



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

November 20, 2020

***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 report certain information on a monthly basis for the prior month through December 2023. Per Appendix A, parts a, b, c, d, j, l and m, the monthly filings are to include information on customers by customer class, arrearages, time payment agreements, disconnects for non-payment and reconnects. The first monthly report is due November 1, 2020 for October 2020.

Attached is the PGE monthly COVID-19 report for October 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@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

Zip Code	Non-Residential	Residential
97002	924	2,232
97003	755	11,104
97004	444	1,778
97005	2,498	11,736
97006	1,635	18,590
97007	896	18,128
97008	1,174	11,973
97009	1,086	3,391
97010	1	2
97011	80	502
97013	804	2,389
97015	2,018	8,862
97017	228	1,107
97019	261	1,220
97020	77	374
97022	402	1,446
97023	1,053	4,601
97024	502	4,594
97026	282	1,154
97027	472	4,955
97028	144	723
97030	2,172	15,041
97032	475	1,747
97034	915	8,458
97035	1,327	11,169
97036	17	2
97038	1,140	6,330
97041	7	
97042	337	1,218
97045	3,431	21,991
97049	162	1,754
97051	5	
97055	1,491	7,889
97056	7	30
97060	1,071	7,816
97062	2,029	11,344
97067	400	1,250
97068	1,215	11,650
97070	1,847	11,295
97071	1,632	9,585
97078	550	9,450
97079	3	
97080	908	16,228
97086	904	12,393

97089	770	4,794
97101	343	1,554
97106	345	1,553
97109	19	81
97111	342	1,450
97113	654	4,784
97114	539	1,777
97115	318	1,720
97116	290	843
97117	67	265
97119	364	1,622
97123	2,624	17,099
97124	3,227	21,721
97125	6	19
97127	95	1,438
97128	167	494
97132	1,905	11,716
97133	450	2,229
97137	277	487
97140	1,591	9,499
97148	340	1,276
97201	735	7,361
97202	2,588	19,893
97203	1,432	12,827
97204	631	420
97205	307	2,786
97206	1,625	21,512
97208	7	
97209	2,130	14,675
97210	1,884	7,780
97211	5	
97212	2	
97213	264	3,069
97214	2,903	15,247
97215	530	7,605
97216	502	4,190
97217	1,699	12,611
97218	1	
97219	1,332	17,450
97221	325	5,549
97222	1,974	15,529
97223	2,451	20,754
97224	1,650	15,784
97225	1,169	11,589
97227	56	418
97229	1,535	27,576
97230	2,076	15,470

97231	543	2,020
97232	801	5,118
97233	1,172	14,990
97236	999	13,808
97239	766	9,636
97251	3	
97258	1	
97266	1,518	13,248
97267	1,087	12,818
97280	1	
97291	1	
97301	2,933	18,534
97302	2,734	16,841
97303	1,178	10,719
97304	282	1,321
97305	1,828	15,094
97306	794	13,644
97310	31	
97311	1	
97312	3	
97317	1,184	8,374
97325	63	165
97338	78	245
97347	194	798
97352	32	123
97362	302	1,487
97371	43	108
97373	1	
97375	111	512
97378	546	2,803
97381	1,179	6,396
97385	51	161
97392	356	1,766
97396	234	1,342
97424		1
97438	1	

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

PGE is currently not charging late fees

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

Zip Code	Non-Residential	Residential
97002		55
97003	2	319
97004	2	36
97005	4	373
97006		407
97007	1	271
97008	1	312
97009	8	124
97010		1
97011		12
97013	2	54
97015	3	307
97017		33
97019	1	26
97020		14
97022	3	74
97023	5	131
97024	3	189
97026		46
97027	1	186
97028		1
97030	3	731
97032		60
97034	1	49
97035	2	127
97038	3	217
97042	1	44
97045	5	629
97049		32
97055	3	226
97056		1
97060	5	297
97062	4	270
97067		31
97068	4	162
97070	2	197
97071	6	302
97078	4	285
97080	3	512
97086	3	264
97089	1	88
97101		57

97106	1	25
97111		46
97113	2	135
97114	1	73
97115	4	31
97116	2	19
97117		8
97119	1	48
97123	8	390
97124	3	367
97127		56
97128		12
97132	1	274
97133		28
97137		9
97140	2	153
97148		33
97201	2	60
97202	6	242
97203	5	345
97204	4	8
97205		23
97206	5	490
97209	3	123
97210	2	49
97213		42
97214	12	142
97215		85
97216	1	110
97217	4	199
97219	1	204
97221		49
97222	4	460
97223	4	480
97224	1	239
97225		150
97227		1
97229	6	274
97230	4	649
97231	2	27
97232	2	46
97233	9	890
97236	6	731
97239	2	84
97266	7	558
97267	1	340
97301	14	877

97302	7	440
97303	2	351
97304		14
97305	8	702
97306		320
97317	3	327
97325		4
97338		7
97347		42
97352		4
97362		41
97371		1
97375	1	20
97378	1	133
97381		159
97385		3
97392	1	37
97396		60

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



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

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002		7
97003	1	41
97004		3
97005	2	42
97006		54
97007		38
97008		33
97009	3	9
97013		4
97015		42
97017		5
97019	1	4
97020		2
97022	1	6
97023	1	17
97024	3	25
97026		4
97027		19
97028		1
97030	2	91
97032		5
97034	1	4
97035	2	11
97038	1	16
97042		2
97045	2	64
97049		3
97055		25
97060	3	39
97062	1	34
97067		1
97068	3	14
97070		24
97071	1	31
97078	1	39
97080	1	62
97086	1	26
97089		4
97101		5
97106		1
97111		3
97113	1	17
97114	1	5
97115	4	3

97116		2
97119	1	4
97123	2	42
97124		41
97127		6
97128		1
97132		32
97133		3
97137		1
97140	1	26
97148		5
97201	1	8
97202	1	25
97203	4	41
97204	1	1
97205		7
97206	3	38
97209		12
97210	1	5
97213		8
97214	4	19
97215		7
97216		9
97217		18
97219	1	16
97221		4
97222	1	47
97223	2	26
97224		32
97225		12
97229	6	34
97230	2	67
97231		5
97232		3
97233	6	105
97236	3	75
97239	2	13
97266	3	45
97267		40
97301	4	94
97302	3	52
97303	1	44
97304		2
97305	3	64
97306		36
97317		40
97325		1

97338		2
97347		2
97362		2
97375		3
97378		15
97381		11
97392	1	2
97396		6

\*New TPAs entered into during current month

**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\***

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	77	35	54	54	4	20
97003	682	266	499	15	3	16
97004	52	23	31	13	9	17
97005	821	338	649	94	30	59
97006	1,035	356	670	54	28	58
97007	683	198	397	24	2	45
97008	663	236	473	17	9	15
97009	178	54	103	67	13	39
97011	17	2	19	9		1
97013	88	34	50	45	4	17
97015	629	212	464	77	14	42
97017	33	14	51	10	4	7
97019	89	22	34	13	6	7
97020	22	6	10	4		2
97022	97	34	80	16	11	15
97023	258	81	174	61	10	28
97024	253	99	287	15	2	10
97026	66	23	46	10	2	9
97027	352	160	262	30	4	11
97028	12	1	2	2		2
97030	1,084	488	1,001	71	20	44
97032	146	51	85	42	5	9
97034	141	43	73	33	9	6
97035	318	92	179	21	4	14
97038	361	155	277	115	9	34
97041					1	
97042	46	11	40	19	1	10
97045	1,037	393	812	148	40	74
97049	43	6	42	25		5
97051						1
97055	503	182	299	139	18	63
97056			2			
97060	406	141	296	14	4	16
97062	547	218	413	41	38	44
97067	32	7	51	9		10
97068	265	70	192	30	9	13
97070	372	126	359	22	2	13
97071	571	128	346	107	4	38
97078	540	210	444	18	4	19
97080	898	362	644	27	12	15

97086	608	205	443	29	11	13
97089	237	78	106	34	13	24
97101	69	26	52	6	5	6
97106	44	15	34	5	1	4
97109	1					
97111	43	17	36	8	2	7
97113	214	90	151	21	5	9
97114	87	23	64	16	3	5
97115	97	19	44	20	8	5
97116	14	5	18	9	6	17
97117	13	5	6	2		1
97119	53	17	45	7	2	9
97123	626	232	565	55	14	111
97124	756	296	620	49	15	98
97127	48	28	49	3	4	7
97128	27	5	15	5	1	4
97132	654	221	366	101	24	34
97133	51	6	48	10	1	10
97137	11	3	16	4	6	4
97140	344	118	161	87	33	42
97148	46	9	46	6		7
97201	259	121	269	12	5	37
97202	1,059	350	626	136	34	100
97203	703	287	670	48	8	57
97204	30	22	34	22	9	32
97205	112	42	120	6	2	7
97206	1,230	522	809	83	27	63
97209	624	300	587	69	18	62
97210	251	127	213	50	10	24
97211				1		
97212					1	
97213	171	55	103	15	1	5
97214	743	317	496	114	37	101
97215	279	114	180	12	6	14
97216	183	89	173	9	2	15
97217	596	203	468	71	27	86
97219	476	188	402	37	12	35
97221	141	53	105	9	2	10
97222	1,130	440	792	82	20	46
97223	995	395	797	82	13	47
97224	598	219	427	47	11	25
97225	537	174	263	42	12	37
97227	19	5	8	5		2
97229	1,087	348	576	57	25	70
97230	779	274	896	41	10	40
97231	47	16	40	9	3	16
97232	233	87	339	24	3	17

97233	1,115	500	1,456	26	11	58
97236	942	448	986	21	14	56
97239	307	132	224	12	4	15
97266	832	387	906	71	24	66
97267	610	198	487	43	8	21
97301	1,559	632	1,181	81	27	55
97302	657	276	528	55	24	36
97303	569	170	384	46	14	11
97304	32		16	3		12
97305	1,389	555	963	86	21	47
97306	545	186	338	22	3	6
97317	478	191	303	51	18	20
97325	3	2	5	2		1
97338	7	1	10	1		
97347	77	37	56	18	3	6
97352	7		1	2		1
97362	82	28	58	10	11	7
97371	1					
97375	19	4	13	7		5
97378	204	70	145	42	7	17
97381	339	109	146	49	10	17
97385	4	2	5		1	
97392	58	23	29	26	4	16
97396	107	46	63	23		4

\*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\***

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 7,457	\$ 9,446	\$ 60,500	\$ 5,404	\$ 416	\$ 52,864
97003	\$ 61,152	\$ 52,160	\$ 321,772	\$ 2,414	\$ 1,098	\$ 7,698
97004	\$ 5,871	\$ 9,769	\$ 34,227	\$ 1,303	\$ 3,711	\$ 8,947
97005	\$ 59,184	\$ 55,906	\$ 357,986	\$ 17,706	\$ 13,182	\$ 85,999
97006	\$ 89,635	\$ 68,371	\$ 407,887	\$ 19,903	\$ 17,805	\$ 37,202
97007	\$ 63,438	\$ 37,106	\$ 309,794	\$ 2,810	\$ 275	\$ 14,149
97008	\$ 58,700	\$ 46,114	\$ 305,567	\$ 2,439	\$ 1,985	\$ 6,587
97009	\$ 26,737	\$ 17,158	\$ 124,076	\$ 31,245	\$ 17,715	\$ 55,580
97011	\$ 2,351	\$ 325	\$ 14,300	\$ 1,133		\$ 160
97013	\$ 11,794	\$ 8,775	\$ 56,719	\$ 7,227	\$ 2,535	\$ 29,030
97015	\$ 53,684	\$ 43,891	\$ 328,666	\$ 30,839	\$ 25,897	\$ 47,400
97017	\$ 4,531	\$ 5,336	\$ 41,209	\$ 2,262	\$ 287	\$ 20,235
97019	\$ 11,327	\$ 7,621	\$ 35,106	\$ 2,418	\$ 3,339	\$ 6,143
97020	\$ 3,094	\$ 1,035	\$ 11,147	\$ 880		\$ 2,004
97022	\$ 10,826	\$ 9,991	\$ 88,869	\$ 7,573	\$ 17,527	\$ 34,911
97023	\$ 30,523	\$ 18,062	\$ 148,914	\$ 18,817	\$ 1,470	\$ 75,054
97024	\$ 24,552	\$ 19,047	\$ 203,200	\$ 3,681	\$ 473	\$ 7,740
97026	\$ 6,103	\$ 5,812	\$ 48,266	\$ 695	\$ 616	\$ 9,544
97027	\$ 31,847	\$ 34,121	\$ 198,489	\$ 3,027	\$ 1,476	\$ 7,973
97028	\$ 531	\$ 24	\$ 1,236	\$ 79		\$ 188
97030	\$ 98,059	\$ 102,122	\$ 738,694	\$ 10,676	\$ 16,006	\$ 56,228
97032	\$ 14,677	\$ 11,242	\$ 69,669	\$ 7,410	\$ 1,796	\$ 12,294
97034	\$ 12,778	\$ 9,151	\$ 57,852	\$ 3,005	\$ 2,236	\$ 874
97035	\$ 22,330	\$ 15,201	\$ 115,762	\$ 5,347	\$ 763	\$ 29,872
97038	\$ 37,122	\$ 40,456	\$ 253,032	\$ 32,793	\$ 2,774	\$ 20,661
97041					\$ 46	
97042	\$ 5,533	\$ 3,721	\$ 43,160	\$ 1,785	\$ 109	\$ 13,829
97045	\$ 110,089	\$ 86,828	\$ 654,509	\$ 30,779	\$ 15,250	\$ 63,606
97049	\$ 3,439	\$ 713	\$ 26,593	\$ 1,313		\$ 5,358
97051						\$ 442
97055	\$ 55,425	\$ 35,370	\$ 289,858	\$ 25,507	\$ 7,835	\$ 81,641
97056			\$ 2,653			
97060	\$ 37,168	\$ 28,926	\$ 217,112	\$ 1,627	\$ 511	\$ 21,598
97062	\$ 44,372	\$ 39,109	\$ 285,585	\$ 16,370	\$ 10,275	\$ 35,812
97067	\$ 3,940	\$ 451	\$ 34,268	\$ 943		\$ 6,058
97068	\$ 22,692	\$ 15,028	\$ 155,710	\$ 5,176	\$ 1,751	\$ 71,490
97070	\$ 30,342	\$ 22,719	\$ 204,478	\$ 6,999	\$ 7,803	\$ 8,942
97071	\$ 51,316	\$ 27,004	\$ 183,540	\$ 22,792	\$ 706	\$ 48,074
97078	\$ 45,940	\$ 41,965	\$ 297,495	\$ 9,639	\$ 1,013	\$ 7,666
97080	\$ 98,465	\$ 87,857	\$ 489,998	\$ 2,044	\$ 3,255	\$ 18,921

97086	\$ 58,388	\$ 44,931	\$ 334,174	\$ 2,886	\$ 6,389	\$ 22,935
97089	\$ 26,817	\$ 23,214	\$ 134,598	\$ 13,243	\$ 4,251	\$ 41,299
97101	\$ 6,851	\$ 10,071	\$ 46,897	\$ 595	\$ 1,257	\$ 1,356
97106	\$ 4,088	\$ 3,856	\$ 35,800	\$ 338	\$ 34	\$ 1,123
97109	\$ 227					
97111	\$ 4,629	\$ 3,854	\$ 34,713	\$ 99	\$ 1,814	\$ 5,115
97113	\$ 16,965	\$ 19,058	\$ 116,944	\$ 2,644	\$ 1,065	\$ 7,485
97114	\$ 10,820	\$ 6,961	\$ 66,657	\$ 9,261	\$ 4,739	\$ 1,384
97115	\$ 11,261	\$ 4,165	\$ 34,128	\$ 5,879	\$ 1,168	\$ 1,060
97116	\$ 1,623	\$ 834	\$ 23,820	\$ 2,622	\$ 1,956	\$ 53,474
97117	\$ 1,299	\$ 2,439	\$ 6,320	\$ 41		\$ 206
97119	\$ 5,563	\$ 4,640	\$ 41,825	\$ 269	\$ 3,216	\$ 3,664
97123	\$ 52,291	\$ 43,629	\$ 376,797	\$ 13,139	\$ 2,838	\$ 126,692
97124	\$ 67,401	\$ 61,162	\$ 399,873	\$ 11,232	\$ 38,298	\$ 69,264
97127	\$ 4,461	\$ 8,714	\$ 47,179	\$ 384	\$ 418	\$ 5,752
97128	\$ 3,355	\$ 1,839	\$ 21,145	\$ 3,241	\$ 85	\$ 3,659
97132	\$ 69,582	\$ 48,081	\$ 280,876	\$ 39,952	\$ 4,788	\$ 51,748
97133	\$ 4,849	\$ 860	\$ 50,299	\$ 350	\$ 107	\$ 6,392
97137	\$ 1,822	\$ 560	\$ 16,780	\$ 656	\$ 3,327	\$ 25,748
97140	\$ 35,233	\$ 28,254	\$ 134,707	\$ 17,135	\$ 34,477	\$ 64,685
97148	\$ 4,687	\$ 2,335	\$ 52,649	\$ 131		\$ 12,162
97201	\$ 14,244	\$ 13,461	\$ 76,452	\$ 3,908	\$ 3,037	\$ 17,663
97202	\$ 74,284	\$ 51,342	\$ 306,014	\$ 52,378	\$ 18,001	\$ 107,929
97203	\$ 54,970	\$ 55,151	\$ 437,678	\$ 15,969	\$ 1,608	\$ 103,441
97204	\$ 1,011	\$ 1,806	\$ 8,635	\$ 14,717	\$ 18,097	\$ 100,337
97205	\$ 5,622	\$ 3,731	\$ 32,483	\$ 2,743	\$ 955	\$ 10,264
97206	\$ 106,790	\$ 91,441	\$ 585,011	\$ 17,515	\$ 18,112	\$ 64,536
97209	\$ 28,338	\$ 29,696	\$ 194,914	\$ 35,812	\$ 30,244	\$ 72,383
97210	\$ 12,337	\$ 13,395	\$ 59,877	\$ 21,499	\$ 7,819	\$ 36,890
97211				\$ 440		
97212					\$ 78	
97213	\$ 10,505	\$ 10,441	\$ 53,636	\$ 1,330	\$ 76	\$ 2,509
97214	\$ 42,970	\$ 34,959	\$ 176,071	\$ 32,503	\$ 22,585	\$ 102,552
97215	\$ 19,859	\$ 17,535	\$ 103,927	\$ 1,373	\$ 2,059	\$ 9,418
97216	\$ 18,027	\$ 17,278	\$ 133,892	\$ 2,034	\$ 172	\$ 35,013
97217	\$ 46,607	\$ 31,025	\$ 260,887	\$ 32,418	\$ 18,531	\$ 56,598
97219	\$ 36,332	\$ 29,453	\$ 273,295	\$ 4,660	\$ 6,498	\$ 46,511
97221	\$ 13,091	\$ 9,304	\$ 55,876	\$ 755	\$ 241	\$ 24,822
97222	\$ 103,589	\$ 74,623	\$ 529,079	\$ 21,274	\$ 5,396	\$ 36,095
97223	\$ 80,102	\$ 73,736	\$ 532,552	\$ 10,290	\$ 5,423	\$ 75,611
97224	\$ 49,570	\$ 41,121	\$ 285,959	\$ 23,559	\$ 10,777	\$ 14,484
97225	\$ 45,389	\$ 29,089	\$ 160,185	\$ 3,661	\$ 2,095	\$ 14,880
97227	\$ 1,093	\$ 406	\$ 2,452	\$ 848		\$ 2,902
97229	\$ 94,822	\$ 65,325	\$ 353,729	\$ 12,863	\$ 4,231	\$ 16,520
97230	\$ 67,010	\$ 52,921	\$ 625,931	\$ 15,888	\$ 44,797	\$ 115,411
97231	\$ 4,294	\$ 4,073	\$ 21,908	\$ 837	\$ 2,230	\$ 6,905
97232	\$ 13,612	\$ 10,062	\$ 63,062	\$ 6,796	\$ 379	\$ 22,430



97233	\$ 90,297	\$ 95,908	\$ 993,073	\$ 4,244	\$ 1,314	\$ 66,680
97236	\$ 93,178	\$ 91,117	\$ 775,495	\$ 3,723	\$ 1,592	\$ 48,345
97239	\$ 19,146	\$ 18,279	\$ 102,061	\$ 1,866	\$ 2,115	\$ 15,440
97266	\$ 70,997	\$ 77,820	\$ 680,332	\$ 15,529	\$ 15,865	\$ 79,141
97267	\$ 57,184	\$ 42,312	\$ 331,988	\$ 5,719	\$ 3,903	\$ 16,922
97301	\$ 131,920	\$ 116,686	\$ 748,322	\$ 30,134	\$ 10,708	\$ 52,948
97302	\$ 57,705	\$ 52,137	\$ 342,134	\$ 16,795	\$ 15,484	\$ 109,815
97303	\$ 54,153	\$ 36,153	\$ 262,176	\$ 5,341	\$ 12,138	\$ 12,165
97304	\$ 4,026		\$ 15,961	\$ 423		\$ 2,559
97305	\$ 121,919	\$ 110,166	\$ 659,414	\$ 21,364	\$ 9,885	\$ 95,497
97306	\$ 51,058	\$ 40,037	\$ 274,514	\$ 2,685	\$ 235	\$ 2,859
97317	\$ 47,307	\$ 39,367	\$ 252,906	\$ 4,343	\$ 2,189	\$ 11,500
97325	\$ 221	\$ 380	\$ 5,017	\$ 85		\$ 1,408
97338	\$ 495	\$ 290	\$ 7,098	\$ 27		
97347	\$ 12,558	\$ 7,396	\$ 59,629	\$ 2,486	\$ 265	\$ 7,103
97352	\$ 1,817		\$ 7,027	\$ 227		\$ 218
97362	\$ 6,425	\$ 7,351	\$ 39,321	\$ 2,010	\$ 4,173	\$ 13,172
97371	\$ 42					
97375	\$ 1,793	\$ 811	\$ 12,007	\$ 462		\$ 1,787
97378	\$ 21,096	\$ 13,940	\$ 135,508	\$ 19,845	\$ 1,524	\$ 36,623
97381	\$ 32,650	\$ 22,543	\$ 120,529	\$ 13,031	\$ 7,030	\$ 4,421
97385	\$ 208	\$ 546	\$ 3,398		\$ 218	
97392	\$ 6,235	\$ 6,914	\$ 28,793	\$ 8,307	\$ 603	\$ 42,457
97396	\$ 10,601	\$ 8,224	\$ 57,984	\$ 1,707		\$ 964

\*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+ days\***

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 97	\$ 270	\$ 1,120	\$ 100	\$ 104	\$ 2,643
97003	\$ 90	\$ 196	\$ 645	\$ 161	\$ 366	\$ 481
97004	\$ 113	\$ 425	\$ 1,104	\$ 100	\$ 412	\$ 526
97005	\$ 72	\$ 165	\$ 552	\$ 188	\$ 439	\$ 1,458
97006	\$ 87	\$ 192	\$ 609	\$ 369	\$ 636	\$ 641
97007	\$ 93	\$ 187	\$ 780	\$ 117	\$ 137	\$ 314
97008	\$ 89	\$ 195	\$ 646	\$ 143	\$ 221	\$ 439
97009	\$ 150	\$ 318	\$ 1,205	\$ 466	\$ 1,363	\$ 1,425
97011	\$ 138	\$ 162	\$ 753	\$ 126	\$ -	\$ 160
97013	\$ 134	\$ 258	\$ 1,134	\$ 161	\$ 634	\$ 1,708
97015	\$ 85	\$ 207	\$ 708	\$ 401	\$ 1,850	\$ 1,129
97017	\$ 137	\$ 381	\$ 808	\$ 226	\$ 72	\$ 2,891
97019	\$ 127	\$ 346	\$ 1,033	\$ 186	\$ 557	\$ 878
97020	\$ 141	\$ 172	\$ 1,115	\$ 220	\$ -	\$ 1,002
97022	\$ 112	\$ 294	\$ 1,111	\$ 473	\$ 1,593	\$ 2,327
97023	\$ 118	\$ 223	\$ 856	\$ 308	\$ 147	\$ 2,680
97024	\$ 97	\$ 192	\$ 708	\$ 245	\$ 237	\$ 774
97026	\$ 92	\$ 253	\$ 1,049	\$ 70	\$ 308	\$ 1,060
97027	\$ 90	\$ 213	\$ 758	\$ 101	\$ 369	\$ 725
97028	\$ 44	\$ 24	\$ 618	\$ 40	\$ -	\$ 94
97030	\$ 90	\$ 209	\$ 738	\$ 150	\$ 800	\$ 1,278
97032	\$ 101	\$ 220	\$ 820	\$ 176	\$ 359	\$ 1,366
97034	\$ 91	\$ 213	\$ 792	\$ 91	\$ 248	\$ 146
97035	\$ 70	\$ 165	\$ 647	\$ 255	\$ 191	\$ 2,134
97038	\$ 103	\$ 261	\$ 913	\$ 285	\$ 308	\$ 608
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 120	\$ 338	\$ 1,079	\$ 94	\$ 109	\$ 1,383
97045	\$ 106	\$ 221	\$ 806	\$ 208	\$ 381	\$ 860
97049	\$ 80	\$ 119	\$ 633	\$ 53	\$ -	\$ 1,072
97051	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 442
97055	\$ 110	\$ 194	\$ 969	\$ 184	\$ 435	\$ 1,296
97056	\$ -	\$ -	\$ 1,326	\$ -	\$ -	\$ -
97060	\$ 92	\$ 205	\$ 733	\$ 116	\$ 128	\$ 1,350
97062	\$ 81	\$ 179	\$ 691	\$ 399	\$ 270	\$ 814
97067	\$ 123	\$ 64	\$ 672	\$ 105	\$ -	\$ 606
97068	\$ 86	\$ 215	\$ 811	\$ 173	\$ 195	\$ 5,499
97070	\$ 82	\$ 180	\$ 570	\$ 318	\$ 3,902	\$ 688
97071	\$ 90	\$ 211	\$ 530	\$ 213	\$ 177	\$ 1,265
97078	\$ 85	\$ 200	\$ 670	\$ 536	\$ 253	\$ 403
97080	\$ 110	\$ 243	\$ 761	\$ 76	\$ 271	\$ 1,261

97086	\$	96	\$	219	\$	754	\$	100	\$	581	\$	1,764
97089	\$	113	\$	298	\$	1,270	\$	390	\$	327	\$	1,721
97101	\$	99	\$	387	\$	902	\$	99	\$	251	\$	226
97106	\$	93	\$	257	\$	1,053	\$	68	\$	34	\$	281
97109	\$	227	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	108	\$	227	\$	964	\$	12	\$	907	\$	731
97113	\$	79	\$	212	\$	774	\$	126	\$	213	\$	832
97114	\$	124	\$	303	\$	1,042	\$	579	\$	1,580	\$	277
97115	\$	116	\$	219	\$	776	\$	294	\$	146	\$	212
97116	\$	116	\$	167	\$	1,323	\$	291	\$	326	\$	3,146
97117	\$	100	\$	488	\$	1,053	\$	21	\$	-	\$	206
97119	\$	105	\$	273	\$	929	\$	38	\$	1,608	\$	407
97123	\$	84	\$	188	\$	667	\$	239	\$	203	\$	1,141
97124	\$	89	\$	207	\$	645	\$	229	\$	2,553	\$	707
97127	\$	93	\$	311	\$	963	\$	128	\$	104	\$	822
97128	\$	124	\$	368	\$	1,410	\$	648	\$	85	\$	915
97132	\$	106	\$	218	\$	767	\$	396	\$	199	\$	1,522
97133	\$	95	\$	143	\$	1,048	\$	35	\$	107	\$	639
97137	\$	166	\$	187	\$	1,049	\$	164	\$	554	\$	6,437
97140	\$	102	\$	239	\$	837	\$	197	\$	1,045	\$	1,540
97148	\$	102	\$	259	\$	1,145	\$	22	\$	-	\$	1,737
97201	\$	55	\$	111	\$	284	\$	326	\$	607	\$	477
97202	\$	70	\$	147	\$	489	\$	385	\$	529	\$	1,079
97203	\$	78	\$	192	\$	653	\$	333	\$	201	\$	1,815
97204	\$	34	\$	82	\$	254	\$	669	\$	2,011	\$	3,136
97205	\$	50	\$	89	\$	271	\$	457	\$	478	\$	1,466
97206	\$	87	\$	175	\$	723	\$	211	\$	671	\$	1,024
97209	\$	45	\$	99	\$	332	\$	519	\$	1,680	\$	1,167
97210	\$	49	\$	105	\$	281	\$	430	\$	782	\$	1,537
97211	\$	-	\$	-	\$	-	\$	440	\$	-	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	78	\$	-
97213	\$	61	\$	190	\$	521	\$	89	\$	76	\$	502
97214	\$	58	\$	110	\$	355	\$	285	\$	610	\$	1,015
97215	\$	71	\$	154	\$	577	\$	114	\$	343	\$	673
97216	\$	99	\$	194	\$	774	\$	226	\$	86	\$	2,334
97217	\$	78	\$	153	\$	557	\$	457	\$	686	\$	658
97219	\$	76	\$	157	\$	680	\$	126	\$	541	\$	1,329
97221	\$	93	\$	176	\$	532	\$	84	\$	121	\$	2,482
97222	\$	92	\$	170	\$	668	\$	259	\$	270	\$	785
97223	\$	81	\$	187	\$	668	\$	125	\$	417	\$	1,609
97224	\$	83	\$	188	\$	670	\$	501	\$	980	\$	579
97225	\$	85	\$	167	\$	609	\$	87	\$	175	\$	402
97227	\$	58	\$	81	\$	307	\$	170	\$	-	\$	1,451
97229	\$	87	\$	188	\$	614	\$	226	\$	169	\$	236
97230	\$	86	\$	193	\$	699	\$	388	\$	4,480	\$	2,885
97231	\$	91	\$	255	\$	548	\$	93	\$	743	\$	432
97232	\$	58	\$	116	\$	186	\$	283	\$	126	\$	1,319

97233	\$	81	\$	192	\$	682	\$	163	\$	119	\$	1,150
97236	\$	99	\$	203	\$	787	\$	177	\$	114	\$	863
97239	\$	62	\$	138	\$	456	\$	156	\$	529	\$	1,029
97266	\$	85	\$	201	\$	751	\$	219	\$	661	\$	1,199
97267	\$	94	\$	214	\$	682	\$	133	\$	488	\$	806
97301	\$	85	\$	185	\$	634	\$	372	\$	397	\$	963
97302	\$	88	\$	189	\$	648	\$	305	\$	645	\$	3,050
97303	\$	95	\$	213	\$	683	\$	116	\$	867	\$	1,106
97304	\$	126	\$	-	\$	998	\$	141	\$	-	\$	213
97305	\$	88	\$	198	\$	685	\$	248	\$	471	\$	2,032
97306	\$	94	\$	215	\$	812	\$	122	\$	78	\$	477
97317	\$	99	\$	206	\$	835	\$	85	\$	122	\$	575
97325	\$	74	\$	190	\$	1,003	\$	43	\$	-	\$	1,408
97338	\$	71	\$	290	\$	710	\$	27	\$	-	\$	-
97347	\$	163	\$	200	\$	1,065	\$	138	\$	88	\$	1,184
97352	\$	260	\$	-	\$	7,027	\$	113	\$	-	\$	218
97362	\$	78	\$	263	\$	678	\$	201	\$	379	\$	1,882
97371	\$	42	\$	-	\$	-	\$	-	\$	-	\$	-
97375	\$	94	\$	203	\$	924	\$	66	\$	-	\$	357
97378	\$	103	\$	199	\$	935	\$	473	\$	218	\$	2,154
97381	\$	96	\$	207	\$	826	\$	266	\$	703	\$	260
97385	\$	52	\$	273	\$	680	\$	-	\$	218	\$	-
97392	\$	107	\$	301	\$	993	\$	319	\$	151	\$	2,654
97396	\$	99	\$	179	\$	920	\$	74	\$	-	\$	241

\*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 I - Total number of service disconnections for non-payment**

PGE is currently not disconnecting for non-payment

**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**

PGE is currently not disconnecting for non-payment