



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

October 20, 2023

Via Electronic Filing

Public Utility Commission of Oregon
Attention: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

Re: **RE 188 (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:

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 the 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.

Further, Commission Order 21-057 included the requirement that the utilities that signed the UM 2114 Stipulated Agreement report on a monthly basis the number of recipients per Arrearage Management Program (AMP) option, total funds expended, total funds available, funds expended per option and average customer payments per option.

Attached is the PGE monthly COVID-19 report for October 2023. The updated response for IR 040 is also included as a separate tab. If you have any questions regarding the report, please contact Stefan Brown at (503) 464-8172. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Shay LaBray

Shay LaBray
Senior Director, Regulatory Affairs & Strategy

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

Counts were made on customers on the last business day of September 2023

Zip Code	Non-Residential	Residential
97002	945	2,251
97003	771	11,156
97004	471	1,788
97005	2,545	12,290
97006	1,668	19,269
97007	962	18,972
97008	1,164	11,976
97009	1,133	3,426
97011	67	496
97013	843	2,379
97015	2,042	9,283
97017	224	1,127
97019	270	1,228
97020	76	373
97022	421	1,456
97023	1,100	5,046
97024	541	4,696
97026	292	1,215
97027	488	4,947
97028	147	807
97030	2,203	15,512
97032	487	1,773
97034	887	8,475
97035	1,362	11,448
97036	21	3
97038	1,198	6,538
97041	7	
97042	340	1,221
97045	3,524	22,473
97049	165	1,644
97051	5	
97055	1,557	8,120
97056	8	29
97060	1,132	8,151
97062	2,076	11,522
97067	413	1,388
97068	1,218	11,730
97070	1,880	11,625
97071	1,701	10,611
97078	515	9,136
97079	1	
97080	913	16,755

97086	1,041	13,495
97089	797	5,021
97101	349	1,566
97106	358	1,594
97109	24	82
97111	362	1,526
97113	672	5,420
97114	553	1,787
97115	341	1,735
97116	297	845
97117	70	265
97119	378	1,637
97123	2,718	18,727
97124	3,298	21,858
97125	6	18
97127	97	1,551
97128	173	495
97132	2,005	12,222
97133	485	2,450
97137	283	485
97140	1,674	9,578
97148	334	1,361
97201	720	7,340
97202	2,617	20,351
97203	1,456	13,180
97204	618	417
97205	304	3,222
97206	1,633	22,179
97208	1	
97209	2,156	15,452
97210	1,871	8,009
97211	12	7
97212	1	
97213	261	3,110
97214	2,930	15,649
97215	513	7,732
97216	472	4,253
97217	1,706	13,427
97218	4	
97219	1,349	17,592
97221	330	5,567
97222	1,969	15,874
97223	2,477	21,352
97224	1,666	16,155
97225	1,161	11,630
97227	58	423
97229	1,568	28,546

97230	2,096	15,662
97231	539	2,000
97232	825	5,465
97233	1,146	15,463
97236	998	14,166
97239	784	10,553
97240	1	
97251	12	
97266	1,445	13,399
97267	1,097	12,869
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,067	19,466
97302	2,806	17,524
97303	1,100	10,730
97304	286	1,347
97305	1,912	15,864
97306	839	13,980
97310	31	
97311	1	
97312	3	
97317	1292	8537
97325	63	160
97338	83	249
97347	211	826
97352	33	126
97362	309	1560
97371	44	107
97373	1	
97375	119	522
97378	550	2841
97381	1204	6515
97385	57	160
97392	383	1962
97396	242	1372
97380	1	
97220	1	
97048	1	
97147	1	
9722		6
97806		1

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

Counts were made on customers that had late pay charges at any point in September 2023.

Zip Code	Non-Residential	Residential
97002	99	267
97003	83	1710
97004	75	193
97005	291	2045
97006	148	2465
97007	85	2077
97008	107	1530
97009	161	446
97011	9	73
97013	37	177
97015	216	1352
97017	30	177
97019	25	154
97020	24	58
97022	69	243
97023	160	763
97024	77	724
97026	33	221
97027	48	741
97028	2	48
97030	309	2712
97032	60	302
97034	36	511
97035	152	1148
97038	159	1050
97042	36	148
97045	411	3072
97049	16	193
97055	230	1216
97056		6
97060	140	1285
97062	279	1633
97067	92	143
97068	137	1097
97070	144	1320
97071	184	1692
97078	75	1443
97080	112	2561
97086	133	1617
97089	114	585
97101	67	236

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

97106	31	180
97109		2
97111	47	188
97113	63	540
97114	30	152
97115	30	188
97116	21	46
97117	3	10
97119	54	223
97123	306	2112
97124	246	2668
97125	3	
97127	12	210
97128	33	62
97132	215	1333
97133	53	214
97137	28	59
97140	203	1024
97148	29	210
97201	41	894
97202	365	2577
97203	220	1954
97204	82	88
97205	50	561
97206	254	2882
97209	264	2741
97210	218	1064
97211	2	1
97213	24	444
97214	437	2467
97215	63	943
97216	20	290
97217	218	1963
97218	1	
97219	141	1842
97221	40	568
97222	223	2225
97223	296	2720
97224	173	1656
97225	152	1290
97227	7	48
97229	117	2497
97230	227	2434
97231	70	217
97232	120	878
97233	230	2843
97236	196	2347

97239	52	974
97251	2	
97266	222	1980
97267	137	1620
97301	379	3308
97302	250	2216
97303	118	1420
97304	32	138
97305	326	2817
97306	68	1473
97317	154	1187
97325	4	15
97338	9	20
97347	18	161
97352	3	20
97362	33	194
97371	1	9
97375	9	60
97378	104	445
97381	144	797
97385	10	21
97392	50	211
97396	24	240

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 the last calendar day of September, 2023, have close dates after March 31, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	0	80
97003	1	501
97004	1	49
97005	0	522
97006	0	768
97007	0	472
97008	0	487
97009	1	123
97011	0	18
97013	2	61
97015	1	400
97017	1	51
97019	0	42
97020	0	16
97022	0	88
97023	0	222
97024	0	349
97026	0	73
97027	0	261
97030	0	1137
97032	0	82
97034	0	67
97035	0	212
97038	0	346
97042	0	38
97045	0	880
97049	0	38
97055	2	380
97060	0	417
97062	0	406
97067	0	37
97068	0	220
97070	0	359
97071	2	418
97078	1	392
97080	1	845
97086	0	442
97089	1	140
97101	0	62

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

97106	0	51
97109	0	1
97111	0	53
97113	0	226
97114	0	88
97115	0	51
97116	2	19
97117	0	13
97119	0	63
97123	1	622
97124	1	738
97127	0	93
97128	0	19
97132	0	430
97133	0	44
97137	0	10
97140	0	223
97148	0	57
97201	0	163
97202	1	488
97203	2	552
97204	0	19
97205	0	73
97206	2	766
97209	1	456
97210	2	125
97213	0	93
97214	1	329
97215	1	125
97216	0	194
97217	1	427
97219	1	397
97221	0	111
97222	0	720
97223	0	725
97224	0	392
97225	0	271
97227	0	6
97229	0	537
97230	1	975
97231	0	33
97232	0	124
97233	0	1280
97236	1	1039
97239	1	185
97266	1	887
97267	0	489

97301	0	1446
97302	0	763
97303	1	483
97304	0	29
97305	0	1080
97306	0	613
97317	0	510
97325	0	6
97338	0	12
97347	0	49
97352	0	4
97362	0	63
97371	0	1
97375	0	23
97378	1	193
97381	0	245
97385	0	5
97392	0	59
97396	0	98

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 July, August, or September 2023 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential	
97002	0	30	*New TPAs entered into during current month (or quarter if quarter report)
97003	1	247	
97004	1	16	
97005	0	236	
97006	0	347	
97007	0	191	
97008	0	207	
97009	0	39	
97011	0	7	
97013	0	19	
97015	1	163	
97017	0	14	
97019	0	11	
97020	0	5	
97022	0	22	
97023	0	67	
97024	0	162	
97026	0	28	
97027	0	101	
97030	0	509	
97032	0	27	
97034	0	24	
97035	0	75	
97038	0	116	
97042	0	13	
97045	0	377	
97049	0	11	
97055	2	154	
97060	0	171	
97062	0	190	
97067	0	7	
97068	0	87	
97070	0	180	
97071	1	185	
97078	1	182	
97080	1	372	
97086	0	209	
97089	0	53	
97101	0	19	
97106	0	20	
97111	0	17	

97113	0	96
97114	0	27
97115	0	22
97116	1	3
97117	0	5
97119	0	17
97123	1	282
97124	0	353
97127	0	39
97128	0	4
97132	0	177
97133	0	17
97137	0	3
97140	0	103
97148	0	11
97201	0	77
97202	1	216
97203	2	268
97204	0	11
97205	0	33
97206	0	345
97209	1	236
97210	2	49
97213	0	34
97214	0	136
97215	1	42
97216	0	79
97217	0	186
97219	1	167
97221	0	44
97222	0	273
97223	0	306
97224	0	156
97225	0	112
97227	0	4
97229	0	245
97230	1	418
97231	0	7
97232	0	53
97233	0	554
97236	0	455
97239	1	76
97266	1	392
97267	0	196
97301	0	609
97302	0	331
97303	1	221

97304	0	12
97305	0	493
97306	0	260
97317	0	208
97325	0	4
97338	0	4
97347	0	21
97352	0	1
97362	0	22
97371	0	1
97375	0	8
97378	1	65
97381	0	100
97385	0	2
97392	0	18
97396	0	28

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 the last calendar day of September, 2023, have close dates at any point between July 1, 2023 and the last calendar day of September, 2023, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002	0	17
97003	1	174
97004	0	19
97005	0	202
97006	0	237
97007	0	119
97008	0	145
97009	1	29
97011	0	4
97013	1	17
97015	0	126
97017	0	9
97019	0	10
97020	0	5
97022	0	19
97023	1	51
97024	0	84
97026	0	20
97027	0	69
97030	1	321
97032	1	19
97034	0	15
97035	0	50
97038	0	82
97042	0	8
97045	0	232
97049	0	10
97055	0	83
97060	0	106
97062	0	118
97067	0	10
97068	0	51
97070	0	105
97071	1	107
97078	0	133
97080	1	212
97086	0	102
97089	1	38
97101	0	13

97106	0	8
97109	0	1
97111	0	10
97113	0	70
97114	0	18
97115	0	19
97116	0	2
97117	0	2
97119	0	28
97123	1	218
97124	0	225
97127	0	11
97128	0	4
97132	0	125
97133	0	15
97137	0	10
97140	0	61
97148	0	12
97201	0	28
97202	0	109
97203	0	153
97204	0	4
97205	0	22
97206	0	193
97209	0	92
97210	0	33
97213	0	27
97214	2	70
97215	0	31
97216	1	51
97217	0	114
97219	0	89
97221	0	19
97222	1	161
97223	0	193
97224	0	145
97225	0	47
97227	0	1
97229	0	158
97230	0	264
97231	0	9
97232	0	30
97233	0	388
97236	0	311
97239	1	40
97266	0	257
97267	0	124

97301	1	344
97302	1	194
97303	0	150
97304	0	3
97305	0	264
97306	0	166
97317	0	128
97325	0	4
97338	0	2
97347	0	13
97352	0	1
97362	0	12
97371	0	2
97375	0	3
97378	0	42
97381	0	43
97392	0	18
97396	0	20

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 the last calendar day of September, 2023, have close dates at any point between July 1, 2023 and the last calendar day of September, 2023, and have a "TPA Success" of Renegotiated.

Zip Code	Non-Residential	Residential
97006	0	1
97015	0	1
97030	0	1
97035	0	1
97045	0	1
97055	0	1
97062	0	1
97070	0	1
97071	0	2
97078	0	1
97080	0	2
97086	0	1
97123	0	2
97124	0	1
97132	0	1
97202	0	2
97222	0	1
97223	0	1
97224	0	1
97229	0	1
97230	0	2
97236	0	2
97239	0	1
97266	0	2
97267	0	1
97301	0	1
97305	0	3
97306	0	3

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 before July 1, 2023, have close dates at any point on or after July 1, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97002	0	1
97003	0	11
97004	0	1
97005	0	9
97006	0	16
97007	0	6
97008	0	12
97009	0	5
97015	0	16
97017	0	2
97019	0	1
97022	0	7
97023	0	7
97024	0	12
97027	0	6
97030	0	29
97032	0	1
97035	0	1
97038	0	7
97042	0	4
97045	0	16
97049	0	1
97055	0	6
97060	0	7
97062	0	9
97067	0	3
97068	0	2
97070	0	7
97071	0	11
97078	0	9
97080	0	19
97086	0	15
97089	0	6
97101	0	3
97106	0	4
97111	0	1
97113	0	9
97114	0	4
97115	0	1
97123	0	11

97124	0	23
97127	0	2
97128	0	2
97132	0	18
97133	0	1
97140	0	1
97148	0	2
97201	0	2
97202	0	3
97203	0	23
97204	0	1
97205	0	2
97206	0	22
97209	0	5
97213	0	3
97215	0	3
97216	0	6
97217	0	5
97219	0	7
97221	0	4
97222	0	15
97223	0	18
97224	0	5
97225	0	4
97229	0	16
97230	0	39
97232	0	1
97233	0	49
97236	0	32
97239	0	1
97266	0	31
97267	0	9
97301	0	39
97302	0	13
97303	0	6
97304	0	1
97305	0	33
97306	0	10
97317	0	14
97325	0	2
97347	0	2
97378	0	11
97381	0	2
97392	0	1
97396	0	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 July 1, 2023 and the last calendar day of September, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97003	0	6
97004	0	1
97005	0	4
97006	0	6
97008	0	6
97015	0	4
97022	0	3
97024	0	4
97027	0	3
97030	0	10
97038	0	1
97042	0	3
97045	0	5
97055	0	2
97060	0	4
97062	0	5
97070	0	4
97071	0	4
97078	0	2
97080	0	8
97086	0	5
97089	0	4
97101	0	1
97106	0	2
97113	0	1
97114	0	2
97115	0	1
97123	0	2
97124	0	9
97127	0	1
97132	0	5
97148	0	1
97201	0	1
97202	0	1
97203	0	11
97204	0	1
97205	0	2
97206	0	9
97213	0	2
97216	0	1

97217	0	1
97219	0	1
97221	0	3
97222	0	5
97223	0	5
97224	0	1
97225	0	1
97229	0	5
97230	0	10
97233	0	10
97236	0	11
97266	0	16
97267	0	4
97301	0	17
97302	0	3
97303	0	2
97304	0	1
97305	0	16
97306	0	3
97317	0	3
97325	0	1
97378	0	2
97396	0	1

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

Counts were made on customers on the last business day of September 2023

Zip Code	Non-Residential	Residential
97002	945	2,251
97003	771	11,156
97004	471	1,788
97005	2,545	12,290
97006	1,668	19,269
97007	962	18,972
97008	1,164	11,976
97009	1,133	3,426
97011	67	496
97013	843	2,379
97015	2,042	9,283
97017	224	1,127
97019	270	1,228
97020	76	373
97022	421	1,456
97023	1,100	5,046
97024	541	4,696
97026	292	1,215
97027	488	4,947
97028	147	807
97030	2,203	15,512
97032	487	1,773
97034	887	8,475
97035	1,362	11,448
97036	21	3
97038	1,198	6,538
97041	7	
97042	340	1,221
97045	3,524	22,473
97049	165	1,644
97051	5	
97055	1,557	8,120
97056	8	29
97060	1,132	8,151
97062	2,076	11,522
97067	413	1,388
97068	1,218	11,730
97070	1,880	11,625
97071	1,701	10,611
97078	515	9,136
97079	1	
97080	913	16,755

97086	1,041	13,495
97089	797	5,021
97101	349	1,566
97106	358	1,594
97109	24	82
97111	362	1,526
97113	672	5,420
97114	553	1,787
97115	341	1,735
97116	297	845
97117	70	265
97119	378	1,637
97123	2,718	18,727
97124	3,298	21,858
97125	6	18
97127	97	1,551
97128	173	495
97132	2,005	12,222
97133	485	2,450
97137	283	485
97140	1,674	9,578
97148	334	1,361
97201	720	7,340
97202	2,617	20,351
97203	1,456	13,180
97204	618	417
97205	304	3,222
97206	1,633	22,179
97208	1	
97209	2,156	15,452
97210	1,871	8,009
97211	12	7
97212	1	
97213	261	3,110
97214	2,930	15,649
97215	513	7,732
97216	472	4,253
97217	1,706	13,427
97218	4	
97219	1,349	17,592
97221	330	5,567
97222	1,969	15,874
97223	2,477	21,352
97224	1,666	16,155
97225	1,161	11,630
97227	58	423
97229	1,568	28,546

97230	2,096	15,662
97231	539	2,000
97232	825	5,465
97233	1,146	15,463
97236	998	14,166
97239	784	10,553
97240	1	
97251	12	
97266	1,445	13,399
97267	1,097	12,869
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,067	19,466
97302	2,806	17,524
97303	1,100	10,730
97304	286	1,347
97305	1,912	15,864
97306	839	13,980
97310	31	
97311	1	
97312	3	
97317	1292	8537
97325	63	160
97338	83	249
97347	211	826
97352	33	126
97362	309	1560
97371	44	107
97373	1	
97375	119	522
97378	550	2841
97381	1204	6515
97385	57	160
97392	383	1962
97396	242	1372
97380	1	
97220	1	
97048	1	
97147	1	
9722		6
97806		1

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

Counts were made on customers that had late pay charges at any point in September 2023.

Zip Code	Non-Residential	Residential
97002	99	267
97003	83	1710
97004	75	193
97005	291	2045
97006	148	2465
97007	85	2077
97008	107	1530
97009	161	446
97011	9	73
97013	37	177
97015	216	1352
97017	30	177
97019	25	154
97020	24	58
97022	69	243
97023	160	763
97024	77	724
97026	33	221
97027	48	741
97028	2	48
97030	309	2712
97032	60	302
97034	36	511
97035	152	1148
97038	159	1050
97042	36	148
97045	411	3072
97049	16	193
97055	230	1216
97056		6
97060	140	1285
97062	279	1633
97067	92	143
97068	137	1097
97070	144	1320
97071	184	1692
97078	75	1443
97080	112	2561
97086	133	1617
97089	114	585
97101	67	236

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

97106	31	180
97109		2
97111	47	188
97113	63	540
97114	30	152
97115	30	188
97116	21	46
97117	3	10
97119	54	223
97123	306	2112
97124	246	2668
97125	3	
97127	12	210
97128	33	62
97132	215	1333
97133	53	214
97137	28	59
97140	203	1024
97148	29	210
97201	41	894
97202	365	2577
97203	220	1954
97204	82	88
97205	50	561
97206	254	2882
97209	264	2741
97210	218	1064
97211	2	1
97213	24	444
97214	437	2467
97215	63	943
97216	20	290
97217	218	1963
97218	1	
97219	141	1842
97221	40	568
97222	223	2225
97223	296	2720
97224	173	1656
97225	152	1290
97227	7	48
97229	117	2497
97230	227	2434
97231	70	217
97232	120	878
97233	230	2843
97236	196	2347

97239	52	974
97251	2	
97266	222	1980
97267	137	1620
97301	379	3308
97302	250	2216
97303	118	1420
97304	32	138
97305	326	2817
97306	68	1473
97317	154	1187
97325	4	15
97338	9	20
97347	18	161
97352	3	20
97362	33	194
97371	1	9
97375	9	60
97378	104	445
97381	144	797
97385	10	21
97392	50	211
97396	24	240

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 the last calendar day of September, 2023, have close dates after March 31, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	0	80
97003	1	501
97004	1	49
97005	0	522
97006	0	768
97007	0	472
97008	0	487
97009	1	123
97011	0	18
97013	2	61
97015	1	400
97017	1	51
97019	0	42
97020	0	16
97022	0	88
97023	0	222
97024	0	349
97026	0	73
97027	0	261
97030	0	1137
97032	0	82
97034	0	67
97035	0	212
97038	0	346
97042	0	38
97045	0	880
97049	0	38
97055	2	380
97060	0	417
97062	0	406
97067	0	37
97068	0	220
97070	0	359
97071	2	418
97078	1	392
97080	1	845
97086	0	442
97089	1	140
97101	0	62

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

97106	0	51
97109	0	1
97111	0	53
97113	0	226
97114	0	88
97115	0	51
97116	2	19
97117	0	13
97119	0	63
97123	1	622
97124	1	738
97127	0	93
97128	0	19
97132	0	430
97133	0	44
97137	0	10
97140	0	223
97148	0	57
97201	0	163
97202	1	488
97203	2	552
97204	0	19
97205	0	73
97206	2	766
97209	1	456
97210	2	125
97213	0	93
97214	1	329
97215	1	125
97216	0	194
97217	1	427
97219	1	397
97221	0	111
97222	0	720
97223	0	725
97224	0	392
97225	0	271
97227	0	6
97229	0	537
97230	1	975
97231	0	33
97232	0	124
97233	0	1280
97236	1	1039
97239	1	185
97266	1	887
97267	0	489

97301	0	1446
97302	0	763
97303	1	483
97304	0	29
97305	0	1080
97306	0	613
97317	0	510
97325	0	6
97338	0	12
97347	0	49
97352	0	4
97362	0	63
97371	0	1
97375	0	23
97378	1	193
97381	0	245
97385	0	5
97392	0	59
97396	0	98

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 July, August, or September 2023 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	0	30
97003	1	247
97004	1	16
97005	0	236
97006	0	347
97007	0	191
97008	0	207
97009	0	39
97011	0	7
97013	0	19
97015	1	163
97017	0	14
97019	0	11
97020	0	5
97022	0	22
97023	0	67
97024	0	162
97026	0	28
97027	0	101
97030	0	509
97032	0	27
97034	0	24
97035	0	75
97038	0	116
97042	0	13
97045	0	377
97049	0	11
97055	2	154
97060	0	171
97062	0	190
97067	0	7
97068	0	87
97070	0	180
97071	1	185
97078	1	182
97080	1	372
97086	0	209
97089	0	53
97101	0	19
97106	0	20
97111	0	17

*New TPAs entered into during current month (or quarter if quarter report)

97113	0	96
97114	0	27
97115	0	22
97116	1	3
97117	0	5
97119	0	17
97123	1	282
97124	0	353
97127	0	39
97128	0	4
97132	0	177
97133	0	17
97137	0	3
97140	0	103
97148	0	11
97201	0	77
97202	1	216
97203	2	268
97204	0	11
97205	0	33
97206	0	345
97209	1	236
97210	2	49
97213	0	34
97214	0	136
97215	1	42
97216	0	79
97217	0	186
97219	1	167
97221	0	44
97222	0	273
97223	0	306
97224	0	156
97225	0	112
97227	0	4
97229	0	245
97230	1	418
97231	0	7
97232	0	53
97233	0	554
97236	0	455
97239	1	76
97266	1	392
97267	0	196
97301	0	609
97302	0	331
97303	1	221

97304	0	12
97305	0	493
97306	0	260
97317	0	208
97325	0	4
97338	0	4
97347	0	21
97352	0	1
97362	0	22
97371	0	1
97375	0	8
97378	1	65
97381	0	100
97385	0	2
97392	0	18
97396	0	28

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 the last calendar day of September, 2023, have close dates at any point between July 1, 2023 and the last calendar day of September, 2023, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002	0	17
97003	1	174
97004	0	19
97005	0	202
97006	0	237
97007	0	119
97008	0	145
97009	1	29
97011	0	4
97013	1	17
97015	0	126
97017	0	9
97019	0	10
97020	0	5
97022	0	19
97023	1	51
97024	0	84
97026	0	20
97027	0	69
97030	1	321
97032	1	19
97034	0	15
97035	0	50
97038	0	82
97042	0	8
97045	0	232
97049	0	10
97055	0	83
97060	0	106
97062	0	118
97067	0	10
97068	0	51
97070	0	105
97071	1	107
97078	0	133
97080	1	212
97086	0	102
97089	1	38
97101	0	13

97106	0	8
97109	0	1
97111	0	10
97113	0	70
97114	0	18
97115	0	19
97116	0	2
97117	0	2
97119	0	28
97123	1	218
97124	0	225
97127	0	11
97128	0	4
97132	0	125
97133	0	15
97137	0	10
97140	0	61
97148	0	12
97201	0	28
97202	0	109
97203	0	153
97204	0	4
97205	0	22
97206	0	193
97209	0	92
97210	0	33
97213	0	27
97214	2	70
97215	0	31
97216	1	51
97217	0	114
97219	0	89
97221	0	19
97222	1	161
97223	0	193
97224	0	145
97225	0	47
97227	0	1
97229	0	158
97230	0	264
97231	0	9
97232	0	30
97233	0	388
97236	0	311
97239	1	40
97266	0	257
97267	0	124

97301	1	344
97302	1	194
97303	0	150
97304	0	3
97305	0	264
97306	0	166
97317	0	128
97325	0	4
97338	0	2
97347	0	13
97352	0	1
97362	0	12
97371	0	2
97375	0	3
97378	0	42
97381	0	43
97392	0	18
97396	0	20

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 the last calendar day of September, 2023, have close dates at any point between July 1, 2023 and the last calendar day of September, 2023, and have a "TPA Success" of Renegotiated.

Zip Code	Non-Residential	Residential
97006	0	1
97015	0	1
97030	0	1
97035	0	1
97045	0	1
97055	0	1
97062	0	1
97070	0	1
97071	0	2
97078	0	1
97080	0	2
97086	0	1
97123	0	2
97124	0	1
97132	0	1
97202	0	2
97222	0	1
97223	0	1
97224	0	1
97229	0	1
97230	0	2
97236	0	2
97239	0	1
97266	0	2
97267	0	1
97301	0	1
97305	0	3
97306	0	3

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 before July 1, 2023, have close dates at any point on or after July 1, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97002	0	1
97003	0	11
97004	0	1
97005	0	9
97006	0	16
97007	0	6
97008	0	12
97009	0	5
97015	0	16
97017	0	2
97019	0	1
97022	0	7
97023	0	7
97024	0	12
97027	0	6
97030	0	29
97032	0	1
97035	0	1
97038	0	7
97042	0	4
97045	0	16
97049	0	1
97055	0	6
97060	0	7
97062	0	9
97067	0	3
97068	0	2
97070	0	7
97071	0	11
97078	0	9
97080	0	19
97086	0	15
97089	0	6
97101	0	3
97106	0	4
97111	0	1
97113	0	9
97114	0	4
97115	0	1
97123	0	11

97124	0	23
97127	0	2
97128	0	2
97132	0	18
97133	0	1
97140	0	1
97148	0	2
97201	0	2
97202	0	3
97203	0	23
97204	0	1
97205	0	2
97206	0	22
97209	0	5
97213	0	3
97215	0	3
97216	0	6
97217	0	5
97219	0	7
97221	0	4
97222	0	15
97223	0	18
97224	0	5
97225	0	4
97229	0	16
97230	0	39
97232	0	1
97233	0	49
97236	0	32
97239	0	1
97266	0	31
97267	0	9
97301	0	39
97302	0	13
97303	0	6
97304	0	1
97305	0	33
97306	0	10
97317	0	14
97325	0	2
97347	0	2
97378	0	11
97381	0	2
97392	0	1
97396	0	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 July 1, 2023 and the last calendar day of September, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97003	0	6
97004	0	1
97005	0	4
97006	0	6
97008	0	6
97015	0	4
97022	0	3
97024	0	4
97027	0	3
97030	0	10
97038	0	1
97042	0	3
97045	0	5
97055	0	2
97060	0	4
97062	0	5
97070	0	4
97071	0	4
97078	0	2
97080	0	8
97086	0	5
97089	0	4
97101	0	1
97106	0	2
97113	0	1
97114	0	2
97115	0	1
97123	0	2
97124	0	9
97127	0	1
97132	0	5
97148	0	1
97201	0	1
97202	0	1
97203	0	11
97204	0	1
97205	0	2
97206	0	9
97213	0	2
97216	0	1

97217	0	1
97219	0	1
97221	0	3
97222	0	5
97223	0	5
97224	0	1
97225	0	1
97229	0	5
97230	0	10
97233	0	10
97236	0	11
97266	0	16
97267	0	4
97301	0	17
97302	0	3
97303	0	2
97304	0	1
97305	0	16
97306	0	3
97317	0	3
97325	0	1
97378	0	2
97396	0	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 day of September 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003	2	2	1			1
97004	1	1	3			1
97005		4	3			
97006	2	2	7			
97007	3	2	4			
97008	2	1	6			
97009		1				
97011			1			
97013	1	2		1		2
97015		1	7	1	1	1
97017	1	2		1		
97020			1			
97022	1	2				5
97023	1		2			1
97024	1	3	8	1		
97026		3	1	1		
97027	1		5			
97028						1
97030	2	6	18			2
97034			2			
97035	2	2	5			
97038	3	2	4			
97042		2	1	1		2
97045	2	4	16	3	2	9
97049		1	1			2
97055		2	6	2	3	2
97060	8	2	7		1	2
97062	1		2			1
97067			2			
97068	3	3	2	2		3
97070	2	3	5	1	1	2
97071	1	4	7	1		4
97078	2	3	3			
97080	1	4	14			1
97086	2		8			1
97089		1	2			1
97101	1					
97106				1	2	
97111			2	1	1	1
97113			1	3		2
97114	2	4	1			
97115			1		1	
97116	1	1			2	1
97117			1	1		1
97119	3		1	3	1	
97123	3	1	6	6	3	13
97124	2	4	13	2		6
97127	1		1			
97128	1					
97132	1	2	2			6
97133	1	1	1			1
97140		1	2			
97148		1				
97201	3	3	19	2		1
97202		3	6	1		3
97203	1	3	10	1	1	3
97204		1	2		1	2
97205		2	6	1		2
97206	1	2	9			2
97209	2	4	49	10		9
97210	1	2	8	2	4	4
97213		1	1			1
97214		1	9	1		3
97215	1	1	1			1
97216	2	3	9	1	1	2
97217	2	2	10			
97219	4	6	11	1	2	3
97221	1		2			
97222	2	3	10			1
97223	5	8	9	1	2	5
97224		1	3	2		1
97225		2	5		1	
97227				1		
97229		1	9			
97230	5	5	22	6	1	4
97231	3	2	1		1	
97232			3			
97233	12	17	42	2		11
97236	20	22	40	5	3	15
97239	4	2	17		2	5
97266	11	10	35	3	1	8
97267	3	1	3			1
97301	6	7	11		1	
97302	5	9	10	2	5	6
97303	1	4	5			1
97304		2	2			
97305	2	3	10		1	2
97306	3	7	5	2	1	

*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.

97317		1	5		
97325					1
97347		1	4		
97352		1			
97362			1		
97371			1		
97378			1		2
97381		1	1	1	1
97392	4	4	2		1
97396	1		1		

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 day of September 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003	\$ 427	\$ 622	\$ 672			\$ 354
97004	\$ 272	\$ 306	\$ 1,796			\$ 2,479
97005		\$ 1,063	\$ 1,379			
97006	\$ 560	\$ 876	\$ 2,515			
97007	\$ 961	\$ 612	\$ 1,384			
97008	\$ 574	\$ 259	\$ 2,688			
97009		\$ 756				
97011			\$ 1,413			
97013	\$ 212	\$ 671		\$ 2,578		\$ 2,944
97015		\$ 395	\$ 5,535	\$ 2,112	\$ 1,500	\$ 969
97017	\$ 218	\$ 958		\$ 499		
97020			\$ 649			
97022	\$ 498	\$ 1,528				\$ 44,021
97023	\$ 265		\$ 8,074			\$ 2,213
97024	\$ 251	\$ 1,316	\$ 3,950	\$ 361		
97026		\$ 884	\$ 399	\$ 472		
97027	\$ 218		\$ 3,406			
97028						\$ 529
97030	\$ 965	\$ 2,391	\$ 11,443			\$ 1,122
97034			\$ 660			
97035	\$ 599	\$ 628	\$ 3,474			
97038	\$ 955	\$ 748	\$ 2,603			
97042		\$ 1,304	\$ 976	\$ 374		\$ 766
97045	\$ 631	\$ 1,870	\$ 10,263	\$ 6,430	\$ 2,591	\$ 6,968
97049		\$ 715	\$ 359			\$ 1,584
97055		\$ 823	\$ 5,751	\$ 6,273	\$ 12,257	\$ 5,018
97060	\$ 2,181	\$ 720	\$ 2,580		\$ 1,549	\$ 2,108
97062	\$ 215		\$ 551			\$ 451
97067			\$ 1,384			
97068	\$ 1,609	\$ 840	\$ 1,043	\$ 880		\$ 1,572
97070	\$ 651	\$ 1,007	\$ 2,656	\$ 590	\$ 579	\$ 2,358
97071	\$ 454	\$ 1,119	\$ 2,973	\$ 255		\$ 6,195
97078	\$ 485	\$ 1,149	\$ 1,166			
97080	\$ 243	\$ 1,086	\$ 8,387			\$ 3,530
97086	\$ 797		\$ 3,445			\$ 2,350
97089		\$ 463	\$ 2,166			\$ 2,522
97101	\$ 785					
97106				\$ 336	\$ 761	
97111			\$ 2,725	\$ 423	\$ 1,558	\$ 318

*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.

97113				\$ 618	\$ 1,923		\$ 2,041
97114	\$ 1,052	\$ 2,155	\$ 241				
97115			\$ 217		\$ 322		
97116	\$ 525	\$ 398			\$ 597	\$ 2,284	
97117			\$ 741	\$ 494		\$ 1,494	
97119	\$ 826		\$ 554	\$ 2,393	\$ 1,895		
97123	\$ 1,092	\$ 370	\$ 1,887	\$ 10,914	\$ 2,048	\$ 11,943	
97124	\$ 502	\$ 2,502	\$ 6,966	\$ 1,911		\$ 6,964	
97127	\$ 282		\$ 679				
97128	\$ 261						
97132	\$ 288	\$ 858	\$ 1,126			\$ 2,092	
97133	\$ 317	\$ 404	\$ 4,474			\$ 382	
97140		\$ 326	\$ 901				
97148		\$ 438					
97201	\$ 878	\$ 1,782	\$ 7,506	\$ 1,424		\$ 903	
97202		\$ 655	\$ 2,717	\$ 793		\$ 3,828	
97203	\$ 379	\$ 1,676	\$ 4,034	\$ 1,048	\$ 388	\$ 6,009	
97204		\$ 595	\$ 709		\$ 1,443	\$ 2,399	
97205		\$ 672	\$ 2,501	\$ 366		\$ 1,056	
97206	\$ 219	\$ 1,053	\$ 4,136			\$ 4,143	
97209	\$ 635	\$ 1,151	\$ 19,224	\$ 10,468		\$ 9,121	
97210	\$ 335	\$ 595	\$ 3,073	\$ 3,632	\$ 4,974	\$ 2,332	
97213		\$ 207	\$ 529			\$ 2,343	
97214		\$ 240	\$ 4,411	\$ 544		\$ 1,537	
97215	\$ 250	\$ 262	\$ 444			\$ 706	
97216	\$ 606	\$ 802	\$ 4,802	\$ 1,731	\$ 275	\$ 2,927	
97217	\$ 567	\$ 1,319	\$ 5,436				
97219	\$ 1,894	\$ 2,760	\$ 6,640	\$ 1,376	\$ 3,738	\$ 1,843	
97221	\$ 265		\$ 1,203				
97222	\$ 701	\$ 1,257	\$ 7,350			\$ 1,721	
97223	\$ 1,576	\$ 3,051	\$ 3,652	\$ 1,144	\$ 701	\$ 5,270	
97224		\$ 508	\$ 2,316	\$ 2,207		\$ 323	
97225		\$ 521	\$ 5,064		\$ 570		
97227				\$ 1,278			
97229		\$ 283	\$ 8,673				
97230	\$ 2,228	\$ 1,428	\$ 11,478	\$ 27,456	\$ 1,012	\$ 4,234	
97231	\$ 908	\$ 1,348	\$ 645		\$ 988		
97232			\$ 997				
97233	\$ 4,087	\$ 5,321	\$ 18,826	\$ 1,762		\$ 6,339	
97236	\$ 6,574	\$ 7,450	\$ 19,649	\$ 2,157	\$ 1,585	\$ 34,969	
97239	\$ 1,202	\$ 1,640	\$ 7,915		\$ 1,041	\$ 4,355	
97266	\$ 2,817	\$ 4,491	\$ 18,694	\$ 2,972	\$ 403	\$ 24,781	
97267	\$ 1,265	\$ 576	\$ 1,365			\$ 3,650	
97301	\$ 1,913	\$ 2,425	\$ 4,786		\$ 864		
97302	\$ 1,496	\$ 4,282	\$ 4,072	\$ 801	\$ 2,038	\$ 2,211	
97303	\$ 213	\$ 2,041	\$ 2,667			\$ 6,114	
97304		\$ 1,902	\$ 1,076				

97305	\$	405	\$	995	\$	5,082		\$	526	\$	1,717
97306	\$	985	\$	3,006	\$	7,563	\$	643	\$	355	
97317			\$	221	\$	3,225					
97325									\$	589	
97347			\$	763	\$	3,717					
97352			\$	210							
97362					\$	819					
97371					\$	333					
97378					\$	1,691			\$	1,084	
97381			\$	611	\$	512	\$	379	\$	1,142	
97392	\$	1,431	\$	1,198	\$	795			\$	306	
97396	\$	279			\$	1,153					

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 day of September 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003	\$ 214	\$ 311	\$ 672			\$ 354
97004	\$ 272	\$ 306	\$ 599			\$ 2,479
97005		\$ 266	\$ 460			
97006	\$ 280	\$ 438	\$ 359			
97007	\$ 320	\$ 306	\$ 346			
97008	\$ 287	\$ 259	\$ 448			
97009		\$ 756				
97011			\$ 1,413			
97013	\$ 212	\$ 335		\$ 2,578		\$ 1,472
97015		\$ 395	\$ 791	\$ 2,112	\$ 1,500	\$ 969
97017	\$ 218	\$ 479		\$ 499		
97020			\$ 649			
97022	\$ 498	\$ 764				\$ 8,804
97023	\$ 265		\$ 4,037			\$ 2,213
97024	\$ 251	\$ 439	\$ 494	\$ 361		
97026		\$ 295	\$ 399	\$ 472		
97027	\$ 218		\$ 681			
97028						\$ 529
97030	\$ 483	\$ 399	\$ 636			\$ 561
97034			\$ 330			
97035	\$ 299	\$ 314	\$ 695			
97038	\$ 318	\$ 374	\$ 651			
97042		\$ 652	\$ 976	\$ 374		\$ 383
97045	\$ 315	\$ 467	\$ 641	\$ 2,143	\$ 1,296	\$ 774
97049		\$ 715	\$ 359			\$ 792
97055		\$ 412	\$ 958	\$ 3,136	\$ 4,086	\$ 2,509
97060	\$ 273	\$ 360	\$ 369		\$ 1,549	\$ 1,054
97062	\$ 215		\$ 276			\$ 451
97067			\$ 692			
97068	\$ 536	\$ 280	\$ 522	\$ 440		\$ 524
97070	\$ 325	\$ 336	\$ 531	\$ 590	\$ 579	\$ 1,179
97071	\$ 454	\$ 280	\$ 425	\$ 255		\$ 1,549
97078	\$ 243	\$ 383	\$ 389			
97080	\$ 243	\$ 272	\$ 599			\$ 3,530
97086	\$ 398		\$ 431			\$ 2,350
97089		\$ 463	\$ 1,083			\$ 2,522
97101	\$ 785					
97106				\$ 336	\$ 380	
97111			\$ 1,363	\$ 423	\$ 1,558	\$ 318

*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.

97113				\$ 618	\$ 641		\$ 1,021
97114	\$ 526	\$ 539	\$ 241				
97115			\$ 217		\$ 322		
97116	\$ 525	\$ 398			\$ 298	\$ 2,284	
97117			\$ 741	\$ 494		\$ 1,494	
97119	\$ 275		\$ 554	\$ 798	\$ 1,895		
97123	\$ 364	\$ 370	\$ 315	\$ 1,819	\$ 683	\$ 919	
97124	\$ 251	\$ 625	\$ 536	\$ 956		\$ 1,161	
97127	\$ 282		\$ 679				
97128	\$ 261						
97132	\$ 288	\$ 429	\$ 563			\$ 349	
97133	\$ 317	\$ 404	\$ 4,474			\$ 382	
97140		\$ 326	\$ 451				
97148		\$ 438					
97201	\$ 293	\$ 594	\$ 395	\$ 712		\$ 903	
97202		\$ 218	\$ 453	\$ 793		\$ 1,276	
97203	\$ 379	\$ 559	\$ 403	\$ 1,048	\$ 388	\$ 2,003	
97204		\$ 595	\$ 355		\$ 1,443	\$ 1,200	
97205		\$ 336	\$ 417	\$ 366		\$ 528	
97206	\$ 219	\$ 527	\$ 460			\$ 2,072	
97209	\$ 317	\$ 288	\$ 392	\$ 1,047		\$ 1,013	
97210	\$ 335	\$ 297	\$ 384	\$ 1,816	\$ 1,244	\$ 583	
97213		\$ 207	\$ 529			\$ 2,343	
97214		\$ 240	\$ 490	\$ 544		\$ 512	
97215	\$ 250	\$ 262	\$ 444			\$ 706	
97216	\$ 303	\$ 267	\$ 534	\$ 1,731	\$ 275	\$ 1,463	
97217	\$ 283	\$ 660	\$ 544				
97219	\$ 473	\$ 460	\$ 604	\$ 1,376	\$ 1,869	\$ 614	
97221	\$ 265		\$ 601				
97222	\$ 351	\$ 419	\$ 735			\$ 1,721	
97223	\$ 315	\$ 381	\$ 406	\$ 1,144	\$ 351	\$ 1,054	
97224		\$ 508	\$ 772	\$ 1,103		\$ 323	
97225		\$ 260	\$ 1,013		\$ 570		
97227				\$ 1,278			
97229		\$ 283	\$ 964				
97230	\$ 446	\$ 286	\$ 522	\$ 4,576	\$ 1,012	\$ 1,058	
97231	\$ 303	\$ 674	\$ 645		\$ 988		
97232			\$ 332				
97233	\$ 341	\$ 313	\$ 448	\$ 881		\$ 576	
97236	\$ 329	\$ 339	\$ 491	\$ 431	\$ 528	\$ 2,331	
97239	\$ 301	\$ 820	\$ 466		\$ 520	\$ 871	
97266	\$ 256	\$ 449	\$ 534	\$ 991	\$ 403	\$ 3,098	
97267	\$ 422	\$ 576	\$ 455			\$ 3,650	
97301	\$ 319	\$ 346	\$ 435		\$ 864		
97302	\$ 299	\$ 476	\$ 407	\$ 400	\$ 408	\$ 369	
97303	\$ 213	\$ 510	\$ 533			\$ 6,114	
97304		\$ 951	\$ 538				

97305	\$	202	\$	332	\$	508		\$	526	\$	858
97306	\$	328	\$	429	\$	1,513	\$	322	\$	355	
97317			\$	221	\$	645					
97325									\$	589	
97347			\$	763	\$	929					
97352			\$	210							
97362					\$	819					
97371					\$	333					
97378					\$	1,691			\$	542	
97381			\$	611	\$	512	\$	379	\$	1,142	
97392	\$	358	\$	300	\$	398			\$	306	
97396	\$	279			\$	1,153					

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

Counts were made on customers that received a notice at any point between July 1, 2023 and the last calendar day of September, 2023.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	Past Due Notice (20-Day)	Disconnect Notice (5-day)	Friendly Reminder	Past Due Notice (20-Day)	Disconnect Notice (5-day)
97002	136	52	49	950	372
97003	134	54	307	6,664	2,927
97004	47	28	36	824	338
97005	567	136	327	6,616	2,776
97006	371	66	531	9,146	3,979
97007	174	38	505	6,918	2,544
97008	176	28	280	5,633	2,245
97009	246	116	76	1,808	708
97011	12		6	270	94
97013	161	70	58	1,083	376
97015	431	112	287	5,071	2,009
97017	76	58	28	714	300
97019	64	22	22	615	204
97020	12		14	220	96
97022	91	46	36	1,094	364
97023	275	112	109	3,140	1,190
97024	111	34	142	3,056	1,566
97026	94	54	37	931	408
97027	94	28	121	3,016	1,131
97028	30	18	6	73	20
97030	532	196	519	11,066	5,579
97032	114	34	65	1,218	382
97034	91	32	171	1,690	478
97035	211	84	270	2,907	1,096
97038	313	86	184	4,340	1,715
97041	4	2			
97042	56	28	22	688	250
97045	669	264	625	11,632	4,303
97049	30	12	23	561	194
97055	396	174	199	4,796	1,657
97056			1	8	
97060	259	114	233	4,812	2,236
97062	441	110	334	5,263	2,286
97067	35	2	23	490	148
97068	155	70	275	3,296	1,217
97070	319	132	336	4,584	1,799
97071	498	168	326	5,642	2,271

97078	162	60	276	5,539	2,468
97080	199	70	510	10,458	4,291
97086	232	57	397	5,938	2,251
97089	163	62	148	2,370	725
97101	57	16	43	858	332
97106	38	12	37	744	268
97109			2	14	8
97111	68	24	34	706	286
97113	112	48	130	2,928	1,240
97114	74	18	42	1,218	450
97115	56	22	33	735	212
97116	34	20	18	348	116
97117	26	14	5	144	70
97119	104	44	42	909	344
97123	612	308	475	8,081	3,674
97124	594	168	520	8,620	3,968
97127	25	16	42	1,035	480
97128	40	22	11	237	100
97132	305	90	303	5,250	1,726
97133	106	50	48	802	250
97137	44	24	8	247	100
97140	441	142	295	3,586	1,007
97148	64	18	28	862	339
97201	121	28	182	2,037	1,089
97202	805	180	459	6,616	2,374
97203	440	188	383	6,758	3,160
97204	264	120	19	176	106
97205	112	32	78	902	488
97206	537	158	526	9,753	3,672
97209	588	264	450	5,057	2,778
97210	449	126	187	1,765	845
97211	2	2			
97213	48	10	82	1,235	528
97214	885	234	466	4,861	2,055
97215	126	26	198	2,263	756
97216	112	38	95	2,386	1,010
97217	472	170	381	5,433	2,430
97218	4				
97219	278	96	360	5,161	2,352
97221	70	4	124	1,557	603
97222	500	122	430	8,482	3,160
97223	564	144	573	9,374	3,800
97224	372	162	394	5,292	1,975
97225	256	88	273	3,525	1,332
97227	28	6	13	101	32
97229	295	68	672	8,430	2,986
97230	593	248	460	8,988	4,670

97231	100	38	45	702	232
97232	306	88	153	1,620	798
97233	500	260	558	12,592	6,905
97236	442	174	431	10,706	5,426
97239	198	88	232	2,475	1,074
97251	5	2			
97266	587	182	408	9,191	4,499
97267	301	76	293	6,501	2,270
97301	919	284	573	13,634	6,412
97302	623	302	430	7,658	3,604
97303	195	42	323	6,042	2,159
97304	44	16	34	442	144
97305	478	142	509	11,609	4,752
97306	127	64	392	6,426	2,593
97310	4				
97317	240	90	223	5,257	2,435
97325	8	2	1	80	44
97338	7	2	6	92	32
97347	14	4	24	639	220
97352	6		4	84	34
97362	72	42	35	797	278
97371			2	35	8
97375	10	6	10	244	86
97378	117	56	70	1,738	683
97381	210	74	197	2,713	886
97385	2		1	72	30
97392	80	30	44	748	306
97396	24	2	32	945	320
97286	4	4			
97125	2				

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

Counts were made on customers that were disconnected at any point during September 2023.

Zip Code	Non-Residential	Residential
97002	0	3
97003	0	34
97005	3	57
97006	0	63
97007	1	26
97008	0	46
97009	1	11
97013	0	1
97015	1	32
97017	2	0
97019	1	0
97020	0	1
97022	0	2
97023	0	8
97024	0	28
97026	0	6
97027	0	14
97030	1	69
97032	0	2
97034	0	2
97035	1	11
97038	0	14
97042	0	3
97045	1	54
97049	0	2
97055	0	23
97060	1	20
97062	0	46
97068	0	8
97070	0	24
97071	0	30
97078	1	33
97080	0	58
97086	0	43
97089	0	5
97101	0	4
97106	0	1
97111	0	1
97113	0	13
97114	0	1
97115	0	1
97116	0	1

97123	0	53
97124	0	54
97127	0	1
97128	0	1
97132	0	17
97133	0	5
97140	2	14
97148	0	1
97201	0	8
97202	0	39
97203	1	23
97205	0	2
97206	0	49
97209	0	25
97210	0	4
97213	0	7
97214	1	24
97215	0	6
97216	0	7
97217	1	17
97219	0	24
97221	0	6
97222	0	34
97223	0	64
97224	0	16
97225	0	21
97229	0	48
97230	1	55
97232	0	8
97233	0	74
97236	0	50
97239	0	8
97266	3	52
97267	1	24
97301	0	101
97302	0	42
97303	0	19
97304	0	1
97305	0	93
97306	1	25
97317	2	21
97347	0	3
97362	0	4
97375	0	2
97378	0	8
97381	0	10
97385	0	1

97392	1	1
97396	0	3

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 September 2023.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002	0	0	0	0	2	0	0	0
97003	0	0	0	0	27	2	3	0
97005	1	0	0	0	43	5	1	0
97006	0	0	0	0	48	3	2	0
97007	0	0	0	0	20	2	2	0
97008	0	0	0	0	37	6	2	0
97009	0	0	0	0	9	0	0	0
97013	0	0	0	0	1	0	0	0
97015	1	0	0	0	20	1	5	0
97017	2	0	0	0	0	0	0	0
97019	0	1	0	0	0	0	0	0
97020	0	0	0	0	1	0	0	0
97022	0	0	0	0	2	0	0	0
97023	0	0	0	0	7	1	0	0
97024	0	0	0	0	22	2	1	0
97026	0	0	0	0	5	0	1	0
97027	0	0	0	0	10	0	2	0
97030	0	1	0	0	51	6	6	1
97032	0	0	0	0	2	0	0	0
97034	0	0	0	0	2	0	0	0
97035	0	0	0	0	9	1	0	0
97038	0	0	0	0	11	1	0	0
97042	0	0	0	0	2	0	0	1
97045	0	0	0	0	37	3	6	1
97049	0	0	0	0	1	0	0	0
97055	0	0	0	0	16	3	1	0
97060	1	0	0	0	15	2	2	0
97062	0	0	0	0	33	3	1	0
97068	0	0	0	0	6	0	0	0
97070	0	0	0	0	19	0	2	0
97071	0	0	0	0	23	2	3	1
97078	1	0	0	0	27	2	1	0
97080	0	0	0	0	45	1	8	0
97086	0	0	0	0	31	4	2	1
97089	0	0	0	0	3	1	0	0
97101	0	0	0	0	4	0	0	0
97106	0	0	0	0	0	0	1	0
97111	0	0	0	0	0	1	0	0
97113	0	0	0	0	10	0	2	0

97114	0	0	0	0	0	1	0	0
97115	0	0	0	0	0	1	0	0
97116	0	0	0	0	1	0	0	0
97123	0	0	0	0	42	2	4	1
97124	0	0	0	0	42	3	1	0
97127	0	0	0	0	1	0	0	0
97128	0	0	0	0	1	0	0	0
97132	0	0	0	0	10	1	1	0
97133	0	0	0	0	3	0	2	0
97140	1	0	0	0	10	1	0	1
97148	0	0	0	0	1	0	0	0
97201	0	0	0	0	5	0	2	0
97202	0	0	0	0	28	2	2	0
97203	0	0	0	0	19	1	2	0
97205	0	0	0	0	2	0	0	0
97206	0	0	0	0	28	7	7	0
97209	0	0	0	0	14	1	2	1
97210	0	0	0	0	2	1	0	0
97213	0	0	0	0	4	1	1	0
97214	1	0	0	0	13	3	2	0
97215	0	0	0	0	4	2	0	0
97216	0	0	0	0	3	0	1	0
97217	0	0	0	0	10	2	1	0
97219	0	0	0	0	18	1	1	0
97221	0	0	0	0	0	1	2	0
97222	0	0	0	0	25	1	2	0
97223	0	0	0	0	44	8	3	0
97224	0	0	0	0	13	0	2	0
97225	0	0	0	0	17	2	1	0
97229	0	0	0	0	34	3	3	0
97230	0	0	0	0	37	5	5	0
97232	0	0	0	0	5	0	1	0
97233	0	0	0	0	46	7	9	0
97236	0	0	0	0	30	4	9	0
97239	0	0	0	0	7	1	0	0
97266	3	0	0	0	30	5	9	1
97267	0	0	0	0	16	3	2	0
97301	0	0	0	0	69	8	11	0
97302	0	0	0	0	21	5	7	0
97303	0	0	0	0	18	0	0	0
97304	0	0	0	0	1	0	0	0
97305	0	0	0	0	66	3	7	0
97306	0	0	0	0	19	1	2	0
97317	0	0	0	0	14	3	1	0
97347	0	0	0	0	2	0	1	0
97362	0	0	0	0	3	0	0	0
97375	0	0	0	0	0	1	0	0

97378	0	0	0	0	8	0	0	0
97381	0	0	0	0	8	0	2	0
97385	0	0	0	0	1	0	0	0
97392	0	0	0	0	1	0	0	0
97396	0	0	0	0	3	0	0	0

Month	Disconnect Count	Customer Count	Percent Disconnected
201806	0	103,396	0.00%
201807	0	103,383	0.00%
201808	0	103,699	0.00%
201809	0	103,797	0.00%
201810	0	103,764	0.00%
201811	1	103,759	0.00%
201812	0	103,844	0.00%
201901	1	103,870	0.00%
201902	167	103,924	0.16%
201903	157	103,731	0.15%
201904	109	103,625	0.11%
201905	93	103,652	0.09%
201906	51	103,676	0.05%
201907	57	103,961	0.05%
201908	37	103,999	0.04%
201909	45	103,986	0.04%
201910	50	104,134	0.05%
201911	54	104,263	0.05%
201912	40	104,145	0.04%
202001	68	104,306	0.07%
202002	48	104,429	0.05%
202003	28	104,516	0.03%
202004	0	104,549	0.00%
202005	0	104,603	0.00%
202006	0	104,617	0.00%
202007	0	104,643	0.00%
202008	0	104,674	0.00%
202009	0	104,747	0.00%
202010	1	104,928	0.00%
202011	0	105,021	0.00%
202012	7	105,154	0.01%
202101	3	105,242	0.00%
202102	2	105,272	0.00%
202103	28	105,307	0.03%
202104	64	105,413	0.06%
202105	45	105,419	0.04%
202106	69	105,457	0.07%
202107	46	105,579	0.04%
202108	46	105,689	0.04%
202109	56	105,821	0.05%
202110	31	105,856	0.03%
202111	41	105,918	0.04%
202112	28	105,871	0.03%
202201	50	105,975	0.05%
202202	55	106,034	0.05%
202203	39	106,114	0.04%

202204	32	106,319	0.03%
202205	54	106,475	0.05%
202206	64	106,638	0.06%
202207	49	106,686	0.05%
202208	68	106,721	0.06%
202209	36	106,723	0.03%
202210	50	106,735	0.05%
202211	26	106,851	0.02%
202212	32	106,900	0.03%
202301	39	106,879	0.04%
202302	11	106,916	0.04%
202303	29	106,967	0.05%
202304	10	107,150	0.01%
202305	25	107,226	0.02%
202306	42	107,087	0.04%
202309	28	107,254	0.03%