-day reconnect, and more than seven-day reconnect**

Counts were made on customers that were reconnected at any point during March 2021.

Zip Code	Non-Residential				Residential		
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days
97002			1		0	0	0
97026			1		0	0	0
97038		1			0	0	0
97060	1				0	0	0
97068				1	0	0	0
97071	1		1		0	0	0
97202	2				0	0	0
97203		1	3		0	0	0
97206			1		0	0	0
97214			1		0	0	0
97217	1		1		0	0	0
97219		2			0	0	0
97362			1		0	0	0

**>7 days**

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