



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

January 20, 2021

Via Electronic Filing

Public Utility Commission of Oregon
Attention: Filing Center
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 20th 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 October through December 2020. In addition to information due quarterly, PGE's quarterly report includes data for December 2020. 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@pgn.com.

Sincerely,

/s/ Jay Tinker
Jay Tinker
Director, Rates and Regulatory Affairs

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

Data reflects customers as of the last business day of December 2020.

Zip Code	Non-Residential	Residential
97002	930	2,234
97003	761	11,128
97004	445	1,779
97005	2,500	11,866
97006	1,640	18,631
97007	898	18,176
97008	1,175	11,980
97009	1,096	3,395
97010	1	2
97011	80	503
97013	803	2,391
97015	2,019	8,874
97017	231	1,113
97019	263	1,223
97020	77	375
97022	399	1,447
97023	1,004	4,599
97024	503	4,594
97026	284	1,156
97027	473	4,950
97028	144	725
97030	2,169	15,075
97032	476	1,749
97034	910	8,442
97035	1,328	11,188
97036	17	2
97038	1,148	6,341
97041	7	
97042	337	1,218
97045	3,451	22,071
97049	161	1,761
97051	5	
97055	1,492	7,906
97056	7	31
97060	1,082	7,890
97062	2,025	11,355
97067	400	1,256
97068	1,215	11,675
97070	1,855	11,321
97071	1,631	9,598
97078	553	9,563
97079	3	
97080	905	16,261
97086	913	12,613
97089	771	4,812
97101	345	1,556
97106	344	1,557
97109	19	81
97111	341	1,454
97113	662	4,845
97114	539	1,775
97115	322	1,723

97116	293	846
97117	67	265
97119	363	1,623
97123	2,631	17,212
97124	3,235	21,741
97125	6	19
97127	94	1,437
97128	163	493
97132	1,913	11,748
97133	455	2,246
97137	279	487
97140	1,604	9,515
97148	339	1,279
97201	737	7,359
97202	2,608	20,062
97203	1,428	12,827
97204	624	420
97205	309	2,789
97206	1,628	21,548
97208	7	
97209	2,131	14,677
97210	1,882	7,916
97211	5	
97212	2	
97213	263	3,072
97214	2,909	15,274
97215	525	7,604
97216	503	4,189
97217	1,699	12,667
97218	1	
97219	1,339	17,479
97221	325	5,487
97222	1,973	15,567
97223	2,451	20,798
97224	1,646	15,822
97225	1,163	11,577
97227	56	419
97229	1,543	27,716
97230	2,078	15,516
97231	547	2,022
97232	795	5,117
97233	1,172	15,014
97236	998	13,853
97239	764	9,632
97251	3	
97258	1	
97266	1,514	13,252
97267	1,090	12,832
97280	1	
97291	1	
97301	2,949	18,714
97302	2,748	17,039
97303	1,181	10,737
97304	281	1,325
97305	1,840	15,235
97306	795	13,684
97310	31	
97311	1	
97312	3	
97317	1,192	8,392
97325	64	165
97338	78	248
97347	196	799
97352	33	123
97362	304	1,497
97371	45	108
97373	1	
97375	113	518
97378	552	2,811
97381	1,181	6,429
97385	51	161
97392	356	1,842
97396	236	1,344
97424		1
97438	3	

Attachment A subpart b - The number of customers, by customer class, assessed late payment fees or charges during the pe

Data reflects customers who had late pay charges during December 2020.

Zip Code	Non-Residentia	Residential
97002	109	0
97003	60	0
97004	57	0
97005	299	0
97006	157	0
97007	72	0
97008	100	0
97009	161	0
97010		0
97011	12	0
97013	95	0
97015	252	0
97017	38	0
97019	33	0
97020	9	0
97022	45	0
97023	143	0
97024	80	0
97026	33	0
97027	44	0
97028	4	0
97030	271	0
97032	58	0
97034	64	0
97035	162	0
97038	171	0
97042	45	0
97045	381	0
97049	24	0
97055	209	0
97056		0
97060	160	0
97062	176	0
97067	96	0
97068	126	0
97070	210	0
97071	181	0
97078	97	0
97080	107	0
97086	86	0
97089	119	0
97101	44	0
97106	51	0
97109	2	0
97111	45	0
97113	76	0
97114	63	0
97115	47	0
97116	36	0
97117	11	0
97119	57	0
97123	366	0

97124	351	0
97125	2	0
97127	15	0
97128	28	0
97132	170	0
97133	59	0
97137	29	0
97140	203	0
97148	33	0
97201	67	0
97202	322	0
97203	216	0
97204	99	0
97205	40	0
97206	228	0
97208	1	0
97209	282	0
97210	194	0
97213	28	0
97214	341	0
97215	55	0
97216	45	0
97217	239	0
97219	191	0
97221	52	0
97222	195	0
97223	205	0
97224	152	0
97225	119	0
97227	6	0
97229	165	0
97230	344	0
97231	42	0
97232	121	0
97233	223	0
97236	161	0
97239	69	0
97266	233	0
97267	145	0
97301	326	0
97302	302	0
97303	124	0
97304	31	0
97305	211	0
97306	82	0
97317	164	0
97325	6	0
97338	8	0
97347	11	0
97352	3	0
97362	28	0
97371	3	0
97375	7	0
97378	94	0
97381	127	0
97385	3	0
97392	55	0
97396	31	0

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

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

Data reflects customers who were currently enrolled in a TPA as of December 31, 2020.

Zip Code	Non-Residentia	Residential
97002		41
97003	4	247
97004	6	29
97005	5	319
97006	1	328
97007	2	218
97008		237
97009	8	94
97011		7
97013	4	45
97015	5	273
97017	1	25
97019	2	25
97020		10
97022	4	58
97023	10	103
97024	5	150
97026	4	33
97027	1	138
97028		1
97030	6	601
97032	1	43
97034	1	39
97035	4	101
97038	7	168
97042	2	34
97045	12	469
97049	2	21
97055	5	165
97060	4	241
97062	6	219
97067	2	25
97068	7	118
97070	1	163
97071	6	247
97078	4	209
97080	3	445
97086	4	222
97089	4	69
97101		46
97106	3	16
97111	3	36
97113	4	99
97114	1	57
97115	4	25
97116	9	15
97117		7
97119	2	44
97123	23	307
97124	5	305
97127	1	51
97128		10

97132	7	203
97133	2	19
97137		6
97140	3	132
97148	3	27
97201	4	51
97202	10	176
97203	8	250
97204	6	6
97205	2	28
97206	13	366
97209	12	110
97210	4	43
97213		35
97214	23	111
97215		71
97216	3	85
97217	5	166
97219	7	157
97221	2	39
97222	7	324
97223	8	345
97224	3	188
97225	1	129
97227		1
97229	6	207
97230	3	482
97231	2	22
97232		37
97233	17	649
97236	13	584
97239	3	64
97266	17	420
97267	3	261
97301	18	698
97302	15	340
97303	3	294
97304	1	15
97305	15	551
97306	1	273
97317	6	252
97325		3
97338		4
97347		31
97352		4
97362	7	32
97371		1
97375	2	21
97378	1	98
97381	3	125
97385		1
97392	1	36
97396		41

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

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

Data reflects customers who enrolled in a TPA during December 2020.

Zip Code	Non-Residentia	Residential
97002		4
97003	1	15
97004	2	1
97005	1	29
97006		27
97007		15
97008		15
97009	2	8
97013	2	4
97015	1	26
97017		1
97019	1	3
97022	1	4
97023		9
97024	1	13
97026	4	3
97027	1	13
97030	1	47
97032	1	4
97034		1
97035	1	2
97038	3	11
97042	1	1
97045	4	39
97049	1	1
97055	1	12
97060	1	13
97062	4	22
97067	1	2
97068	1	8
97070		14
97071	1	26
97078	2	22
97080	1	35
97086	1	13
97089	1	4
97101		4
97106	1	1
97111	2	2
97113	2	6
97114		4
97115		3
97116	7	1
97117		1
97119	1	5
97123	11	24
97124		30
97127		6
97128		2
97132	4	17
97133	1	1
97140	1	11

97148	1	
97201	1	4
97202	5	16
97203	2	17
97204	1	
97205		4
97206	9	26
97209	6	7
97210	1	5
97213		3
97214	5	13
97215		8
97216	3	5
97217	3	12
97219	3	9
97221	1	3
97222	1	24
97223	5	22
97224	2	14
97225		14
97229		14
97230		24
97231		1
97232		6
97233	3	39
97236	6	43
97239		4
97266	4	27
97267		24
97301	8	63
97302	3	27
97303	2	22
97304		2
97305	6	63
97306		21
97317	1	20
97338		1
97347		3
97362	1	4
97375	1	5
97378		8
97381		8
97392		5
97396		3

*New TPAs entered into during current month

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

Data reflects customers who completed a TPA between October 1, 2020 and December 31, 2020.

Zip Code	Non-Residentia	Residential
97002		7
97003		52
97004		5
97005		59
97006		52
97007		42
97008	1	39
97009		21
97011		3
97013	1	5
97015		45
97017		6
97019		1
97020		4
97022	1	8
97023	1	25
97024		44
97026		10
97027		34
97030		107
97032		8
97034		9
97035		10
97038	1	40
97042		4
97045		117
97049		10
97055	1	46
97060		54
97062	1	26
97067		6
97068		29
97070	2	35
97071	1	56
97078		57
97080	1	81
97086		54
97089		16
97101		8
97106		5
97111		6
97113		27
97114		9
97115		6
97116	1	3
97119		6
97123	1	67
97124		58
97127		4
97128		5
97132		65
97133		1

97137		1
97140	2	29
97148		3
97201		8
97202	4	51
97203	1	74
97204	1	3
97205		3
97206	1	87
97209	1	18
97210		6
97213		7
97214	2	16
97215		10
97216	1	22
97217	1	49
97219		27
97221	1	13
97222	1	93
97223	2	55
97224		41
97225		17
97229		37
97230	1	119
97231		3
97232		7
97233	1	165
97236	4	103
97239		14
97266	2	96
97267		78
97301	3	166
97302	1	81
97303		57
97304		2
97305	3	154
97306		60
97317	1	69
97325		1
97338		1
97347		7
97352		1
97362		5
97375	1	2
97378		23
97381		32
97392		4
97396		14

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

Data reflects customers who were previously enrolled in a TPA that was cancelled and renegotiated between October 1, 2020 and December 31, 2020.

Zip Code	Non-Residential	Residential
97080		1
97123		2
97236		1
97303		1
97317		1

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

PGE has not activated its Bill Assistance program.

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

Data reflects medical certificate customers with an active TPA on or before September 30, 2020.

Zip Code	Non-Residential	Residential
97002		2
97003		12
97004		2
97005		12
97006		14
97007		7
97008		7
97009		7
97013		2
97015		23
97017		2
97019		1
97020		1
97022		7
97023		10
97024		13
97026		1
97027		7
97030		42
97032		4
97034		2
97035		3
97038		13
97042		2
97045		28
97049		2
97055		13
97060		17
97062		6
97067		3
97068		4
97070		9
97071		10
97078		2
97080		27
97086		11
97089		7
97101		1
97111		2
97113		3
97114		7
97116		1
97117		1
97123		8
97124		11
97127		3
97128		2
97132		12
97133		2
97140		5
97148		3
97202		4

97203	19
97204	1
97205	1
97206	28
97209	1
97210	1
97213	4
97214	3
97215	2
97216	6
97217	9
97219	11
97221	4
97222	31
97223	18
97224	9
97225	5
97227	1
97229	8
97230	34
97231	2
97232	3
97233	74
97236	39
97266	26
97267	20
97301	42
97302	23
97303	7
97305	30
97306	17
97317	17
97347	3
97378	8
97381	3
97392	4
97396	3

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

Data reflects medical certificate customers who enrolled in a TPA between October 1, 2020 and December 31, 2020.

Zip Code	Non-Residential	Residential
97005		1
97006		3
97008		1
97009		3
97015		2
97022		1
97023		1
97024		2
97030		4
97045		2
97060		2
97068		4
97070		2
97078		1
97080		2
97086		1
97113		2
97119		1
97123		1
97124		1
97132		2
97203		2
97206		2
97214		1
97216		3
97217		2
97219		1
97221		1
97222		3
97224		1
97230		5
97232		2
97233		5
97236		2
97266		1
97267		3
97301		9
97303		1
97304		1
97305		5
97306		2
97317		1
97378		2

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+ d
 Data reflects customers who had a past due balance on the last Friday of December 2020.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	124	40	59	79	17	20
97003	725	309	629	26	6	9
97004	77	15	37	19	6	13
97005	933	406	746	192	25	35
97006	987	436	823	118	14	8
97007	807	273	466	58	6	7
97008	761	303	534	53	6	18
97009	264	69	105	102	21	30
97011	14	3	17	7	3	7
97013	103	23	58	60	6	11
97015	646	274	528	149	22	38
97017	65	15	56	9	1	8
97019	47	12	30	7	1	3
97020	31	7	16	4	3	2
97022	144	28	75	27	3	3
97023	391	66	167	72	19	14
97024	252	126	290	13	1	3
97026	68	26	56	9	2	4
97027	422	82	264	26	1	7
97028	11	6	4	8	1	1
97030	1,174	483	1,150	70	34	44
97032	89	32	71	24	1	6
97034	162	58	85	22	8	8
97035	332	106	217	39	5	12
97038	508	159	322	102	15	34
97041					1	
97042	50	28	40	20	6	8
97045	1,048	359	821	154	32	54
97049	37	16	38	22	2	6
97055	492	80	296	122	18	45
97056	1		1			
97060	411	190	312	28	10	8
97062	603	248	506	92	18	17
97067	31	15	34	13		7
97068	306	110	182	35	11	15
97070	466	178	354	43	14	8
97071	488	202	298	87	8	29
97078	729	263	520	33	10	13
97080	1,058	427	745	34	8	13
97086	836	270	506	57	15	15
97089	310	94	122	53	14	29
97101	82	44	58	13	4	7
97106	48	17	34	9	2	3
97109	3	1				
97111	55	17	37	13	2	6
97113	241	93	198	31	5	11
97114	85	28	79	13	9	5
97115	93	12	42	16	2	3
97116	20	8	19	7	8	9
97117	10	2	9	1		3
97119	67	26	54	11	2	9

97123	668	346	642	114	26	64
97124	822	375	698	117	24	42
97127	73	24	58	6	2	6
97128	17	7	19	8	3	4
97132	624	181	378	47	11	25
97133	62	27	43	19	5	6
97137	16	5	16	10	1	4
97140	457	131	208	120	31	32
97148	60	13	41	9	7	4
97201	303	135	330	48	5	8
97202	1,393	377	667	163	31	61
97203	782	345	667	108	25	34
97204	41	21	55	31	7	18
97205	150	61	129	15	6	6
97206	1,584	508	931	125	36	40
97209	709	331	664	78	29	54
97210	317	188	257	72	20	13
97212					1	
97213	181	77	103	15	3	4
97214	860	371	607	150	39	63
97215	359	124	215	33	5	7
97216	189	92	218	21	4	8
97217	708	293	523	93	30	41
97219	518	197	416	42	14	23
97221	152	79	110	17	1	
97222	760	277	700	41	10	29
97223	1,248	487	935	115	24	43
97224	746	283	489	59	25	14
97225	654	130	347	79	5	20
97227	11	5	12	2	1	1
97229	837	280	542	85	13	10
97230	838	394	926	64	15	19
97231	52	24	42	18	3	11
97232	301	205	325	41	19	15
97233	1,233	612	1,489	54	21	33
97236	1,098	446	1,113	66	26	33
97239	320	148	254	16	6	6
97266	917	441	998	99	30	45
97267	674	237	515	53	4	23
97301	1,775	678	1,434	134	33	50
97302	754	307	648	79	27	41
97303	435	200	343	37	7	13
97304	42	11	15	10	2	4
97305	1,631	407	1,093	80	13	31
97306	575	234	437	19	7	8
97317	560	225	386	73	26	22
97325	5	7	4	2	3	1
97338	6	1	9	5		
97347	48	20	62	6		3
97352	3	4	1	1		1
97362	95	41	63	15	1	8
97371	1			2		
97375	33	11	10	3	1	5
97378	255	81	165	50	11	21
97381	430	111	169	79	21	15
97385	3	2	7	2		
97392	75	34	45	17	6	16
97396	159	5	78	18	1	5

*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.

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
 Data reflects customers who had a past due balance on the last Friday of December 2020.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 15,384	\$ 10,417	\$ 69,899	\$ 9,156	\$ 3,787	\$ 60,390
97003	\$ 68,957	\$ 60,018	\$ 401,160	\$ 5,869	\$ 5,212	\$ 4,948
97004	\$ 13,713	\$ 5,804	\$ 42,811	\$ 6,039	\$ 646	\$ 3,432
97005	\$ 86,976	\$ 73,199	\$ 447,751	\$ 41,312	\$ 13,516	\$ 73,119
97006	\$ 91,510	\$ 86,434	\$ 549,017	\$ 27,355	\$ 14,012	\$ 2,177
97007	\$ 76,953	\$ 49,603	\$ 360,876	\$ 11,685	\$ 7,299	\$ 4,875
97008	\$ 75,145	\$ 62,567	\$ 388,683	\$ 15,625	\$ 2,884	\$ 6,098
97009	\$ 58,203	\$ 24,304	\$ 151,294	\$ 41,213	\$ 32,353	\$ 38,731
97011	\$ 2,491	\$ 774	\$ 17,105	\$ 532	\$ 222	
97013	\$ 16,312	\$ 6,780	\$ 75,846	\$ 9,662	\$ 8,264	\$ 16,561
97015	\$ 65,748	\$ 56,450	\$ 412,001	\$ 125,496	\$ 17,589	\$ 32,909
97017	\$ 11,823	\$ 4,977	\$ 57,286	\$ 1,470	\$ 1,297	\$ 7,527
97019	\$ 12,132	\$ 2,940	\$ 39,811	\$ 4,562	\$ 44	\$ 346
97020	\$ 3,604	\$ 1,320	\$ 17,095	\$ 200	\$ 1,848	\$ 1,574
97022	\$ 33,795	\$ 10,014	\$ 98,983	\$ 23,505	\$ 634	\$ 1,559
97023	\$ 60,923	\$ 19,654	\$ 159,324	\$ 22,219	\$ 17,525	\$ 9,680
97024	\$ 25,462	\$ 24,910	\$ 233,578	\$ 1,823	\$ 141	\$ 1,039
97026	\$ 7,721	\$ 5,362	\$ 52,433	\$ 723	\$ 121	\$ 3,571
97027	\$ 56,056	\$ 17,386	\$ 206,587	\$ 8,328	\$ 34	\$ 7,267
97028	\$ 786	\$ 822	\$ 1,689	\$ 598	\$ 76	\$ 112
97030	\$ 119,119	\$ 99,333	\$ 869,321	\$ 18,261	\$ 19,378	\$ 31,986
97032	\$ 9,218	\$ 7,926	\$ 62,619	\$ 1,950	\$ 206	\$ 10,512
97034	\$ 21,988	\$ 8,609	\$ 69,607	\$ 4,143	\$ 1,556	\$ 1,644
97035	\$ 27,995	\$ 18,379	\$ 143,454	\$ 6,110	\$ 11,105	\$ 6,728
97038	\$ 75,940	\$ 39,188	\$ 318,068	\$ 15,765	\$ 7,743	\$ 13,626
97041					\$ 46	
97042	\$ 7,143	\$ 10,225	\$ 51,406	\$ 972	\$ 892	\$ 15,076
97045	\$ 111,468	\$ 87,000	\$ 714,647	\$ 28,638	\$ 11,382	\$ 27,834
97049	\$ 3,728	\$ 5,706	\$ 33,113	\$ 1,223	\$ 533	\$ 2,513
97055	\$ 59,042	\$ 26,246	\$ 327,902	\$ 25,769	\$ 7,208	\$ 74,783
97056	\$ 163		\$ 2,916			
97060	\$ 40,388	\$ 39,852	\$ 241,628	\$ 14,775	\$ 6,932	\$ 5,110
97062	\$ 58,096	\$ 46,955	\$ 356,150	\$ 26,291	\$ 12,713	\$ 23,398
97067	\$ 2,380	\$ 2,207	\$ 37,072	\$ 706		\$ 3,365
97068	\$ 27,154	\$ 21,591	\$ 159,949	\$ 4,242	\$ 1,774	\$ 86,248
97070	\$ 38,875	\$ 31,127	\$ 235,897	\$ 11,603	\$ 3,744	\$ 4,826
97071	\$ 45,311	\$ 39,088	\$ 192,903	\$ 11,414	\$ 1,460	\$ 49,624
97078	\$ 67,019	\$ 52,761	\$ 356,249	\$ 8,787	\$ 2,344	\$ 4,122
97080	\$ 115,541	\$ 98,096	\$ 605,024	\$ 10,910	\$ 1,542	\$ 20,859
97086	\$ 82,788	\$ 53,274	\$ 388,191	\$ 21,244	\$ 9,276	\$ 18,701
97089	\$ 49,492	\$ 27,404	\$ 163,349	\$ 13,381	\$ 12,511	\$ 50,641
97101	\$ 11,507	\$ 11,582	\$ 58,902	\$ 1,335	\$ 304	\$ 2,454
97106	\$ 5,366	\$ 3,749	\$ 38,938	\$ 368	\$ 273	\$ 1,279
97109	\$ 443	\$ 67				
97111	\$ 6,578	\$ 4,484	\$ 33,285	\$ 1,888	\$ 87	\$ 7,640
97113	\$ 24,504	\$ 18,218	\$ 146,931	\$ 5,169	\$ 761	\$ 8,262
97114	\$ 9,523	\$ 8,354	\$ 90,002	\$ 4,935	\$ 20,834	\$ 4,948
97115	\$ 11,496	\$ 2,281	\$ 38,865	\$ 1,334	\$ 228	\$ 865
97116	\$ 3,354	\$ 2,282	\$ 26,994	\$ 188	\$ 2,392	\$ 12,045
97117	\$ 1,469	\$ 328	\$ 11,852	\$ 16		\$ 372
97119	\$ 8,458	\$ 10,235	\$ 48,761	\$ 1,232	\$ 219	\$ 3,190

97123	\$	62,218	\$	70,084	\$	450,009	\$	19,218	\$	6,779	\$	62,989
97124	\$	78,700	\$	74,730	\$	486,268	\$	37,300	\$	13,471	\$	29,151
97127	\$	7,831	\$	6,484	\$	58,728	\$	461	\$	369	\$	5,611
97128	\$	3,393	\$	1,665	\$	27,691	\$	1,944	\$	2,251	\$	2,786
97132	\$	74,315	\$	39,190	\$	308,635	\$	14,885	\$	7,830	\$	40,113
97133	\$	6,738	\$	5,995	\$	55,050	\$	1,866	\$	614	\$	1,330
97137	\$	2,580	\$	1,449	\$	22,888	\$	4,630	\$	62	\$	12,668
97140	\$	49,215	\$	28,845	\$	173,038	\$	35,812	\$	18,067	\$	59,999
97148	\$	7,534	\$	3,443	\$	59,095	\$	514	\$	1,935	\$	1,937
97201	\$	16,963	\$	13,796	\$	98,063	\$	11,852	\$	406	\$	3,138
97202	\$	121,171	\$	57,512	\$	361,203	\$	68,672	\$	14,120	\$	70,067
97203	\$	64,309	\$	59,617	\$	458,054	\$	34,059	\$	10,765	\$	52,742
97204	\$	1,393	\$	1,656	\$	13,117	\$	9,804	\$	4,418	\$	56,046
97205	\$	6,975	\$	5,751	\$	39,776	\$	8,578	\$		\$	4,037
97206	\$	172,156	\$	101,336	\$	713,428	\$	41,802	\$	16,613	\$	34,732
97209	\$	33,854	\$	36,997	\$	227,016	\$	44,396	\$	16,197	\$	71,610
97210	\$	15,963	\$	18,720	\$	78,696	\$	31,866	\$	21,465	\$	30,331
97212									\$	74		
97213	\$	13,076	\$	9,972	\$	61,488	\$	1,737	\$	621	\$	2,004
97214	\$	49,611	\$	46,786	\$	222,001	\$	33,276	\$	12,066	\$	47,671
97215	\$	26,244	\$	23,014	\$	126,198	\$	10,245	\$	635	\$	5,481
97216	\$	20,854	\$	22,818	\$	164,596	\$	1,819	\$	8,853	\$	18,445
97217	\$	55,778	\$	46,160	\$	312,005	\$	26,034	\$	11,954	\$	38,728
97219	\$	44,870	\$	38,412	\$	305,455	\$	15,128	\$	2,414	\$	20,792
97221	\$	12,595	\$	14,966	\$	68,366	\$	16,483	\$	6,756		
97222	\$	66,404	\$	50,044	\$	543,080	\$	8,998	\$	2,138	\$	19,819
97223	\$	116,480	\$	90,961	\$	658,581	\$	23,706	\$	6,300	\$	67,849
97224	\$	67,223	\$	53,199	\$	339,148	\$	16,822	\$	10,223	\$	8,605
97225	\$	70,229	\$	23,060	\$	219,107	\$	14,207	\$	8,802	\$	13,882
97227	\$	888	\$	1,071	\$	3,281	\$	61	\$	273	\$	90
97229	\$	73,604	\$	48,406	\$	369,581	\$	8,522	\$	1,946	\$	1,819
97230	\$	80,541	\$	74,593	\$	724,470	\$	21,795	\$	2,978	\$	22,507
97231	\$	5,226	\$	4,755	\$	35,096	\$	1,379	\$	399	\$	6,241
97232	\$	15,205	\$	21,003	\$	71,984	\$	9,529	\$	5,436	\$	20,201
97233	\$	119,142	\$	122,721	\$	1,120,689	\$	7,729	\$	3,085	\$	34,498
97236	\$	118,248	\$	88,180	\$	902,350	\$	11,214	\$	3,118	\$	22,815
97239	\$	19,612	\$	19,777	\$	129,883	\$	2,363	\$	5,991	\$	14,626
97266	\$	91,799	\$	84,036	\$	785,147	\$	26,681	\$	9,245	\$	71,020
97267	\$	72,457	\$	50,792	\$	393,618	\$	7,998	\$	622	\$	17,424
97301	\$	181,092	\$	127,434	\$	960,556	\$	41,458	\$	22,591	\$	44,401
97302	\$	71,245	\$	55,730	\$	444,995	\$	16,208	\$	7,340	\$	90,736
97303	\$	41,430	\$	39,482	\$	270,075	\$	4,387	\$	905	\$	7,239
97304	\$	5,897	\$	3,212	\$	13,853	\$	477	\$	174	\$	671
97305	\$	193,785	\$	88,654	\$	793,408	\$	47,984	\$	3,687	\$	59,928
97306	\$	52,419	\$	48,598	\$	347,080	\$	4,187	\$	1,161	\$	1,856
97317	\$	56,101	\$	47,223	\$	321,337	\$	17,043	\$	8,938	\$	6,706
97325	\$	1,161	\$	1,406	\$	4,524	\$	85	\$	371	\$	1,733
97338	\$	488	\$	380	\$	11,450	\$	150				
97347	\$	4,552	\$	4,051	\$	68,305	\$	612			\$	1,607
97352	\$	759	\$	1,553	\$	1,545	\$	1,813			\$	267
97362	\$	9,053	\$	7,097	\$	46,020	\$	4,079	\$	57	\$	5,892
97371	\$	32						28				
97375	\$	4,866	\$	3,129	\$	12,173	\$	451	\$	79	\$	1,685
97378	\$	33,246	\$	20,438	\$	174,061	\$	18,876	\$	1,776	\$	19,830
97381	\$	52,324	\$	23,566	\$	142,561	\$	9,149	\$	2,655	\$	9,217
97385	\$	692	\$	514	\$	5,060	\$	79				
97392	\$	8,992	\$	6,884	\$	42,620	\$	1,502	\$	622	\$	35,548
97396	\$	24,034	\$	1,123	\$	75,760	\$	1,037	\$	124	\$	829

*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.

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+ day

Data reflects customers who had a past due balance on the last Friday of December 2020.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 124	\$ 260	\$ 1,185	\$ 116	\$ 223	\$ 3,020
97003	\$ 95	\$ 194	\$ 638	\$ 226	\$ 869	\$ 550
97004	\$ 178	\$ 387	\$ 1,157	\$ 318	\$ 108	\$ 264
97005	\$ 93	\$ 180	\$ 600	\$ 215	\$ 541	\$ 2,089
97006	\$ 93	\$ 198	\$ 667	\$ 232	\$ 1,001	\$ 272
97007	\$ 95	\$ 182	\$ 774	\$ 201	\$ 1,217	\$ 696
97008	\$ 99	\$ 206	\$ 728	\$ 295	\$ 481	\$ 339
97009	\$ 220	\$ 352	\$ 1,441	\$ 404	\$ 1,541	\$ 1,291
97011	\$ 178	\$ 258	\$ 1,006	\$ 76	\$ 74	\$ -
97013	\$ 158	\$ 295	\$ 1,308	\$ 161	\$ 1,377	\$ 1,506
97015	\$ 102	\$ 206	\$ 780	\$ 842	\$ 800	\$ 866
97017	\$ 182	\$ 332	\$ 1,023	\$ 163	\$ 1,297	\$ 941
97019	\$ 258	\$ 245	\$ 1,327	\$ 652	\$ 44	\$ 115
97020	\$ 116	\$ 189	\$ 1,068	\$ 50	\$ 616	\$ 787
97022	\$ 235	\$ 358	\$ 1,320	\$ 871	\$ 211	\$ 520
97023	\$ 156	\$ 298	\$ 954	\$ 309	\$ 922	\$ 691
97024	\$ 101	\$ 198	\$ 805	\$ 140	\$ 141	\$ 346
97026	\$ 114	\$ 206	\$ 936	\$ 80	\$ 60	\$ 893
97027	\$ 133	\$ 212	\$ 783	\$ 320	\$ 34	\$ 1,038
97028	\$ 71	\$ 137	\$ 422	\$ 75	\$ 76	\$ 112
97030	\$ 101	\$ 206	\$ 756	\$ 261	\$ 570	\$ 727
97032	\$ 104	\$ 248	\$ 882	\$ 81	\$ 206	\$ 1,752
97034	\$ 136	\$ 148	\$ 819	\$ 188	\$ 195	\$ 205
97035	\$ 84	\$ 173	\$ 661	\$ 157	\$ 2,221	\$ 561
97038	\$ 149	\$ 246	\$ 988	\$ 155	\$ 516	\$ 401
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 143	\$ 365	\$ 1,285	\$ 49	\$ 149	\$ 1,885
97045	\$ 106	\$ 242	\$ 870	\$ 186	\$ 356	\$ 515
97049	\$ 101	\$ 357	\$ 871	\$ 56	\$ 267	\$ 419
97055	\$ 120	\$ 328	\$ 1,108	\$ 211	\$ 400	\$ 1,662
97056	\$ 163	\$ -	\$ 2,916	\$ -	\$ -	\$ -
97060	\$ 98	\$ 210	\$ 774	\$ 528	\$ 693	\$ 639
97062	\$ 96	\$ 189	\$ 704	\$ 286	\$ 706	\$ 1,376
97067	\$ 77	\$ 147	\$ 1,090	\$ 54	\$ -	\$ 481
97068	\$ 89	\$ 196	\$ 879	\$ 121	\$ 161	\$ 5,750
97070	\$ 83	\$ 175	\$ 666	\$ 270	\$ 267	\$ 603
97071	\$ 93	\$ 194	\$ 647	\$ 131	\$ 183	\$ 1,711
97078	\$ 92	\$ 201	\$ 685	\$ 266	\$ 234	\$ 317
97080	\$ 109	\$ 230	\$ 812	\$ 321	\$ 193	\$ 1,605
97086	\$ 99	\$ 197	\$ 767	\$ 373	\$ 618	\$ 1,247
97089	\$ 160	\$ 292	\$ 1,339	\$ 252	\$ 894	\$ 1,746
97101	\$ 140	\$ 263	\$ 1,016	\$ 103	\$ 76	\$ 351
97106	\$ 112	\$ 221	\$ 1,145	\$ 41	\$ 136	\$ 426
97109	\$ 148	\$ 67	\$ -	\$ -	\$ -	\$ -
97111	\$ 120	\$ 264	\$ 900	\$ 145	\$ 43	\$ 1,273
97113	\$ 102	\$ 196	\$ 742	\$ 167	\$ 152	\$ 751
97114	\$ 112	\$ 298	\$ 1,139	\$ 380	\$ 2,315	\$ 990
97115	\$ 124	\$ 190	\$ 925	\$ 83	\$ 114	\$ 288
97116	\$ 168	\$ 285	\$ 1,421	\$ 27	\$ 299	\$ 1,338
97117	\$ 147	\$ 164	\$ 1,317	\$ 16	\$ -	\$ 124
97119	\$ 126	\$ 394	\$ 903	\$ 112	\$ 110	\$ 354

97123	\$	93	\$	203	\$	701	\$	169	\$	261	\$	984
97124	\$	96	\$	199	\$	697	\$	319	\$	561	\$	694
97127	\$	107	\$	270	\$	1,013	\$	77	\$	184	\$	935
97128	\$	200	\$	238	\$	1,457	\$	243	\$	750	\$	697
97132	\$	119	\$	217	\$	816	\$	317	\$	712	\$	1,605
97133	\$	109	\$	222	\$	1,280	\$	98	\$	123	\$	222
97137	\$	161	\$	290	\$	1,431	\$	463	\$	62	\$	3,167
97140	\$	108	\$	220	\$	832	\$	298	\$	583	\$	1,875
97148	\$	126	\$	265	\$	1,441	\$	57	\$	276	\$	484
97201	\$	56	\$	102	\$	297	\$	247	\$	81	\$	392
97202	\$	87	\$	153	\$	542	\$	421	\$	455	\$	1,149
97203	\$	82	\$	173	\$	687	\$	315	\$	431	\$	1,551
97204	\$	34	\$	79	\$	238	\$	316	\$	631	\$	3,114
97205	\$	46	\$	94	\$	308	\$	572	\$	-	\$	673
97206	\$	109	\$	199	\$	766	\$	334	\$	461	\$	868
97209	\$	48	\$	112	\$	342	\$	569	\$	559	\$	1,326
97210	\$	50	\$	100	\$	306	\$	443	\$	1,073	\$	2,333
97212	\$	-	\$	-	\$	-	\$	-	\$	74	\$	-
97213	\$	72	\$	130	\$	597	\$	116	\$	207	\$	501
97214	\$	58	\$	126	\$	366	\$	222	\$	309	\$	757
97215	\$	73	\$	186	\$	587	\$	310	\$	127	\$	783
97216	\$	110	\$	248	\$	755	\$	87	\$	2,213	\$	2,306
97217	\$	79	\$	158	\$	597	\$	280	\$	398	\$	945
97219	\$	87	\$	195	\$	734	\$	360	\$	172	\$	904
97221	\$	83	\$	189	\$	622	\$	970	\$	6,756	\$	-
97222	\$	87	\$	181	\$	776	\$	217	\$	214	\$	683
97223	\$	93	\$	187	\$	704	\$	206	\$	263	\$	1,578
97224	\$	90	\$	188	\$	694	\$	285	\$	409	\$	615
97225	\$	107	\$	177	\$	631	\$	180	\$	1,760	\$	694
97227	\$	81	\$	214	\$	273	\$	30	\$	273	\$	90
97229	\$	88	\$	173	\$	682	\$	100	\$	150	\$	182
97230	\$	96	\$	189	\$	782	\$	341	\$	199	\$	1,185
97231	\$	101	\$	198	\$	836	\$	77	\$	133	\$	567
97232	\$	51	\$	102	\$	221	\$	232	\$	286	\$	1,347
97233	\$	97	\$	201	\$	753	\$	143	\$	147	\$	1,045
97236	\$	108	\$	198	\$	811	\$	170	\$	120	\$	691
97239	\$	61	\$	134	\$	511	\$	148	\$	999	\$	2,438
97266	\$	100	\$	191	\$	787	\$	270	\$	308	\$	1,578
97267	\$	108	\$	214	\$	764	\$	151	\$	155	\$	758
97301	\$	102	\$	188	\$	670	\$	309	\$	685	\$	888
97302	\$	94	\$	182	\$	687	\$	205	\$	272	\$	2,213
97303	\$	95	\$	197	\$	787	\$	119	\$	129	\$	557
97304	\$	140	\$	292	\$	924	\$	48	\$	87	\$	168
97305	\$	119	\$	218	\$	726	\$	600	\$	284	\$	1,933
97306	\$	91	\$	208	\$	794	\$	220	\$	166	\$	232
97317	\$	100	\$	210	\$	832	\$	233	\$	344	\$	305
97325	\$	232	\$	201	\$	1,131	\$	43	\$	124	\$	1,733
97338	\$	81	\$	380	\$	1,272	\$	30	\$	-	\$	-
97347	\$	95	\$	203	\$	1,102	\$	102	\$	-	\$	536
97352	\$	253	\$	388	\$	1,545	\$	1,813	\$	-	\$	267
97362	\$	95	\$	173	\$	730	\$	272	\$	57	\$	737
97371	\$	32	\$	-	\$	-	\$	14	\$	-	\$	-
97375	\$	147	\$	284	\$	1,217	\$	150	\$	79	\$	337
97378	\$	130	\$	252	\$	1,055	\$	378	\$	161	\$	944
97381	\$	122	\$	212	\$	844	\$	116	\$	126	\$	614
97385	\$	231	\$	257	\$	723	\$	40	\$	-	\$	-
97392	\$	120	\$	202	\$	947	\$	88	\$	104	\$	2,222
97396	\$	151	\$	225	\$	971	\$	58	\$	124	\$	166

*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.

Attachment A subpart k - Total number of disconnection communications delivered by vintage (15-day, 5-day, personal contact)

Data reflects customers who received a notice at any point between October 1, 2020 and December 31, 2020.

For this period, Residential customers were sent Bill Due Notices only, not Disconnect Notices. From October 1 through November 8, 2020, Small Commercial customers were sent Bill Due Notices only.

Disconnect notices were sent to Small Commercial customers starting November 9, 2020.

Zip Code	Disconnect Notice		Modified Bill Due Notice				
	Small Commercial		Residential	Residential		Small Commercial	
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder	15-Day Notice	5-Day Notice
97002	65	45	620	418	71	38	27
97003	69	38	3769	2712	323	34	21
97004	21	19	459	277	47	26	19
97005	224	120	3979	2978	290	113	61
97006	193	81	4903	3542	509	107	65
97007	65	24	3592	2338	477	34	31
97008	87	35	3334	2389	286	40	13
97009	129	83	1119	696	124	62	44
97011	6	2	140	89	12	3	5
97013	32	40	678	441	76	58	24
97015	233	124	3092	2289	298	83	58
97017	22	14	435	300	31	7	7
97019	27	13	371	233	38	13	14
97020	8	3	135	97	13	4	2
97022	25	17	632	411	28	16	16
97023	75	38	1501	943	109	46	33
97024	33	14	2257	1516	153	28	35
97026	15	24	494	351	28	25	15
97027	37	14	1781	1103	113	19	15
97028	17	1	38	19	15	2	2
97030	230	135	7037	5238	498	124	75
97032	44	11	638	457	52	22	24
97034	20	27	1017	529	182	36	11
97035	84	50	1793	1009	253	97	31
97038	85	66	2394	1715	183	50	29
97041	1	0				0	0
97042	13	13	402	268	34	15	8
97045	201	97	6498	4412	624	129	106
97049	9	3	363	214	38	4	5
97055	154	60	2500	1574	218	75	82
97056	1	0	11	6	1	1	0
97060	95	34	3479	1982	235	52	35
97062	186	86	3293	2234	332	130	65
97067	22	9	302	206	24	8	15
97068	70	42	2366	1267	332	62	33
97070	123	51	2602	1771	273	89	65
97071	120	47	3220	2142	258	80	82
97078	64	34	3200	2352	339	35	23
97080	49	24	5570	3908	562	36	16
97086	76	42	3157	2185	448	29	17
97089	62	42	1196	766	160	37	26
97101	22	12	587	390	46	8	7
97106	10	13	393	263	25	19	8
97109	0	0	9	2	1	0	0
97111	19	20	429	241	53	27	9
97113	29	42	1802	1218	147	54	18
97114	24	27	687	455	64	82	13
97115	20	9	402	239	35	19	12

97116	19	32	207	132	16	42	20
97117	0	1	79	59	10	4	2
97119	15	15	528	358	44	24	9
97123	203	180	5836	3530	528	248	128
97124	306	101	5209	3533	536	159	139
97125	1	1	1	1		0	0
97127	11	13	638	377	40	22	9
97128	14	9	156	98	14	11	8
97132	88	37	2982	1889	305	88	61
97133	32	11	467	304	44	21	19
97137	20	14	130	90	14	20	10
97140	149	87	1871	1112	252	80	66
97148	6	8	405	289	40	18	7
97201	42	40	1087	823	166	95	34
97202	288	185	3604	2359	489	198	111
97203	125	100	3912	2939	381	132	73
97204	64	85	116	99	19	137	63
97205	25	25	394	304	74	32	11
97206	171	108	5634	3803	516	124	76
97209	151	173	2232	1737	342	290	105
97210	141	94	884	641	171	136	60
97211	1	1				2	1
97213	18	11	601	410	91	10	4
97214	318	177	2471	1719	379	181	130
97215	36	20	1207	806	197	32	19
97216	23	29	1373	1022	111	65	25
97217	219	134	2878	2041	341	173	98
97219	113	82	3634	2071	420	130	60
97221	23	23	870	572	119	28	11
97222	135	43	4940	3546	388	76	86
97223	191	107	5404	3869	502	95	57
97224	141	79	3096	2136	373	88	49
97225	91	43	1988	1173	299	37	29
97227	5	3	64	33	20	7	5
97229	112	21	4109	2631	553	54	54
97230	232	95	6102	4571	462	177	133
97231	31	18	352	235	53	22	15
97232	82	41	741	475	152	59	29
97233	97	94	8117	6497	471	117	63
97236	81	88	6587	5113	419	114	54
97239	29	29	1365	948	208	78	25
97266	166	156	5650	4399	390	209	110
97267	111	38	3610	2480	297	55	48
97301	277	161	7978	6053	541	138	92
97302	118	143	4746	3144	450	200	78
97303	51	22	3202	2133	230	29	35
97304	7	2	294	161	41	5	11
97305	148	74	6773	4570	425	80	86
97306	22	27	3297	2292	341	33	11
97317	74	45	2847	2030	261	25	18
97325	2	2	47	29	6	2	2
97338	0	0	66	46	9	0	1
97347	8	1	399	287	35	4	2
97352	3	1	34	21	5	1	0
97362	27	22	416	289	54	14	12
97371	0	0	17	2	1	0	0
97375	6	6	150	93	11	3	4
97378	66	46	1171	849	99	37	22
97381	74	44	1472	964	228	40	22
97385	1	1	37	27	8	1	0
97392	26	35	431	291	55	42	25
97396	6	0	521	284	33	4	5

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

Data reflects customers who were disconnected during December 2020.

Zip Code	Non-Residential	Residential
97038	1	0
97305	1	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
Data reflects customers who were reconnected during December 2020.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97305	1	0	0	0	0	0	0	0