



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

December 21, 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 was due November 1, 2020 for October 2020.

Attached is the PGE monthly COVID-19 report for November 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**

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002	927	2,235
97003	760	11,120
97004	444	1,776
97005	2,498	11,746
97006	1,638	18,603
97007	896	18,146
97008	1,174	11,976
97009	1,096	3,395
97010	1	2
97011	80	501
97013	805	2,391
97015	2,017	8,860
97017	230	1,108
97019	262	1,222
97020	77	376
97022	400	1,450
97023	1,053	4,618
97024	503	4,592
97026	283	1,153
97027	471	4,956
97028	144	722
97030	2,171	15,067
97032	476	1,748
97034	915	8,464
97035	1,325	11,162
97036	17	2
97038	1,145	6,332
97041	7	
97042	337	1,216
97045	3,445	22,012
97049	161	1,751
97051	5	
97055	1,488	7,901
97056	7	31
97060	1,074	7,822
97062	2,027	11,353
97067	399	1,254
97068	1,213	11,643
97070	1,854	11,308
97071	1,633	9,600
97078	551	9,497
97079	3	

97080	905	16,239
97086	902	12,507
97089	773	4,801
97101	344	1,555
97106	347	1,554
97109	19	81
97111	342	1,451
97113	652	4,815
97114	538	1,776
97115	319	1,719
97116	290	843
97117	67	265
97119	362	1,625
97123	2,632	17,179
97124	3,229	21,713
97125	6	19
97127	95	1,439
97128	163	493
97132	1,906	11,727
97133	451	2,232
97137	279	488
97140	1,597	9,510
97148	339	1,281
97201	737	7,357
97202	2,597	19,913
97203	1,429	12,824
97204	629	420
97205	309	2,786
97206	1,622	21,526
97208	7	
97209	2,131	14,669
97210	1,887	7,776
97211	5	
97212	2	
97213	262	3,075
97214	2,903	15,236
97215	525	7,600
97216	500	4,184
97217	1,700	12,642
97218	1	
97219	1,337	17,464
97221	325	5,558
97222	1,966	15,534
97223	2,449	20,788
97224	1,648	15,794
97225	1,169	11,603
97227	56	419

97229	1,542	27,653
97230	2,078	15,476
97231	544	2,019
97232	802	5,117
97233	1,170	15,000
97236	1,000	13,824
97239	766	9,644
97251	3	
97258	1	
97266	1,513	13,242
97267	1,091	12,820
97280	1	
97291	1	
97301	2,943	18,626
97302	2,746	16,997
97303	1,181	10,729
97304	281	1,323
97305	1,835	15,118
97306	796	13,662
97310	31	
97311	1	
97312	3	
97317	1,191	8,375
97325	63	165
97338	78	247
97347	195	798
97352	32	124
97362	303	1,493
97371	44	108
97373	1	
97375	110	514
97378	550	2,810
97381	1,169	6,416
97385	51	161
97392	356	1,778
97396	235	1,344

**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 class, enrolled in a current**  
**Time Payment Arrangement (TPA)\***

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002		52
97003	3	291
97004	4	34
97005	5	358
97006	1	372
97007	2	246
97008	1	292
97009	6	109
97011		10
97013	2	52
97015	4	291
97017	1	28
97019	1	25
97020		13
97022	4	69
97023	11	114
97024	4	171
97026		42
97027		169
97028		1
97030	6	668
97032	1	55
97034	1	50
97035	3	111
97038	5	192
97042	1	39
97045	10	560
97049	1	26
97055	5	204
97056		1
97060	5	278
97062	4	250
97067	1	30
97068	7	141
97070	3	188
97071	8	278
97078	3	251
97080	3	486
97086	4	253
97089	3	84
97101		55

97106	2	19
97111	1	38
97113	2	126
97114	1	65
97115	4	28
97116	2	18
97117		8
97119	1	45
97123	14	357
97124	8	343
97127	1	54
97128		9
97132	4	241
97133	1	24
97137		7
97140	3	143
97148	2	27
97201	4	53
97202	9	216
97203	7	299
97204	6	12
97205	2	24
97206	5	445
97209	6	118
97210	3	43
97213	2	38
97214	22	131
97215		77
97216	1	99
97217	3	191
97219	4	189
97221	1	46
97222	9	400
97223	4	429
97224	1	223
97225	1	139
97227		1
97229	6	253
97230	5	577
97231	3	25
97232		38
97233	16	785
97236	8	642
97239	3	76
97266	16	489
97267	3	314
97301	12	812

97302	12	397
97303	1	329
97304	1	14
97305	12	659
97306	1	299
97317	5	303
97325		3
97338		6
97347		34
97352		4
97362	7	36
97371		1
97375	1	18
97378	1	114
97381	3	147
97385		2
97392	1	36
97396		53

\*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		3
97003	1	25
97004	2	3
97005	2	36
97006	1	25
97007	1	11
97008		16
97009	1	5
97011		1
97013		5
97015	3	20
97017	1	
97019		2
97022	2	6
97023	6	5
97024	1	19
97027		16
97030	3	62
97032	1	1
97034		4
97035	1	3
97038	2	12
97042	1	2
97045	5	33
97049	1	
97055	2	12
97060		25
97062	1	18
97067	1	2
97068	3	8
97070	1	19
97071	2	21
97078		14
97080	1	40
97086	2	28
97089	2	10
97101		5
97106	1	1
97111	1	5
97113		13
97114		6
97116	1	

97117		1
97119		7
97123	7	40
97124	5	40
97127	1	7
97132	3	16
97133	1	2
97140	1	9
97148	2	2
97201	2	7
97202	5	15
97203	2	25
97204	2	4
97205	2	4
97206	2	20
97209	5	13
97210	2	4
97213	2	1
97214	12	6
97215		4
97216		6
97217	1	25
97219	3	16
97221	1	6
97222	5	25
97223	2	20
97224		19
97225	1	9
97229		19
97230	1	47
97231	2	1
97232		3
97233	7	51
97236	4	52
97239	1	7
97266	9	37
97267	2	17
97301	1	52
97302	6	33
97303		27
97304	1	1
97305	7	46
97306	1	32
97317	2	20
97347		1
97352		1
97362	7	3

97375		1
97378		8
97381	3	19
97392		4
97396		2

\*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	113	26	62	50	32	19
97003	756	290	546	33	5	13
97004	59	14	35	12	10	19
97005	1,009	330	705	144	26	61
97006	1,048	373	748	99	15	61
97007	754	262	422	20	3	41
97008	804	264	497	42	10	15
97009	241	60	108	71	33	34
97011	11	6	15	3	4	
97013	80	18	57	19	31	15
97015	733	245	499	125	35	43
97017	50	19	48	10	5	6
97019	111	1	35	21		4
97020	16	9	14	5	4	
97022	133	28	78	19	3	12
97023	298	79	181	93	11	16
97024	266	136	267	6	9	5
97026	67	28	45	4	7	7
97027	445	95	286	18	2	8
97028	13	4	2	7		1
97030	1,199	501	1,054	86	33	45
97032	82	14	90	12	14	8
97034	191	50	71	15	7	8
97035	314	103	193	32	8	11
97038	493	145	294	93	57	30
97041					1	
97042	63	20	36	20	13	9
97045	1,094	289	842	166	50	73
97049	49	16	37	8	25	3
97051						1
97055	506	99	311	88	65	52
97056			1			
97060	407	163	296	31	10	9
97062	651	230	456	97	13	42
97067	33	17	37	5	6	10
97068	318	100	172	28	16	15
97070	454	169	327	48	12	12
97071	646	172	301	52	64	32

97078	599	212	474	35	11	18
97080	1,088	398	680	31	13	15
97086	803	249	454	62	13	17
97089	318	75	114	61	14	25
97101	94	31	54	14	4	8
97106	51	15	33	14	2	4
97109	1					
97111	48	21	33	12		7
97113	208	95	183	43	5	13
97114	69	31	68	15	8	7
97115	152	8	47	24	2	9
97116	17	6	18	7	6	16
97117	7	8	8	1	2	1

97119	73	28	42	15	2	10
97123	736	295	578	64	24	97
97124	835	342	634	62	23	88
97127	72	27	56	2	1	7
97128	15	14	16	8	2	2
97132	775	140	396	98	4	38
97133	63	17	37	13	1	11
97137	16	6	16	9	3	6
97140	457	122	183	89	32	47
97148	46	11	42	10	1	3
97201	270	148	286	30	4	10
97202	1,228	395	640	150	48	65
97203	760	300	662	75	23	38
97204	34	20	40	24	11	22
97205	131	66	120	10	5	2
97206	1,534	499	887	112	35	50
97209	650	320	615	82	23	53
97210	321	133	227	81	16	14
97212					1	
97213	185	71	99	19	3	3
97214	1,042	311	589	133	39	79
97215	383	106	199	24	2	10
97216	199	98	178	19	5	8
97217	695	262	475	103	40	48
97219	511	186	410	37	20	23
97221	160	73	101	21	3	4
97222	1,099	141	797	85	1	36
97223	1,205	438	851	128	34	46
97224	761	240	444	61	16	23
97225	618	197	299	97	9	37
97227	19	7	11	4	1	
97229	1,060	146	601	101	3	76
97230	840	365	851	43	16	29
97231	60	18	37	10	4	12
97232	338	105	311	51	11	10
97233	1,188	556	1,452	51	13	42
97236	1,017	476	1,035	51	16	41
97239	323	119	236	17	4	7
97266	940	398	916	101	30	43
97267	688	242	476	44	11	19
97301	1,624	722	1,300	134	27	59
97302	715	313	573	77	29	44
97303	545	121	368	31	6	17
97304	35	12	12	5	2	4
97305	1,548	571	1,022	80	24	42
97306	555	237	355	23	19	7

97317	504	218	343	45	39	23
97325	8	3	5	5	1	1
97338	6	3	10	1	1	
97347	44	8	66	3	4	5
97352	7	2				1
97362	130	37	51	21	8	11
97371	2			1		
97375	31	8	14	8	2	5
97378	252	69	151	47	22	18
97381	430	113	158	87	25	15
97385	5	3	5	4		1
97392	83	31	36	15	17	17
97396	118	38	69	7	11	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	\$ 12,980	\$ 4,718	\$ 68,269	\$ 6,440	\$ 5,284	\$ 52,901
97003	\$ 64,994	\$ 51,692	\$ 349,268	\$ 6,550	\$ 1,975	\$ 7,359
97004	\$ 7,089	\$ 2,764	\$ 37,963	\$ 1,774	\$ 1,205	\$ 5,298
97005	\$ 72,888	\$ 49,301	\$ 401,669	\$ 40,747	\$ 7,973	\$ 88,221
97006	\$ 86,744	\$ 67,259	\$ 464,326	\$ 45,317	\$ 5,358	\$ 48,829
97007	\$ 61,070	\$ 49,871	\$ 329,759	\$ 8,634	\$ 909	\$ 17,080
97008	\$ 67,520	\$ 49,271	\$ 334,506	\$ 15,107	\$ 2,604	\$ 4,468
97009	\$ 30,947	\$ 18,258	\$ 128,489	\$ 23,964	\$ 6,580	\$ 64,339
97011	\$ 660	\$ 949	\$ 13,758	\$ 375	\$ 492	
97013	\$ 9,313	\$ 11,805	\$ 62,668	\$ 941	\$ 3,804	\$ 31,284
97015	\$ 64,279	\$ 46,518	\$ 372,998	\$ 38,020	\$ 41,144	\$ 47,432
97017	\$ 7,432	\$ 5,423	\$ 45,054	\$ 2,668	\$ 2,017	\$ 7,042
97019	\$ 27,541	\$ 87	\$ 41,053	\$ 11,847		\$ 1,024
97020	\$ 1,470	\$ 3,162	\$ 13,294	\$ 754	\$ 1,132	
97022	\$ 22,242	\$ 7,308	\$ 90,831	\$ 1,351	\$ 5,430	\$ 21,697
97023	\$ 36,722	\$ 18,278	\$ 161,256	\$ 30,630	\$ 5,045	\$ 25,401
97024	\$ 22,921	\$ 28,163	\$ 208,905	\$ 88	\$ 11,405	\$ 3,979
97026	\$ 6,349	\$ 5,237	\$ 47,862	\$ 268	\$ 1,234	\$ 10,529
97027	\$ 48,085	\$ 19,727	\$ 212,546	\$ 2,782	\$ 335	\$ 8,114
97028	\$ 577	\$ 325	\$ 1,261	\$ 335		\$ 112
97030	\$ 104,323	\$ 100,257	\$ 783,712	\$ 24,569	\$ 15,991	\$ 45,780
97032	\$ 8,044	\$ 3,025	\$ 62,130	\$ 1,906	\$ 1,678	\$ 11,544
97034	\$ 15,723	\$ 8,115	\$ 61,282	\$ 3,638	\$ 792	\$ 1,421
97035	\$ 23,975	\$ 14,241	\$ 133,484	\$ 6,998	\$ 1,242	\$ 6,529
97038	\$ 52,023	\$ 31,180	\$ 273,806	\$ 22,659	\$ 13,374	\$ 11,740
97041					\$ 46	
97042	\$ 7,530	\$ 5,902	\$ 42,261	\$ 3,655	\$ 2,756	\$ 14,589
97045	\$ 105,768	\$ 64,517	\$ 673,008	\$ 31,834	\$ 12,574	\$ 56,868
97049	\$ 4,028	\$ 2,369	\$ 28,484	\$ 472	\$ 2,621	\$ 2,224
97051						\$ 513
97055	\$ 61,111	\$ 21,610	\$ 301,667	\$ 18,422	\$ 9,574	\$ 73,159
97056			\$ 2,525			
97060	\$ 37,866	\$ 31,254	\$ 223,774	\$ 11,888	\$ 4,432	\$ 7,006
97062	\$ 50,459	\$ 37,918	\$ 314,992	\$ 42,860	\$ 2,819	\$ 31,136
97067	\$ 2,278	\$ 5,250	\$ 32,592	\$ 250	\$ 846	\$ 6,874
97068	\$ 26,248	\$ 18,959	\$ 145,732	\$ 2,008	\$ 3,861	\$ 78,044
97070	\$ 35,329	\$ 30,364	\$ 208,609	\$ 7,405	\$ 9,280	\$ 6,162
97071	\$ 60,902	\$ 31,534	\$ 192,476	\$ 8,053	\$ 12,694	\$ 49,769
97078	\$ 52,796	\$ 34,726	\$ 327,628	\$ 6,914	\$ 14,277	\$ 7,116



97080	\$ 102,618	\$ 89,267	\$ 525,545	\$ 5,656	\$ 1,904	\$ 21,248
97086	\$ 69,741	\$ 51,100	\$ 342,278	\$ 15,441	\$ 906	\$ 27,752
97089	\$ 40,628	\$ 22,715	\$ 147,858	\$ 16,032	\$ 5,142	\$ 49,709
97101	\$ 8,654	\$ 6,944	\$ 53,567	\$ 2,025	\$ 2,984	\$ 2,700
97106	\$ 5,796	\$ 3,180	\$ 35,884	\$ 1,219	\$ 540	\$ 1,295
97109	\$ 30					
97111	\$ 4,562	\$ 5,558	\$ 25,789	\$ 1,537		\$ 7,538
97113	\$ 16,574	\$ 18,959	\$ 129,342	\$ 8,154	\$ 601	\$ 10,029
97114	\$ 7,934	\$ 8,216	\$ 73,544	\$ 14,131	\$ 8,252	\$ 7,215
97115	\$ 17,744	\$ 1,273	\$ 38,126	\$ 3,314	\$ 388	\$ 1,918
97116	\$ 1,988	\$ 1,556	\$ 23,813	\$ 432	\$ 638	\$ 52,729
97117	\$ 885	\$ 1,286	\$ 9,478	\$ 30	\$ 83	\$ 227
97119	\$ 7,746	\$ 6,763	\$ 39,671	\$ 1,449	\$ 125	\$ 3,650
97123	\$ 66,085	\$ 56,142	\$ 407,186	\$ 15,147	\$ 9,309	\$ 109,489
97124	\$ 70,290	\$ 66,061	\$ 427,198	\$ 16,420	\$ 13,911	\$ 69,511
97127	\$ 7,469	\$ 5,483	\$ 52,546	\$ 127	\$ 596	\$ 5,518
97128	\$ 1,845	\$ 4,270	\$ 23,978	\$ 3,655	\$ 1,180	\$ 570
97132	\$ 83,600	\$ 26,613	\$ 299,994	\$ 19,736	\$ 1,220	\$ 46,274
97133	\$ 5,861	\$ 3,073	\$ 50,066	\$ 2,119	\$ 44	\$ 6,638
97137	\$ 1,660	\$ 1,991	\$ 19,495	\$ 3,196	\$ 1,271	\$ 30,978
97140	\$ 42,580	\$ 21,609	\$ 153,114	\$ 24,645	\$ 17,612	\$ 79,501
97148	\$ 4,101	\$ 1,552	\$ 53,496	\$ 1,146	\$ 47	\$ 1,729
97201	\$ 12,619	\$ 15,256	\$ 83,070	\$ 6,554	\$ 917	\$ 3,469
97202	\$ 88,346	\$ 53,205	\$ 324,244	\$ 50,244	\$ 24,407	\$ 85,167
97203	\$ 56,407	\$ 53,291	\$ 444,584	\$ 17,977	\$ 20,462	\$ 85,904
97204	\$ 1,195	\$ 1,173	\$ 10,123	\$ 17,441	\$ 22,391	\$ 49,664
97205	\$ 5,233	\$ 5,795	\$ 34,153	\$ 3,975	\$ 5,632	\$ 1,722
97206	\$ 133,526	\$ 91,530	\$ 629,814	\$ 27,883	\$ 19,628	\$ 56,208
97209	\$ 32,841	\$ 29,598	\$ 205,471	\$ 34,917	\$ 20,927	\$ 63,970
97210	\$ 15,089	\$ 13,603	\$ 67,820	\$ 39,408	\$ 6,308	\$ 29,517
97212				\$ 75		
97213	\$ 11,221	\$ 8,082	\$ 59,373	\$ 3,042	\$ 946	\$ 1,718
97214	\$ 50,419	\$ 33,237	\$ 201,082	\$ 24,184	\$ 17,745	\$ 97,596
97215	\$ 28,217	\$ 14,308	\$ 114,468	\$ 1,951	\$ 220	\$ 6,892
97216	\$ 19,362	\$ 19,044	\$ 139,490	\$ 4,568	\$ 4,497	\$ 20,011
97217	\$ 46,582	\$ 43,572	\$ 271,561	\$ 33,259	\$ 25,428	\$ 41,505
97219	\$ 41,449	\$ 32,570	\$ 281,792	\$ 11,680	\$ 4,476	\$ 19,483
97221	\$ 12,230	\$ 13,401	\$ 59,830	\$ 13,954	\$ 7,035	\$ 3,714
97222	\$ 107,395	\$ 26,082	\$ 545,891	\$ 24,988	\$ 162	\$ 25,255
97223	\$ 96,069	\$ 72,392	\$ 578,988	\$ 23,108	\$ 16,847	\$ 70,377
97224	\$ 59,346	\$ 38,189	\$ 304,719	\$ 24,493	\$ 9,644	\$ 14,531
97225	\$ 53,998	\$ 31,505	\$ 182,202	\$ 23,428	\$ 1,727	\$ 18,992
97227	\$ 1,973	\$ 504	\$ 3,140	\$ 61	\$ 91	
97229	\$ 97,120	\$ 25,347	\$ 363,298	\$ 36,287	\$ 2,064	\$ 21,182
97230	\$ 71,093	\$ 68,811	\$ 646,796	\$ 13,762	\$ 25,876	\$ 135,852
97231	\$ 4,927	\$ 4,134	\$ 26,377	\$ 1,859	\$ 797	\$ 7,300

97232	\$ 18,085	\$ 10,859	\$ 62,519	\$ 12,188	\$ 5,517	\$ 13,818
97233	\$ 96,123	\$ 101,061	#####	\$ 6,629	\$ 6,831	\$ 45,269
97236	\$ 83,911	\$ 101,467	\$ 814,974	\$ 4,380	\$ 2,966	\$ 31,026
97239	\$ 18,550	\$ 14,757	\$ 113,411	\$ 6,667	\$ 585	\$ 13,408
97266	\$ 74,276	\$ 76,581	\$ 704,079	\$ 23,808	\$ 14,682	\$ 64,586
97267	\$ 61,495	\$ 47,294	\$ 352,899	\$ 14,201	\$ 2,692	\$ 14,790
97301	\$ 123,273	\$ 127,207	\$ 831,383	\$ 64,842	\$ 15,710	\$ 49,083
97302	\$ 55,249	\$ 60,856	\$ 387,013	\$ 20,127	\$ 14,699	\$ 94,177
97303	\$ 53,459	\$ 23,817	\$ 262,599	\$ 2,855	\$ 534	\$ 16,083
97304	\$ 3,091	\$ 3,759	\$ 14,833	\$ 150	\$ 510	\$ 475
97305	\$ 156,592	\$ 101,878	\$ 722,539	\$ 16,715	\$ 8,019	\$ 84,932
97306	\$ 46,748	\$ 52,511	\$ 282,555	\$ 1,791	\$ 3,244	\$ 1,526
97317	\$ 43,871	\$ 45,339	\$ 277,256	\$ 5,578	\$ 4,272	\$ 8,968
97325	\$ 385	\$ 714	\$ 5,974	\$ 163	\$ 117	\$ 1,588
97338	\$ 480	\$ 426	\$ 8,236	\$ 28	\$ 55	
97347	\$ 3,710	\$ 1,847	\$ 61,428	\$ 167	\$ 469	\$ 1,586
97352	\$ 981	\$ 1,395				\$ 243
97362	\$ 10,682	\$ 5,654	\$ 40,908	\$ 3,841	\$ 1,645	\$ 11,160
97371	\$ 182			\$ 3		
97375	\$ 2,832	\$ 2,592	\$ 16,252	\$ 674	\$ 183	\$ 2,383
97378	\$ 23,613	\$ 13,655	\$ 147,855	\$ 15,135	\$ 2,839	\$ 41,394
97381	\$ 39,210	\$ 20,144	\$ 127,334	\$ 10,803	\$ 3,530	\$ 10,365
97385	\$ 464	\$ 364	\$ 3,483	\$ 251		\$ 333
97392	\$ 7,606	\$ 7,570	\$ 35,501	\$ 754	\$ 2,156	\$ 41,857
97396	\$ 10,654	\$ 7,191	\$ 65,379	\$ 221	\$ 983	\$ 835

\*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	\$ 115	\$ 181	\$ 1,101	\$ 129	\$ 165	\$ 2,784
97003	\$ 86	\$ 178	\$ 640	\$ 198	\$ 395	\$ 566
97004	\$ 120	\$ 197	\$ 1,085	\$ 148	\$ 121	\$ 279
97005	\$ 72	\$ 149	\$ 570	\$ 283	\$ 307	\$ 1,446
97006	\$ 83	\$ 180	\$ 621	\$ 458	\$ 357	\$ 800
97007	\$ 81	\$ 190	\$ 781	\$ 432	\$ 303	\$ 417
97008	\$ 84	\$ 187	\$ 673	\$ 360	\$ 260	\$ 298
97009	\$ 128	\$ 304	\$ 1,190	\$ 338	\$ 199	\$ 1,892
97011	\$ 60	\$ 158	\$ 917	\$ 125	\$ 123	\$ -
97013	\$ 116	\$ 656	\$ 1,099	\$ 50	\$ 123	\$ 2,086
97015	\$ 88	\$ 190	\$ 747	\$ 304	\$ 1,176	\$ 1,103
97017	\$ 149	\$ 285	\$ 939	\$ 267	\$ 403	\$ 1,174
97019	\$ 248	\$ 87	\$ 1,173	\$ 564	\$ -	\$ 256
97020	\$ 92	\$ 351	\$ 950	\$ 151	\$ 283	\$ -
97022	\$ 167	\$ 261	\$ 1,164	\$ 71	\$ 1,810	\$ 1,808
97023	\$ 123	\$ 231	\$ 891	\$ 329	\$ 459	\$ 1,588
97024	\$ 86	\$ 207	\$ 782	\$ 15	\$ 1,267	\$ 796
97026	\$ 95	\$ 187	\$ 1,064	\$ 67	\$ 176	\$ 1,504
97027	\$ 108	\$ 208	\$ 743	\$ 155	\$ 168	\$ 1,014
97028	\$ 44	\$ 81	\$ 631	\$ 48	\$ -	\$ 112
97030	\$ 87	\$ 200	\$ 744	\$ 286	\$ 485	\$ 1,017
97032	\$ 98	\$ 216	\$ 690	\$ 159	\$ 120	\$ 1,443
97034	\$ 82	\$ 162	\$ 863	\$ 243	\$ 113	\$ 178
97035	\$ 76	\$ 138	\$ 692	\$ 219	\$ 155	\$ 594
97038	\$ 106	\$ 215	\$ 931	\$ 244	\$ 235	\$ 391
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 120	\$ 295	\$ 1,174	\$ 183	\$ 212	\$ 1,621
97045	\$ 97	\$ 223	\$ 799	\$ 192	\$ 251	\$ 779
97049	\$ 82	\$ 148	\$ 770	\$ 59	\$ 105	\$ 741
97051	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 513
97055	\$ 121	\$ 218	\$ 970	\$ 209	\$ 147	\$ 1,407
97056	\$ -	\$ -	\$ 2,525	\$ -	\$ -	\$ -
97060	\$ 93	\$ 192	\$ 756	\$ 383	\$ 443	\$ 778
97062	\$ 78	\$ 165	\$ 691	\$ 442	\$ 217	\$ 741
97067	\$ 69	\$ 309	\$ 881	\$ 50	\$ 141	\$ 687
97068	\$ 83	\$ 190	\$ 847	\$ 72	\$ 241	\$ 5,203
97070	\$ 78	\$ 180	\$ 638	\$ 154	\$ 773	\$ 514
97071	\$ 94	\$ 183	\$ 639	\$ 155	\$ 198	\$ 1,555
97078	\$ 88	\$ 164	\$ 691	\$ 198	\$ 1,298	\$ 395

97080	\$	94	\$	224	\$	773	\$	182	\$	146	\$	1,417
97086	\$	87	\$	205	\$	754	\$	249	\$	70	\$	1,632
97089	\$	128	\$	303	\$	1,297	\$	263	\$	367	\$	1,988
97101	\$	92	\$	224	\$	992	\$	145	\$	746	\$	338
97106	\$	114	\$	212	\$	1,087	\$	87	\$	270	\$	324
97109	\$	30	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	95	\$	265	\$	781	\$	128	\$	-	\$	1,077
97113	\$	80	\$	200	\$	707	\$	190	\$	120	\$	771
97114	\$	115	\$	265	\$	1,082	\$	942	\$	1,032	\$	1,031
97115	\$	117	\$	159	\$	811	\$	138	\$	194	\$	213
97116	\$	117	\$	259	\$	1,323	\$	62	\$	106	\$	3,296
97117	\$	126	\$	161	\$	1,185	\$	30	\$	41	\$	227
97119	\$	106	\$	242	\$	945	\$	97	\$	62	\$	365
97123	\$	90	\$	190	\$	704	\$	237	\$	388	\$	1,129
97124	\$	84	\$	193	\$	674	\$	265	\$	605	\$	790
97127	\$	104	\$	203	\$	938	\$	64	\$	596	\$	788
97128	\$	123	\$	305	\$	1,499	\$	457	\$	590	\$	285
97132	\$	108	\$	190	\$	758	\$	201	\$	305	\$	1,218
97133	\$	93	\$	181	\$	1,353	\$	163	\$	44	\$	603
97137	\$	104	\$	332	\$	1,218	\$	355	\$	424	\$	5,163
97140	\$	93	\$	177	\$	837	\$	277	\$	550	\$	1,692
97148	\$	89	\$	141	\$	1,274	\$	115	\$	47	\$	576
97201	\$	47	\$	103	\$	290	\$	218	\$	229	\$	347
97202	\$	72	\$	135	\$	507	\$	335	\$	508	\$	1,310
97203	\$	74	\$	178	\$	672	\$	240	\$	890	\$	2,261
97204	\$	35	\$	59	\$	253	\$	727	\$	2,036	\$	2,257
97205	\$	40	\$	88	\$	285	\$	398	\$	1,126	\$	861
97206	\$	87	\$	183	\$	710	\$	249	\$	561	\$	1,124
97209	\$	51	\$	92	\$	334	\$	426	\$	910	\$	1,207
97210	\$	47	\$	102	\$	299	\$	487	\$	394	\$	2,108
97211	\$	-	\$	-	\$	-	\$	-	\$	75	\$	-
97212	\$	61	\$	114	\$	600	\$	160	\$	315	\$	573
97213	\$	48	\$	107	\$	341	\$	182	\$	455	\$	1,235
97214	\$	74	\$	135	\$	575	\$	81	\$	110	\$	689
97215	\$	97	\$	194	\$	784	\$	240	\$	899	\$	2,501
97216	\$	67	\$	166	\$	572	\$	323	\$	636	\$	865
97217	\$	81	\$	175	\$	687	\$	316	\$	224	\$	847
97219	\$	76	\$	184	\$	592	\$	664	\$	2,345	\$	928
97221	\$	98	\$	185	\$	685	\$	294	\$	162	\$	702
97222	\$	80	\$	165	\$	680	\$	181	\$	495	\$	1,530
97223	\$	78	\$	159	\$	686	\$	402	\$	603	\$	632
97224	\$	87	\$	160	\$	609	\$	242	\$	192	\$	513
97225	\$	104	\$	72	\$	285	\$	15	\$	91	\$	-
97227	\$	92	\$	174	\$	604	\$	359	\$	688	\$	279
97229	\$	85	\$	189	\$	760	\$	320	\$	1,617	\$	4,685
97230	\$	82	\$	230	\$	713	\$	186	\$	199	\$	608
97231	\$	54	\$	103	\$	201	\$	239	\$	502	\$	1,382

97232	\$	81	\$	182	\$	718	\$	130	\$	525	\$	1,078
97233	\$	83	\$	213	\$	787	\$	86	\$	185	\$	757
97236	\$	57	\$	124	\$	481	\$	392	\$	146	\$	1,915
97239	\$	79	\$	192	\$	769	\$	236	\$	489	\$	1,502
97266	\$	89	\$	195	\$	741	\$	323	\$	245	\$	778
97267	\$	76	\$	176	\$	640	\$	484	\$	582	\$	832
97301	\$	77	\$	194	\$	675	\$	261	\$	507	\$	2,140
97302	\$	98	\$	197	\$	714	\$	92	\$	89	\$	946
97303	\$	88	\$	313	\$	1,236	\$	30	\$	255	\$	119
97304	\$	101	\$	178	\$	707	\$	209	\$	334	\$	2,022
97305	\$	84	\$	222	\$	796	\$	78	\$	171	\$	218
97306	\$	87	\$	208	\$	808	\$	124	\$	110	\$	390
97317	\$	48	\$	238	\$	1,195	\$	33	\$	117	\$	1,588
97325	\$	80	\$	142	\$	824	\$	28	\$	55	\$	-
97338	\$	84	\$	231	\$	931	\$	56	\$	117	\$	317
97347	\$	140	\$	697	\$	-	\$	-	\$	-	\$	243
97352	\$	82	\$	153	\$	802	\$	183	\$	206	\$	1,015
97362	\$	91	\$	-	\$	-	\$	3	\$	-	\$	-
97371	\$	91	\$	324	\$	1,161	\$	84	\$	91	\$	477
97375	\$	94	\$	198	\$	979	\$	322	\$	129	\$	2,300
97378	\$	91	\$	178	\$	806	\$	124	\$	141	\$	691
97381	\$	93	\$	121	\$	697	\$	63	\$	-	\$	333
97385	\$	92	\$	244	\$	986	\$	50	\$	127	\$	2,462
97392	\$	90	\$	189	\$	948	\$	32	\$	89	\$	209
97396	\$	86	\$	182	\$	696	\$	268	\$	408	\$	1,211

\*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

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

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002	927	2,235
97003	760	11,120
97004	444	1,776
97005	2,498	11,746
97006	1,638	18,603
97007	896	18,146
97008	1,174	11,976
97009	1,096	3,395
97010	1	2
97011	80	501
97013	805	2,391
97015	2,017	8,860
97017	230	1,108
97019	262	1,222
97020	77	376
97022	400	1,450
97023	1,053	4,618
97024	503	4,592
97026	283	1,153
97027	471	4,956
97028	144	722
97030	2,171	15,067
97032	476	1,748
97034	915	8,464
97035	1,325	11,162
97036	17	2
97038	1,145	6,332
97041	7	
97042	337	1,216
97045	3,445	22,012
97049	161	1,751
97051	5	
97055	1,488	7,901
97056	7	31
97060	1,074	7,822
97062	2,027	11,353
97067	399	1,254
97068	1,213	11,643
97070	1,854	11,308
97071	1,633	9,600
97078	551	9,497
97079	3	



97080	905	16,239
97086	902	12,507
97089	773	4,801
97101	344	1,555
97106	347	1,554
97109	19	81
97111	342	1,451
97113	652	4,815
97114	538	1,776
97115	319	1,719
97116	290	843
97117	67	265
97119	362	1,625
97123	2,632	17,179
97124	3,229	21,713
97125	6	19
97127	95	1,439
97128	163	493
97132	1,906	11,727
97133	451	2,232
97137	279	488
97140	1,597	9,510
97148	339	1,281
97201	737	7,357
97202	2,597	19,913
97203	1,429	12,824
97204	629	420
97205	309	2,786
97206	1,622	21,526
97208	7	
97209	2,131	14,669
97210	1,887	7,776
97211	5	
97212	2	
97213	262	3,075
97214	2,903	15,236
97215	525	7,600
97216	500	4,184
97217	1,700	12,642
97218	1	
97219	1,337	17,464
97221	325	5,558
97222	1,966	15,534
97223	2,449	20,788
97224	1,648	15,794
97225	1,169	11,603
97227	56	419

97229	1,542	27,653
97230	2,078	15,476
97231	544	2,019
97232	802	5,117
97233	1,170	15,000
97236	1,000	13,824
97239	766	9,644
97251	3	
97258	1	
97266	1,513	13,242
97267	1,091	12,820
97280	1	
97291	1	
97301	2,943	18,626
97302	2,746	16,997
97303	1,181	10,729
97304	281	1,323
97305	1,835	15,118
97306	796	13,662
97310	31	
97311	1	
97312	3	
97317	1,191	8,375
97325	63	165
97338	78	247
97347	195	798
97352	32	124
97362	303	1,493
97371	44	108
97373	1	
97375	110	514
97378	550	2,810
97381	1,169	6,416
97385	51	161
97392	356	1,778
97396	235	1,344



**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 class, enrolled in a current**  
**Time Payment Arrangement (TPA)\***

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002		52
97003	3	291
97004	4	34
97005	5	358
97006	1	372
97007	2	246
97008	1	292
97009	6	109
97011		10
97013	2	52
97015	4	291
97017	1	28
97019	1	25
97020		13
97022	4	69
97023	11	114
97024	4	171
97026		42
97027		169
97028		1
97030	6	668
97032	1	55
97034	1	50
97035	3	111
97038	5	192
97042	1	39
97045	10	560
97049	1	26
97055	5	204
97056		1
97060	5	278
97062	4	250
97067	1	30
97068	7	141
97070	3	188
97071	8	278
97078	3	251
97080	3	486
97086	4	253
97089	3	84

97101		55
97106	2	19
97111	1	38
97113	2	126
97114	1	65
97115	4	28
97116	2	18
97117		8
97119	1	45
97123	14	357
97124	8	343
97127	1	54
97128		9
97132	4	241
97133	1	24
97137		7
97140	3	143
97148	2	27
97201	4	53
97202	9	216
97203	7	299
97204	6	12
97205	2	24
97206	5	445
97209	6	118
97210	3	43
97213	2	38
97214	22	131
97215		77
97216	1	99
97217	3	191
97219	4	189
97221	1	46
97222	9	400
97223	4	429
97224	1	223
97225	1	139
97227		1
97229	6	253
97230	5	577
97231	3	25
97232		38
97233	16	785
97236	8	642
97239	3	76
97266	16	489
97267	3	314

97301	12	812
97302	12	397
97303	1	329
97304	1	14
97305	12	659
97306	1	299
97317	5	303
97325		3
97338		6
97347		34
97352		4
97362	7	36
97371		1
97375	1	18
97378	1	114
97381	3	147
97385		2
97392	1	36
97396		53

\*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		3
97003	1	25
97004	2	3
97005	2	36
97006	1	25
97007	1	11
97008		16
97009	1	5
97011		1
97013		5
97015	3	20
97017	1	
97019		2
97022	2	6
97023	6	5
97024	1	19
97027		16
97030	3	62
97032	1	1
97034		4
97035	1	3
97038	2	12
97042	1	2
97045	5	33
97049	1	
97055	2	12
97060		25
97062	1	18
97067	1	2
97068	3	8
97070	1	19
97071	2	21
97078		14
97080	1	40
97086	2	28
97089	2	10
97101		5
97106	1	1
97111	1	5
97113		13
97114		6
97116	1	



97117		1
97119		7
97123	7	40
97124	5	40
97127	1	7
97132	3	16
97133	1	2
97140	1	9
97148	2	2
97201	2	7
97202	5	15
97203	2	25
97204	2	4
97205	2	4
97206	2	20
97209	5	13
97210	2	4
97213	2	1
97214	12	6
97215		4
97216		6
97217	1	25
97219	3	16
97221	1	6
97222	5	25
97223	2	20
97224		19
97225	1	9
97229		19
97230	1	47
97231	2	1
97232		3
97233	7	51
97236	4	52
97239	1	7
97266	9	37
97267	2	17
97301	1	52
97302	6	33
97303		27
97304	1	1
97305	7	46
97306	1	32
97317	2	20
97347		1
97352		1

97362	7	3
97375		1
97378		8
97381	3	19
97392		4
97396		2

\*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**  
**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	113	26	62	50	32	19
97003	756	290	546	33	5	13
97004	59	14	35	12	10	19
97005	1,009	330	705	144	26	61
97006	1,048	373	748	99	15	61
97007	754	262	422	20	3	41
97008	804	264	497	42	10	15
97009	241	60	108	71	33	34
97011	11	6	15	3	4	
97013	80	18	57	19	31	15
97015	733	245	499	125	35	43
97017	50	19	48	10	5	6
97019	111	1	35	21		4
97020	16	9	14	5	4	
97022	133	28	78	19	3	12
97023	298	79	181	93	11	16
97024	266	136	267	6	9	5
97026	67	28	45	4	7	7
97027	445	95	286	18	2	8
97028	13	4	2	7		1
97030	1,199	501	1,054	86	33	45
97032	82	14	90	12	14	8
97034	191	50	71	15	7	8
97035	314	103	193	32	8	11
97038	493	145	294	93	57	30
97041					1	
97042	63	20	36	20	13	9
97045	1,094	289	842	166	50	73
97049	49	16	37	8	25	3
97051						1
97055	506	99	311	88	65	52
97056			1			
97060	407	163	296	31	10	9
97062	651	230	456	97	13	42
97067	33	17	37	5	6	10
97068	318	100	172	28	16	15
97070	454	169	327	48	12	12
97071	646	172	301	52	64	32

97078	599	212	474	35	11	18
97080	1,088	398	680	31	13	15
97086	803	249	454	62	13	17
97089	318	75	114	61	14	25
97101	94	31	54	14	4	8
97106	51	15	33	14	2	4
97109	1					
97111	48	21	33	12		7
97113	208	95	183	43	5	13
97114	69	31	68	15	8	7
97115	152	8	47	24	2	9
97116	17	6	18	7	6	16
97117	7	8	8	1	2	1

97119	73	28	42	15	2	10
97123	736	295	578	64	24	97
97124	835	342	634	62	23	88
97127	72	27	56	2	1	7
97128	15	14	16	8	2	2
97132	775	140	396	98	4	38
97133	63	17	37	13	1	11
97137	16	6	16	9	3	6
97140	457	122	183	89	32	47
97148	46	11	42	10	1	3
97201	270	148	286	30	4	10
97202	1,228	395	640	150	48	65
97203	760	300	662	75	23	38
97204	34	20	40	24	11	22
97205	131	66	120	10	5	2
97206	1,534	499	887	112	35	50
97209	650	320	615	82	23	53
97210	321	133	227	81	16	14
97212					1	
97213	185	71	99	19	3	3
97214	1,042	311	589	133	39	79
97215	383	106	199	24	2	10
97216	199	98	178	19	5	8
97217	695	262	475	103	40	48
97219	511	186	410	37	20	23
97221	160	73	101	21	3	4
97222	1,099	141	797	85	1	36
97223	1,205	438	851	128	34	46
97224	761	240	444	61	16	23
97225	618	197	299	97	9	37
97227	19	7	11	4	1	
97229	1,060	146	601	101	3	76
97230	840	365	851	43	16	29
97231	60	18	37	10	4	12
97232	338	105	311	51	11	10
97233	1,188	556	1,452	51	13	42
97236	1,017	476	1,035	51	16	41
97239	323	119	236	17	4	7
97266	940	398	916	101	30	43
97267	688	242	476	44	11	19
97301	1,624	722	1,300	134	27	59
97302	715	313	573	77	29	44
97303	545	121	368	31	6	17
97304	35	12	12	5	2	4
97305	1,548	571	1,022	80	24	42
97306	555	237	355	23	19	7

97317	504	218	343	45	39	23
97325	8	3	5	5	1	1
97338	6	3	10	1	1	
97347	44	8	66	3	4	5
97352	7	2				1
97362	130	37	51	21	8	11
97371	2			1		
97375	31	8	14	8	2	5
97378	252	69	151	47	22	18
97381	430	113	158	87	25	15
97385	5	3	5	4		1
97392	83	31	36	15	17	17
97396	118	38	69	7	11	4

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

**I**  
**1-60 days;**







e customer is  
ly one age bucket,

**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	\$ 12,980	\$ 4,718	\$ 68,269	\$ 6,440	\$ 5,284	\$ 52,901
97003	\$ 64,994	\$ 51,692	\$ 349,268	\$ 6,550	\$ 1,975	\$ 7,359
97004	\$ 7,089	\$ 2,764	\$ 37,963	\$ 1,774	\$ 1,205	\$ 5,298
97005	\$ 72,888	\$ 49,301	\$ 401,669	\$ 40,747	\$ 7,973	\$ 88,221
97006	\$ 86,744	\$ 67,259	\$ 464,326	\$ 45,317	\$ 5,358	\$ 48,829
97007	\$ 61,070	\$ 49,871	\$ 329,759	\$ 8,634	\$ 909	\$ 17,080
97008	\$ 67,520	\$ 49,271	\$ 334,506	\$ 15,107	\$ 2,604	\$ 4,468
97009	\$ 30,947	\$ 18,258	\$ 128,489	\$ 23,964	\$ 6,580	\$ 64,339
97011	\$ 660	\$ 949	\$ 13,758	\$ 375	\$ 492	
97013	\$ 9,313	\$ 11,805	\$ 62,668	\$ 941	\$ 3,804	\$ 31,284
97015	\$ 64,279	\$ 46,518	\$ 372,998	\$ 38,020	\$ 41,144	\$ 47,432
97017	\$ 7,432	\$ 5,423	\$ 45,054	\$ 2,668	\$ 2,017	\$ 7,042
97019	\$ 27,541	\$ 87	\$ 41,053	\$ 11,847		\$ 1,024
97020	\$ 1,470	\$ 3,162	\$ 13,294	\$ 754	\$ 1,132	
97022	\$ 22,242	\$ 7,308	\$ 90,831	\$ 1,351	\$ 5,430	\$ 21,697
97023	\$ 36,722	\$ 18,278	\$ 161,256	\$ 30,630	\$ 5,045	\$ 25,401
97024	\$ 22,921	\$ 28,163	\$ 208,905	\$ 88	\$ 11,405	\$ 3,979
97026	\$ 6,349	\$ 5,237	\$ 47,862	\$ 268	\$ 1,234	\$ 10,529
97027	\$ 48,085	\$ 19,727	\$ 212,546	\$ 2,782	\$ 335	\$ 8,114
97028	\$ 577	\$ 325	\$ 1,261	\$ 335		\$ 112
97030	\$ 104,323	\$ 100,257	\$ 783,712	\$ 24,569	\$ 15,991	\$ 45,780
97032	\$ 8,044	\$ 3,025	\$ 62,130	\$ 1,906	\$ 1,678	\$ 11,544
97034	\$ 15,723	\$ 8,115	\$ 61,282	\$ 3,638	\$ 792	\$ 1,421
97035	\$ 23,975	\$ 14,241	\$ 133,484	\$ 6,998	\$ 1,242	\$ 6,529
97038	\$ 52,023	\$ 31,180	\$ 273,806	\$ 22,659	\$ 13,374	\$ 11,740
97041					\$ 46	
97042	\$ 7,530	\$ 5,902	\$ 42,261	\$ 3,655	\$ 2,756	\$ 14,589
97045	\$ 105,768	\$ 64,517	\$ 673,008	\$ 31,834	\$ 12,574	\$ 56,868
97049	\$ 4,028	\$ 2,369	\$ 28,484	\$ 472	\$ 2,621	\$ 2,224
97051						\$ 513
97055	\$ 61,111	\$ 21,610	\$ 301,667	\$ 18,422	\$ 9,574	\$ 73,159
97056			\$ 2,525			
97060	\$ 37,866	\$ 31,254	\$ 223,774	\$ 11,888	\$ 4,432	\$ 7,006
97062	\$ 50,459	\$ 37,918	\$ 314,992	\$ 42,860	\$ 2,819	\$ 31,136
97067	\$ 2,278	\$ 5,250	\$ 32,592	\$ 250	\$ 846	\$ 6,874
97068	\$ 26,248	\$ 18,959	\$ 145,732	\$ 2,008	\$ 3,861	\$ 78,044
97070	\$ 35,329	\$ 30,364	\$ 208,609	\$ 7,405	\$ 9,280	\$ 6,162
97071	\$ 60,902	\$ 31,534	\$ 192,476	\$ 8,053	\$ 12,694	\$ 49,769

97078	\$ 52,796	\$ 34,726	\$ 327,628	\$ 6,914	\$ 14,277	\$ 7,116
97080	\$ 102,618	\$ 89,267	\$ 525,545	\$ 5,656	\$ 1,904	\$ 21,248
97086	\$ 69,741	\$ 51,100	\$ 342,278	\$ 15,441	\$ 906	\$ 27,752
97089	\$ 40,628	\$ 22,715	\$ 147,858	\$ 16,032	\$ 5,142	\$ 49,709
97101	\$ 8,654	\$ 6,944	\$ 53,567	\$ 2,025	\$ 2,984	\$ 2,700
97106	\$ 5,796	\$ 3,180	\$ 35,884	\$ 1,219	\$ 540	\$ 1,295
97109	\$ 30					
97111	\$ 4,562	\$ 5,558	\$ 25,789	\$ 1,537		\$ 7,538
97113	\$ 16,574	\$ 18,959	\$ 129,342	\$ 8,154	\$ 601	\$ 10,029
97114	\$ 7,934	\$ 8,216	\$ 73,544	\$ 14,131	\$ 8,252	\$ 7,215
97115	\$ 17,744	\$ 1,273	\$ 38,126	\$ 3,314	\$ 388	\$ 1,918
97116	\$ 1,988	\$ 1,556	\$ 23,813	\$ 432	\$ 638	\$ 52,729
97117	\$ 885	\$ 1,286	\$ 9,478	\$ 30	\$ 83	\$ 227
97119	\$ 7,746	\$ 6,763	\$ 39,671	\$ 1,449	\$ 125	\$ 3,650
97123	\$ 66,085	\$ 56,142	\$ 407,186	\$ 15,147	\$ 9,309	\$ 109,489
97124	\$ 70,290	\$ 66,061	\$ 427,198	\$ 16,420	\$ 13,911	\$ 69,511
97127	\$ 7,469	\$ 5,483	\$ 52,546	\$ 127	\$ 596	\$ 5,518
97128	\$ 1,845	\$ 4,270	\$ 23,978	\$ 3,655	\$ 1,180	\$ 570
97132	\$ 83,600	\$ 26,613	\$ 299,994	\$ 19,736	\$ 1,220	\$ 46,274
97133	\$ 5,861	\$ 3,073	\$ 50,066	\$ 2,119	\$ 44	\$ 6,638
97137	\$ 1,660	\$ 1,991	\$ 19,495	\$ 3,196	\$ 1,271	\$ 30,978
97140	\$ 42,580	\$ 21,609	\$ 153,114	\$ 24,645	\$ 17,612	\$ 79,501
97148	\$ 4,101	\$ 1,552	\$ 53,496	\$ 1,146	\$ 47	\$ 1,729
97201	\$ 12,619	\$ 15,256	\$ 83,070	\$ 6,554	\$ 917	\$ 3,469
97202	\$ 88,346	\$ 53,205	\$ 324,244	\$ 50,244	\$ 24,407	\$ 85,167
97203	\$ 56,407	\$ 53,291	\$ 444,584	\$ 17,977	\$ 20,462	\$ 85,904
97204	\$ 1,195	\$ 1,173	\$ 10,123	\$ 17,441	\$ 22,391	\$ 49,664
97205	\$ 5,233	\$ 5,795	\$ 34,153	\$ 3,975	\$ 5,632	\$ 1,722
97206	\$ 133,526	\$ 91,530	\$ 629,814	\$ 27,883	\$ 19,628	\$ 56,208
97209	\$ 32,841	\$ 29,598	\$ 205,471	\$ 34,917	\$ 20,927	\$ 63,970
97210	\$ 15,089	\$ 13,603	\$ 67,820	\$ 39,408	\$ 6,308	\$ 29,517
97212					\$ 75	
97213	\$ 11,221	\$ 8,082	\$ 59,373	\$ 3,042	\$ 946	\$ 1,718
97214	\$ 50,419	\$ 33,237	\$ 201,082	\$ 24,184	\$ 17,745	\$ 97,596
97215	\$ 28,217	\$ 14,308	\$ 114,468	\$ 1,951	\$ 220	\$ 6,892
97216	\$ 19,362	\$ 19,044	\$ 139,490	\$ 4,568	\$ 4,497	\$ 20,011
97217	\$ 46,582	\$ 43,572	\$ 271,561	\$ 33,259	\$ 25,428	\$ 41,505
97219	\$ 41,449	\$ 32,570	\$ 281,792	\$ 11,680	\$ 4,476	\$ 19,483
97221	\$ 12,230	\$ 13,401	\$ 59,830	\$ 13,954	\$ 7,035	\$ 3,714
97222	\$ 107,395	\$ 26,082	\$ 545,891	\$ 24,988	\$ 162	\$ 25,255
97223	\$ 96,069	\$ 72,392	\$ 578,988	\$ 23,108	\$ 16,847	\$ 70,377
97224	\$ 59,346	\$ 38,189	\$ 304,719	\$ 24,493	\$ 9,644	\$ 14,531
97225	\$ 53,998	\$ 31,505	\$ 182,202	\$ 23,428	\$ 1,727	\$ 18,992
97227	\$ 1,973	\$ 504	\$ 3,140	\$ 61	\$ 91	
97229	\$ 97,120	\$ 25,347	\$ 363,298	\$ 36,287	\$ 2,064	\$ 21,182
97230	\$ 71,093	\$ 68,811	\$ 646,796	\$ 13,762	\$ 25,876	\$ 135,852

97231	\$ 4,927	\$ 4,134	\$ 26,377	\$ 1,859	\$ 797	\$ 7,300
97232	\$ 18,085	\$ 10,859	\$ 62,519	\$ 12,188	\$ 5,517	\$ 13,818
97233	\$ 96,123	\$ 101,061	#####	\$ 6,629	\$ 6,831	\$ 45,269
97236	\$ 83,911	\$ 101,467	\$ 814,974	\$ 4,380	\$ 2,966	\$ 31,026
97239	\$ 18,550	\$ 14,757	\$ 113,411	\$ 6,667	\$ 585	\$ 13,408
97266	\$ 74,276	\$ 76,581	\$ 704,079	\$ 23,808	\$ 14,682	\$ 64,586
97267	\$ 61,495	\$ 47,294	\$ 352,899	\$ 14,201	\$ 2,692	\$ 14,790
97301	\$ 123,273	\$ 127,207	\$ 831,383	\$ 64,842	\$ 15,710	\$ 49,083
97302	\$ 55,249	\$ 60,856	\$ 387,013	\$ 20,127	\$ 14,699	\$ 94,177
97303	\$ 53,459	\$ 23,817	\$ 262,599	\$ 2,855	\$ 534	\$ 16,083
97304	\$ 3,091	\$ 3,759	\$ 14,833	\$ 150	\$ 510	\$ 475
97305	\$ 156,592	\$ 101,878	\$ 722,539	\$ 16,715	\$ 8,019	\$ 84,932
97306	\$ 46,748	\$ 52,511	\$ 282,555	\$ 1,791	\$ 3,244	\$ 1,526
97317	\$ 43,871	\$ 45,339	\$ 277,256	\$ 5,578	\$ 4,272	\$ 8,968
97325	\$ 385	\$ 714	\$ 5,974	\$ 163	\$ 117	\$ 1,588
97338	\$ 480	\$ 426	\$ 8,236	\$ 28	\$ 55	
97347	\$ 3,710	\$ 1,847	\$ 61,428	\$ 167	\$ 469	\$ 1,586
97352	\$ 981	\$ 1,395				\$ 243
97362	\$ 10,682	\$ 5,654	\$ 40,908	\$ 3,841	\$ 1,645	\$ 11,160
97371	\$ 182			\$ 3		
97375	\$ 2,832	\$ 2,592	\$ 16,252	\$ 674	\$ 183	\$ 2,383
97378	\$ 23,613	\$ 13,655	\$ 147,855	\$ 15,135	\$ 2,839	\$ 41,394
97381	\$ 39,210	\$ 20,144	\$ 127,334	\$ 10,803	\$ 3,530	\$ 10,365
97385	\$ 464	\$ 364	\$ 3,483	\$ 251		\$ 333
97392	\$ 7,606	\$ 7,570	\$ 35,501	\$ 754	\$ 2,156	\$ 41,857
97396	\$ 10,654	\$ 7,191	\$ 65,379	\$ 221	\$ 983	\$ 835

\*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	\$ 115	\$ 181	\$ 1,101	\$ 129	\$ 165	\$ 2,784
97003	\$ 86	\$ 178	\$ 640	\$ 198	\$ 395	\$ 566
97004	\$ 120	\$ 197	\$ 1,085	\$ 148	\$ 121	\$ 279
97005	\$ 72	\$ 149	\$ 570	\$ 283	\$ 307	\$ 1,446
97006	\$ 83	\$ 180	\$ 621	\$ 458	\$ 357	\$ 800
97007	\$ 81	\$ 190	\$ 781	\$ 432	\$ 303	\$ 417
97008	\$ 84	\$ 187	\$ 673	\$ 360	\$ 260	\$ 298
97009	\$ 128	\$ 304	\$ 1,190	\$ 338	\$ 199	\$ 1,892
97011	\$ 60	\$ 158	\$ 917	\$ 125	\$ 123	\$ -
97013	\$ 116	\$ 656	\$ 1,099	\$ 50	\$ 123	\$ 2,086
97015	\$ 88	\$ 190	\$ 747	\$ 304	\$ 1,176	\$ 1,103
97017	\$ 149	\$ 285	\$ 939	\$ 267	\$ 403	\$ 1,174
97019	\$ 248	\$ 87	\$ 1,173	\$ 564	\$ -	\$ 256
97020	\$ 92	\$ 351	\$ 950	\$ 151	\$ 283	\$ -
97022	\$ 167	\$ 261	\$ 1,164	\$ 71	\$ 1,810	\$ 1,808
97023	\$ 123	\$ 231	\$ 891	\$ 329	\$ 459	\$ 1,588
97024	\$ 86	\$ 207	\$ 782	\$ 15	\$ 1,267	\$ 796
97026	\$ 95	\$ 187	\$ 1,064	\$ 67	\$ 176	\$ 1,504
97027	\$ 108	\$ 208	\$ 743	\$ 155	\$ 168	\$ 1,014
97028	\$ 44	\$ 81	\$ 631	\$ 48	\$ -	\$ 112
97030	\$ 87	\$ 200	\$ 744	\$ 286	\$ 485	\$ 1,017
97032	\$ 98	\$ 216	\$ 690	\$ 159	\$ 120	\$ 1,443
97034	\$ 82	\$ 162	\$ 863	\$ 243	\$ 113	\$ 178
97035	\$ 76	\$ 138	\$ 692	\$ 219	\$ 155	\$ 594
97038	\$ 106	\$ 215	\$ 931	\$ 244	\$ 235	\$ 391
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 120	\$ 295	\$ 1,174	\$ 183	\$ 212	\$ 1,621
97045	\$ 97	\$ 223	\$ 799	\$ 192	\$ 251	\$ 779
97049	\$ 82	\$ 148	\$ 770	\$ 59	\$ 105	\$ 741
97051	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 513
97055	\$ 121	\$ 218	\$ 970	\$ 209	\$ 147	\$ 1,407
97056	\$ -	\$ -	\$ 2,525	\$ -	\$ -	\$ -
97060	\$ 93	\$ 192	\$ 756	\$ 383	\$ 443	\$ 778
97062	\$ 78	\$ 165	\$ 691	\$ 442	\$ 217	\$ 741
97067	\$ 69	\$ 309	\$ 881	\$ 50	\$ 141	\$ 687
97068	\$ 83	\$ 190	\$ 847	\$ 72	\$ 241	\$ 5,203
97070	\$ 78	\$ 180	\$ 638	\$ 154	\$ 773	\$ 514
97071	\$ 94	\$ 183	\$ 639	\$ 155	\$ 198	\$ 1,555
97078	\$ 88	\$ 164	\$ 691	\$ 198	\$ 1,298	\$ 395

97080	\$	94	\$	224	\$	773	\$	182	\$	146	\$	1,417
97086	\$	87	\$	205	\$	754	\$	249	\$	70	\$	1,632
97089	\$	128	\$	303	\$	1,297	\$	263	\$	367	\$	1,988
97101	\$	92	\$	224	\$	992	\$	145	\$	746	\$	338
97106	\$	114	\$	212	\$	1,087	\$	87	\$	270	\$	324
97109	\$	30	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	95	\$	265	\$	781	\$	128	\$	-	\$	1,077
97113	\$	80	\$	200	\$	707	\$	190	\$	120	\$	771
97114	\$	115	\$	265	\$	1,082	\$	942	\$	1,032	\$	1,031
97115	\$	117	\$	159	\$	811	\$	138	\$	194	\$	213
97116	\$	117	\$	259	\$	1,323	\$	62	\$	106	\$	3,296
97117	\$	126	\$	161	\$	1,185	\$	30	\$	41	\$	227
97119	\$	106	\$	242	\$	945	\$	97	\$	62	\$	365
97123	\$	90	\$	190	\$	704	\$	237	\$	388	\$	1,129
97124	\$	84	\$	193	\$	674	\$	265	\$	605	\$	790
97127	\$	104	\$	203	\$	938	\$	64	\$	596	\$	788
97128	\$	123	\$	305	\$	1,499	\$	457	\$	590	\$	285
97132	\$	108	\$	190	\$	758	\$	201	\$	305	\$	1,218
97133	\$	93	\$	181	\$	1,353	\$	163	\$	44	\$	603
97137	\$	104	\$	332	\$	1,218	\$	355	\$	424	\$	5,163
97140	\$	93	\$	177	\$	837	\$	277	\$	550	\$	1,692
97148	\$	89	\$	141	\$	1,274	\$	115	\$	47	\$	576
97201	\$	47	\$	103	\$	290	\$	218	\$	229	\$	347
97202	\$	72	\$	135	\$	507	\$	335	\$	508	\$	1,310
97203	\$	74	\$	178	\$	672	\$	240	\$	890	\$	2,261
97204	\$	35	\$	59	\$	253	\$	727	\$	2,036	\$	2,257
97205	\$	40	\$	88	\$	285	\$	398	\$	1,126	\$	861
97206	\$	87	\$	183	\$	710	\$	249	\$	561	\$	1,124
97209	\$	51	\$	92	\$	334	\$	426	\$	910	\$	1,207
97210	\$	47	\$	102	\$	299	\$	487	\$	394	\$	2,108
97211	\$	-	\$	-	\$	-	\$	-	\$	75	\$	-
97212	\$	61	\$	114	\$	600	\$	160	\$	315	\$	573
97213	\$	48	\$	107	\$	341	\$	182	\$	455	\$	1,235
97214	\$	74	\$	135	\$	575	\$	81	\$	110	\$	689
97215	\$	97	\$	194	\$	784	\$	240	\$	899	\$	2,501
97216	\$	67	\$	166	\$	572	\$	323	\$	636	\$	865
97217	\$	81	\$	175	\$	687	\$	316	\$	224	\$	847
97219	\$	76	\$	184	\$	592	\$	664	\$	2,345	\$	928
97221	\$	98	\$	185	\$	685	\$	294	\$	162	\$	702
97222	\$	80	\$	165	\$	680	\$	181	\$	495	\$	1,530
97223	\$	78	\$	159	\$	686	\$	402	\$	603	\$	632
97224	\$	87	\$	160	\$	609	\$	242	\$	192	\$	513
97225	\$	104	\$	72	\$	285	\$	15	\$	91	\$	-
97227	\$	92	\$	174	\$	604	\$	359	\$	688	\$	279
97229	\$	85	\$	189	\$	760	\$	320	\$	1,617	\$	4,685
97230	\$	82	\$	230	\$	713	\$	186	\$	199	\$	608
97231	\$	54	\$	103	\$	201	\$	239	\$	502	\$	1,382

97232	\$	81	\$	182	\$	718	\$	130	\$	525	\$	1,078
97233	\$	83	\$	213	\$	787	\$	86	\$	185	\$	757
97236	\$	57	\$	124	\$	481	\$	392	\$	146	\$	1,915
97239	\$	79	\$	192	\$	769	\$	236	\$	489	\$	1,502
97266	\$	89	\$	195	\$	741	\$	323	\$	245	\$	778
97267	\$	76	\$	176	\$	640	\$	484	\$	582	\$	832
97301	\$	77	\$	194	\$	675	\$	261	\$	507	\$	2,140
97302	\$	98	\$	197	\$	714	\$	92	\$	89	\$	946
97303	\$	88	\$	313	\$	1,236	\$	30	\$	255	\$	119
97304	\$	101	\$	178	\$	707	\$	209	\$	334	\$	2,022
97305	\$	84	\$	222	\$	796	\$	78	\$	171	\$	218
97306	\$	87	\$	208	\$	808	\$	124	\$	110	\$	390
97317	\$	48	\$	238	\$	1,195	\$	33	\$	117	\$	1,588
97325	\$	80	\$	142	\$	824	\$	28	\$	55	\$	-
97338	\$	84	\$	231	\$	931	\$	56	\$	117	\$	317
97347	\$	140	\$	697	\$	-	\$	-	\$	-	\$	243
97352	\$	82	\$	153	\$	802	\$	183	\$	206	\$	1,015
97362	\$	91	\$	-	\$	-	\$	3	\$	-	\$	-
97371	\$	91	\$	324	\$	1,161	\$	84	\$	91	\$	477
97375	\$	94	\$	198	\$	979	\$	322	\$	129	\$	2,300
97378	\$	91	\$	178	\$	806	\$	124	\$	141	\$	691
97381	\$	93	\$	121	\$	697	\$	63	\$	-	\$	333
97385	\$	92	\$	244	\$	986	\$	50	\$	127	\$	2,462
97392	\$	90	\$	189	\$	948	\$	32	\$	89	\$	209
97396	\$	86	\$	182	\$	696	\$	268	\$	408	\$	1,211

\*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