



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

April 20, 2022

***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 COVID-19 Pandemic on Energy Utility Customers. Attachment A of the Stipulation requires that each energy utility (utility) report certain information on a monthly basis for the prior month through December 2023. The first monthly report was due November 1, 2020 for October 2020, with subsequent monthly reports due the 20<sup>th</sup> day of the following month.

Attachment A of the Commission approved Stipulation in UM 2114 requires that each energy utility report certain information on a monthly basis for the prior month through December 2023 with monthly reports due the 20<sup>th</sup> 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 April 2022. The AMP activity information for March 2022 is included on the "Program Participation" tab. Program Participation values for March 2022 have been updated to reflect that the Three-Month Payment match program has ended and only "participants" are reflected without customers "enrolled" but not participating. The updated response for IR 040 with data for March 2022 is also included as a separate tab. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-7805. Please direct all formal correspondence and requests to the following email address [pge.opuc.filings@pgn.com](mailto:pge.opuc.filings@pgn.com).

Sincerely,

*/s/ Jay Tinker*

Jay Tinker  
Director, Rates and Regulatory Affairs

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

Counts were made on customers on the last business day of March 2022.

Zip Code	Non-Residential	Residential
97002	930	2,242
97003	781	11,335
97004	459	1,790
97005	2,518	12,114
97006	1,652	19,066
97007	914	18,743
97008	1,168	11,985
97009	1,123	3,402
97010	1	2
97011	80	498
97013	821	2,383
97015	2,031	9,096
97017	229	1,129
97019	272	1,226
97020	78	376
97022	411	1,454
97023	1,062	4,884
97024	517	4,665
97026	283	1,189
97027	482	4,950
97028	144	728
97030	2,204	15,409
97032	483	1,751
97034	898	8,454
97035	1,340	11,422
97036	18	2
97038	1,166	6,346
97041	7	
97042	333	1,224
97045	3,470	22,211
97049	167	1,778
97051	5	
97055	1,508	7,992
97056	8	29
97060	1,092	8,074
97062	2,033	11,353
97067	407	1,267
97068	1,215	11,713
97070	1,868	11,498
97071	1,638	9,896
97078	552	9,508
97079	4	
97080	902	16,391
97086	938	12,999
97089	783	4,834
97101	336	1,563
97106	356	1,556
97109	19	81
97111	346	1,508
97113	670	5,252
97114	540	1,788

97115	329	1,731
97116	294	849
97117	68	262
97119	370	1,629
97123	2,639	17,949
97124	3,274	21,765
97125	6	18
97127	97	1,452
97128	164	491
97132	1,950	11,946
97133	462	2,289
97137	279	487
97140	1,634	9,495
97148	338	1,358
97201	732	7,378
97202	2,606	20,144
97203	1,439	12,942
97204	631	419
97205	316	3,272
97206	1,635	21,979
97208	8	
97209	2,119	15,134
97210	1,864	7,961
97211	5	
97212	3	
97213	259	3,122
97214	2,916	15,354
97215	522	7,635
97216	500	4,220
97217	1,708	12,878
97218	1	
97219	1,337	17,529
97221	322	5,563
97222	1,967	15,605
97223	2,449	20,925
97224	1,659	15,940
97225	1,162	11,632
97227	56	421
97229	1,549	28,187
97230	2,099	15,568
97231	542	2,004
97232	809	5,140
97233	1,179	15,217
97236	993	13,853
97239	777	10,011
97251	3	
97258	1	
97266	1,532	13,368
97267	1,099	12,851
97280	1	
97291	1	
97301	2,973	19,056
97302	2,791	17,241
97303	1,180	10,771
97304	287	1,340

97305	1,878	15,690
97306	808	13,841
97310	31	
97311	1	
97312	3	
97317	1,220	8,440
97325	63	164
97338	81	249
97347	201	804
97352	34	124
97362	304	1,520
97371	45	108
97373	1	
97375	117	519
97378	555	2,823
97381	1,184	6,476
97385	55	161
97392	367	1,949
97396	237	1,357
97424		1
97438	1	
98086		1
97346	1	
97463		1
97048	2	

**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 during March 2022.

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002	61	0
97003	90	0
97004	58	0
97005	266	0
97006	120	0
97007	68	0
97008	99	0
97009	166	0
97011	14	0
97013	81	0
97015	212	0
97017	41	0
97019	20	0
97020	8	0
97022	63	0
97023	139	0
97024	71	0
97026	21	0
97027	50	0
97028	3	0
97030	339	0
97032	49	0
97034	52	0
97035	132	0
97038	137	0
97042	43	0
97045	437	0
97049	20	0
97055	213	0
97056	1	0
97060	129	0
97062	163	0
97067	18	0
97068	134	0
97070	153	0
97071	214	0
97078	68	0
97080	100	0
97086	111	0
97089	111	0
97101	40	0
97106	32	0
97109		0
97111	58	0
97113	68	0
97114	94	0
97115	47	0
97116	42	0
97117	5	0
97119	40	0
97123	362	0
97124	259	0
97125	2	
97127	19	0
97128	27	0
97132	184	0
97133	39	0
97137	27	0
97140	191	0
97148	25	0
97201	43	0
97202	303	0
97203	154	0
97204	51	0
97205	31	0
97206	205	0
97209	180	0

97210	157	0
97213	24	0
97214	309	0
97215	42	0
97216	61	0
97217	177	0
97219	211	0
97221	29	0
97222	202	0
97223	221	0
97224	100	0
97225	104	0
97227	4	0
97229	141	0
97230	281	0
97231	49	0
97232	72	0
97233	227	0
97236	165	0
97239	80	0
97266	207	0
97267	106	0
97301	283	0
97302	303	0
97303	103	0
97304	34	0
97305	198	0
97306	60	0
97317	149	0
97325	7	0
97338	8	0
97347	16	0
97352	3	0
97362	21	0
97371	1	0
97375	9	0
97378	113	0
97381	123	0
97385	5	0
97392	39	0
97396	25	0

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

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

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2022, have close dates after December 31, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		73
97003	1	539
97004	2	44
97005	2	659
97006	1	781
97007	1	452
97008	2	512
97009	3	144
97011		24
97013	1	80
97015	9	493
97017	1	53
97019	2	41
97020		24
97022	4	98
97023	5	222
97024	4	338
97026	1	69
97027	2	273
97028		2
97030	5	1239
97032	1	96
97034		72
97035	3	228
97038	6	343
97042	5	40
97045	5	950
97049		33
97055	11	343
97056		1
97060	2	455
97062	1	442
97067	1	56
97068	1	215
97070		379
97071	2	429
97078		428
97080	3	837
97086	1	499
97089	7	140
97101		74
97106	1	44
97109		2
97111	3	60
97113	4	182
97114	2	93
97115		45
97116	1	18

97117	1	5
97119	4	68
97123	15	608
97124	4	701
97127	3	77
97128	2	16
97132	7	441
97133	1	42
97137		17
97140	1	218
97148	3	70
97201	3	177
97202	12	515
97203	5	613
97204		26
97205	2	82
97206	9	835
97209	3	429
97210	4	135
97213		95
97214	6	362
97215	1	137
97216		199
97217	4	460
97219	3	435
97221	1	114
97222	3	742
97223	8	823
97224	2	437
97225	1	262
97227		3
97229	1	574
97230	1	1068
97231		31
97232	4	123
97233	10	1477
97236	7	1179
97239	3	173
97266	4	951
97267	5	483
97301	7	1421
97302	3	785
97303		511
97304		36
97305	7	1097
97306		553
97317	2	455
97325		10
97338	1	10
97347	2	50
97352	2	3
97362		62
97371		1
97375		23
97378	7	192



97381		220
97385		3
97392	1	47
97396	2	87
NULL	9	25

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

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

Counts were made on customers that enrolled in a TPA at any point during March 2022 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		15
97003		128
97004	1	8
97005		182
97006	1	178
97007		107
97008		116
97009		25
97011		2
97013		12
97015	1	105
97017		10
97019		6
97020		9
97022		20
97023	3	41
97024	2	81
97026		19
97027	1	54
97030		296
97032		23
97034		17
97035		54
97038	2	66
97042		3
97045		211
97049		6
97055	3	62
97060	1	106
97062		101
97067		13
97068		33
97070		82
97071		94
97078		108
97080	1	179
97086		112
97089		17
97101		12
97106		5
97111	1	14
97113		52
97114	1	15
97115		14
97116		3
97119	2	12
97123	6	137
97124		158
97127		17

97128	1	1
97132	3	100
97133		5
97137		4
97140		37
97148	1	19
97201		47
97202	2	139
97203	3	176
97204		8
97205	1	23
97206	2	192
97209		112
97210	1	37
97213		23
97214		91
97215		30
97216		43
97217		128
97219		132
97221		32
97222		179
97223	3	179
97224		108
97225	1	75
97227		1
97229		136
97230		272
97231		5
97232	1	38
97233	2	392
97236	1	285
97239	2	44
97266	1	210
97267	2	100
97301	1	347
97302		212
97303		113
97304		7
97305		254
97306		101
97317		118
97325		1
97338		1
97347		12
97352	2	1
97362		18
97375		5
97378	1	39
97381		57
97392		10
97396		20
NULL	5	7

\*New TPAs entered into during current month

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

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2022, have close dates at any point between January 1, 2022 and March 31, 2022, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002	1	13
97003	1	129
97004		13
97005	2	157
97006		163
97007		89
97008	1	110
97009		22
97011		9
97013	2	18
97015	1	101
97017	2	12
97019	1	8
97020		5
97022		9
97023	6	44
97024	2	85
97026		23
97027		45
97028		1
97030		242
97032		15
97034		24
97035		51
97038	3	77
97042	1	9
97045	2	212
97049	1	4
97055	2	76
97060	1	99
97062		88
97067		9
97068		35
97070		81
97071	4	79
97078		91
97080	2	175
97086	1	92
97089	1	28
97101		10
97106		10
97111		9
97113	1	58
97114	1	20
97115		7
97116		4
97117	1	2
97119		9
97123	4	130

97124	2	147
97127		10
97128		3
97132	1	88
97133	1	7
97137	1	5
97140		34
97148	1	19
97201		29
97202	4	84
97203	4	132
97204		3
97205		16
97206		158
97209	4	68
97210	1	16
97213		10
97214	2	52
97215		30
97216		31
97217	1	78
97219	1	61
97221		22
97222		161
97223	3	181
97224	2	98
97225		50
97229		116
97230		233
97231		4
97232	1	13
97233	2	332
97236	4	229
97239	2	32
97266	4	189
97267		122
97301	2	272
97302	5	152
97303		89
97304		6
97305	5	197
97306		108
97317		84
97325		1
97338		1
97347		15
97352		1
97362		17
97371		1
97375		2
97378		32
97381	1	32
97392		12
97396		17
NULL	12	214

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

Counts were made on customers that enrolled in a TPA at any point on or before March 31, 2022, have close dates at any point between January 1, 2022 and March 31, 2022, and have a "TPA Success" of Renegotiated.

Zip Code	Non-Residential	Residential
97003		3
97004		1
97008		1
97015		2
97023		1
97024		1
97030		6
97032		1
97038		1
97071		1
97080		1
97113		1
97117		1
97124		2
97213		1
97214		1
97222		1
97229		1
97230		3
97236		2
97303		3
97381		1
NULL		3

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

Zip Code	50/50 Payment	Customer Assistance	Payment Match	Reconnect Service Assistance	TPA Relief
97002	17	25	17	3	41
97003	116	258	127	46	206
97004	21	21	6	1	21
97005	176	357	184	74	299
97006	144	321	191	56	303
97007	101	205	121	27	184
97008	130	223	145	49	235
97009	32	31	14	6	53
97011	4	6	3	2	5
97013	20	19	17	1	31
97015	103	211	113	53	240
97017	12	15	3	1	26
97019	10	12	7		19
97020	3	5	4	3	11
97022	12	34	22	7	54
97023	35	72	35	9	97
97024	79	172	67	21	156
97026	14	30	9	1	37
97027	75	122	50	15	124
97028	1	2			1
97030	258	586	295	124	582
97032	22	32	12	6	43
97034	18	31	23	4	35
97035	31	74	67	7	99
97038	82	128	80	24	158
97042	6	17	2	1	26
97045	201	394	199	57	440
97049	14	17	8		16
97055	75	120	64	19	180
97060	113	193	77	27	214
97062	105	183	118	47	181
97067	11	13	5	4	18
97068	47	89	61	9	102
97070	79	168	104	30	156
97071	153	202	115	29	229
97078	110	204	111	30	200
97080	189	332	205	48	384
97086	106	247	111	47	203
97089	35	40	31	14	70
97101	8	19	13	3	26
97106	10	18	9		23
97111	14	9	9	3	18
97113	42	101	52	8	104
97114	15	24	11	5	45
97115	14	14	6	3	25
97116	4	7	1		8
97117		1	3	1	7
97119	11	13	10	5	27
97123	189	342	141	38	309
97124	145	286	157	61	276
97127	24	37	8	2	23
97128	3	3	1		11
97132	90	149	87	26	164
97133	7	11	4	2	17
97137	1	5	2	2	6
97140	54	79	59	12	74
97148	15	13	7	1	32
97201	38	80	68	17	45
97202	119	207	184	41	201
97203	187	375	159	58	265
97204	7	6	8	3	11
97205	18	42	29	3	20
97206	232	413	228	76	382
97209	79	173	145	39	110
97210	20	67	44	17	31
97213	21	49	41	6	31
97214	98	182	124	28	104
97215	35	73	49	12	64
97216	46	121	51	7	91
97217	89	218	113	32	186
97219	117	229	91	36	167
97221	24	56	27	6	47

97222	187	402	174	51	346
97223	150	367	244	91	390
97224	106	195	126	41	184
97225	56	114	88	15	114
97227	1	3	2	2	1
97229	99	239	107	41	227
97230	234	595	237	90	555
97231	9	16	8	2	24
97232	30	56	46	5	35
97233	366	931	328	147	734
97236	266	710	244	103	576
97239	53	79	72	8	61
97266	247	558	241	92	456
97267	117	247	109	37	240
97301	314	682	343	114	633
97302	150	334	149	52	305
97303	82	235	107	19	211
97304	9	9	6		11
97305	269	560	252	100	546
97306	89	242	123	28	251
97317	94	207	98	22	161
97325	2	2			6
97338	2	4	1		4
97347	16	10	13	7	24
97352	1	2	2		4
97362	17	26	15	4	27
97371					1
97375	2	4	4	2	8
97378	28	68	22	10	81
97381	45	69	39	11	91
97385	2	3		1	2
97392	9	17	13	3	23
97396	17	27	16	8	33



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

Counts were made on customers that enrolled in a TPA at any point on or before December 31, 2021, have close dates at any point on or after January 1, 2022, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97003		5
97004		1
97005		8
97006		10
97007		2
97008		5
97009		6
97013		2
97015		5
97022		3
97023		5
97024		1
97027		3
97030		15
97034		1
97035		3
97038		3
97042		3
97045		15
97049		1
97055		8
97060		5
97062		3
97067		1
97068		5
97070		5
97071		2
97078		3
97080		13
97086		8
97089		5
97101		2
97106		1
97113		3
97114		4
97117		1
97123		6
97124		8
97127		1
97128		1
97132		7
97140		1
97148		1
97201		1
97202		2
97203		9
97206		12
97209		6

97213	1
97214	1
97215	1
97216	5
97217	2
97219	4
97221	1
97222	7
97223	6
97224	3
97225	1
97229	3
97230	16
97232	1
97233	25
97236	21
97266	13
97267	6
97301	19
97302	7
97303	3
97304	1
97305	17
97306	9
97317	7
97338	1
97378	5
97381	1
97392	1
NULL	4

**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 January 1, 2022 and March 31, 2022, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97003		1
97004		1
97006		1
97007		2
97008		2
97009		2
97013		1
97019		1
97022		1
97023		2
97027		2
97030		4
97038		1
97045		3
97060		1
97062		1
97067		1
97070		1
97071		1
97078		1
97080		8
97086		1
97117		1
97123		1
97124		3
97127		1
97132		4
97140		1
97148		3
97202		2
97203		2
97206		3
97210		1
97214		2
97215		1
97217		1
97222		5
97223		2
97224		3
97225		1
97230		10
97233		10
97236		15
97266		9
97267		2
97301		5
97302		7
97303		4

97305	7
97306	2
97317	3
97347	2

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

Counts were made on customers that had a balance on the last Friday of March 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	113	31	15	38	4	6
97003	681	243	176	42	7	9
97004	74	20	8	22	9	6
97005	906	298	255	122	24	18
97006	1,063	283	266	117	15	4
97007	737	185	150	65	15	5
97008	577	150	169	42	1	7
97009	183	35	29	53	15	12
97011	18	7	6	7	1	
97013	82	27	11	34	3	10
97015	634	117	171	83	6	31
97017	49	18	12	17	4	4
97019	33	6	2	5	5	1
97020	19	3	3	4	1	
97022	69	8	13	11	2	6
97023	213	51	43	29	9	11
97024	320	100	86	15	13	8
97026	61	17	8	4	2	2
97027	215	52	63	6	4	3
97028	11	1	1	5	1	
97030	1,225	379	318	85	42	36
97032	75	25	19	20	3	2
97034	146	30	23	14	3	3
97035	293	101	120	29	3	3
97038	327	62	77	59	7	16
97041					1	
97042	60	18	5	19	3	2
97045	1,007	291	226	120	30	44
97049	50	6	12	10	2	5
97055	341	76	67	45	5	17
97056			1			
97060	458	145	95	30	16	8
97062	532	190	124	77	7	9
97067	32	14	10	5		6
97068	284	46	44	24	11	7
97070	437	108	131	38	4	3
97071	453	133	98	54	15	10
97078	582	182	132	31	7	5
97080	1,005	334	222	58	14	9
97086	724	128	184	45	2	7
97089	190	33	41	32	6	9
97101	78	21	17	8	2	1
97106	44	10	10	7	3	1
97109	1					
97111	57	15	9	20	4	5
97113	240	54	33	25	6	5
97114	76	14	16	20	1	7

97115	42	13	9	7	1	2
97116	18	6	2	9	2	6
97117	6	3	1	4		
97119	61	27	11	5	1	4
97123	649	203	175	99	27	29
97124	768	213	185	93	19	29
97125						1
97127	67	17	16	5	3	5
97128	21	5	3	4	5	3
97132	340	73	102	32	7	10
97133	49	8	9	13	1	2
97137	26	4	5	5	1	
97140	335	92	79	79	11	13
97148	54	12	8	5	3	1
97201	327	134	203	12	7	6
97202	809	175	232	77	20	33
97203	809	261	263	48	20	18
97204	43	20	42	22	7	7
97205	191	72	127	13	6	
97206	1,144	151	348	63	11	11
97209	814	434	477	70	14	17
97210	418	118	174	59	15	8
97211					1	
97212					1	
97213	172	80	57	11		4
97214	882	309	363	123	27	25
97215	332	95	87	17	7	6
97216	217	71	55	18	3	5
97217	754	225	309	81	13	25
97219	525	153	133	40	14	12
97221	150	47	45	12		1
97222	609	209	209	26	13	12
97223	862	195	291	80	9	18
97224	667	122	143	53	7	7
97225	350	85	85	40	7	10
97227	21	5	6	4		
97229	627	171	173	65	14	11
97230	875	307	345	51	18	21
97231	53	13	14	16	1	8
97232	274	106	126	23	3	9
97233	1,341	529	606	64	26	37
97236	1,123	411	395	57	15	24
97239	321	112	132	25	6	6
97266	1,050	274	357	97	20	25
97267	383	95	158	15	8	11
97301	1,436	419	513	70	33	38
97302	700	201	231	88	14	22
97303	404	112	99	19	5	4
97304	34	10	6	8	3	4
97305	955	265	306	42	13	23
97306	554	159	140	17	4	2
97317	527	159	120	81	15	10
97325	8	3	2	3	1	1
97338	7	2	1	5		

97347	37	14	8	5	2	1
97352	4	1	1	1		
97362	103	17	19	6	4	4
97371	1					
97375	30	7	5	2	2	2
97378	238	30	35	40	9	15
97381	339	85	60	47	8	17
97385	2	2	1	2		
97392	80	25	9	15	2	3
97396	54	20	12	8	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.

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

Amounts were made on customers that had a balance on the last Friday of March 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 21,031	\$ 15,711	\$ 9,748	\$ 5,698	\$ 608	\$ 1,067
97003	\$ 77,074	\$ 63,337	\$ 93,326	\$ 10,304	\$ 1,646	\$ 3,179
97004	\$ 15,583	\$ 10,341	\$ 4,525	\$ 22,936	\$ 1,370	\$ 2,658
97005	\$ 103,191	\$ 69,517	\$ 128,513	\$ 25,878	\$ 4,787	\$ 6,431
97006	\$ 136,303	\$ 67,043	\$ 133,944	\$ 22,427	\$ 18,098	\$ 2,345
97007	\$ 87,418	\$ 47,669	\$ 85,700	\$ 8,680	\$ 13,227	\$ 9,967
97008	\$ 72,036	\$ 39,826	\$ 98,414	\$ 14,226	\$ 532	\$ 2,520
97009	\$ 32,543	\$ 14,944	\$ 30,349	\$ 28,639	\$ 17,509	\$ 7,238
97011	\$ 2,168	\$ 1,271	\$ 5,575	\$ 459	\$ 45	
97013	\$ 16,040	\$ 11,889	\$ 11,872	\$ 6,101	\$ 537	\$ 3,659
97015	\$ 95,741	\$ 30,903	\$ 96,257	\$ 43,566	\$ 1,674	\$ 18,882
97017	\$ 11,729	\$ 11,239	\$ 11,551	\$ 5,274	\$ 903	\$ 809
97019	\$ 4,779	\$ 3,544	\$ 1,896	\$ 46	\$ 1,721	\$ 432
97020	\$ 4,103	\$ 1,213	\$ 4,017	\$ 1,033	\$ 434	
97022	\$ 17,969	\$ 2,849	\$ 12,240	\$ 3,162	\$ 438	\$ 983
97023	\$ 41,809	\$ 20,085	\$ 23,825	\$ 9,442	\$ 1,295	\$ 2,373
97024	\$ 36,518	\$ 29,453	\$ 66,527	\$ 1,545	\$ 2,572	\$ 1,855
97026	\$ 8,347	\$ 6,327	\$ 4,648	\$ 1,265	\$ 441	\$ 365
97027	\$ 20,605	\$ 16,002	\$ 41,389	\$ 811	\$ 501	\$ 690
97028	\$ 1,072	\$ 24	\$ 209	\$ 1,163	\$ 563	
97030	\$ 171,130	\$ 115,521	\$ 197,069	\$ 33,296	\$ 12,106	\$ 11,589
97032	\$ 9,454	\$ 8,063	\$ 14,585	\$ 15,750	\$ 1,138	\$ 305
97034	\$ 14,436	\$ 5,045	\$ 16,500	\$ 952	\$ 420	\$ 292
97035	\$ 31,333	\$ 25,422	\$ 41,399	\$ 5,387	\$ 1,003	\$ 974
97038	\$ 48,882	\$ 21,820	\$ 54,178	\$ 11,420	\$ 4,187	\$ 4,113
97041					\$ 46	
97042	\$ 10,742	\$ 10,850	\$ 3,223	\$ 3,615	\$ 340	\$ 257
97045	\$ 136,896	\$ 92,938	\$ 153,400	\$ 19,641	\$ 17,894	\$ 11,426
97049	\$ 6,916	\$ 2,307	\$ 4,506	\$ 864	\$ 140	\$ 1,633
97055	\$ 38,506	\$ 22,393	\$ 74,444	\$ 6,153	\$ 523	\$ 5,491
97056			\$ 1,793			
97060	\$ 50,845	\$ 37,283	\$ 55,830	\$ 7,381	\$ 3,694	\$ 6,448
97062	\$ 59,196	\$ 46,756	\$ 67,081	\$ 27,587	\$ 2,842	\$ 5,062
97067	\$ 8,422	\$ 6,222	\$ 12,768	\$ 1,128		\$ 3,126
97068	\$ 30,251	\$ 12,669	\$ 31,824	\$ 4,172	\$ 23,710	\$ 2,261
97070	\$ 45,728	\$ 29,395	\$ 74,123	\$ 5,174	\$ 396	\$ 633
97071	\$ 52,635	\$ 34,771	\$ 54,962	\$ 9,479	\$ 3,437	\$ 2,347
97078	\$ 65,482	\$ 44,412	\$ 64,639	\$ 10,676	\$ 3,095	\$ 1,572
97080	\$ 136,142	\$ 95,706	\$ 144,815	\$ 17,526	\$ 4,182	\$ 1,639
97086	\$ 106,716	\$ 31,735	\$ 113,773	\$ 17,427	\$ 100	\$ 1,634
97089	\$ 35,899	\$ 11,569	\$ 20,236	\$ 11,264	\$ 3,667	\$ 1,506
97101	\$ 13,039	\$ 6,991	\$ 18,609	\$ 416	\$ 1,054	\$ 518
97106	\$ 6,427	\$ 3,028	\$ 13,235	\$ 836	\$ 210	\$ 457
97109	\$ 184					
97111	\$ 8,636	\$ 6,943	\$ 8,189	\$ 1,842	\$ 673	\$ 2,516
97113	\$ 23,254	\$ 18,530	\$ 18,481	\$ 4,973	\$ 853	\$ 890
97114	\$ 11,458	\$ 7,479	\$ 15,913	\$ 1,512	\$ 42	\$ 1,898
97115	\$ 4,686	\$ 3,761	\$ 4,375	\$ 570	\$ 42	\$ 271



97116	\$ 2,523	\$ 2,969	\$ 5,950	\$ 1,897	\$ 328	\$ 1,473
97117	\$ 1,117	\$ 671	\$ 113	\$ 128		
97119	\$ 11,794	\$ 13,387	\$ 6,024	\$ 1,601	\$ 25	\$ 1,061
97123	\$ 67,324	\$ 49,849	\$ 92,543	\$ 16,265	\$ 8,844	\$ 33,309
97124	\$ 76,391	\$ 56,689	\$ 101,049	\$ 19,539	\$ 5,451	\$ 11,286
97125						\$ 332
97127	\$ 8,256	\$ 6,617	\$ 20,686	\$ 694	\$ 1,468	\$ 2,337
97128	\$ 4,483	\$ 3,087	\$ 2,295	\$ 542	\$ 602	\$ 1,175
97132	\$ 37,436	\$ 27,368	\$ 60,361	\$ 3,030	\$ 612	\$ 2,284
97133	\$ 7,323	\$ 1,594	\$ 6,628	\$ 2,741	\$ 41	\$ 937
97137	\$ 4,054	\$ 1,066	\$ 9,391	\$ 4,144	\$ 431	
97140	\$ 40,834	\$ 24,719	\$ 45,139	\$ 37,621	\$ 2,109	\$ 5,050
97148	\$ 9,248	\$ 6,244	\$ 7,854	\$ 666	\$ 2,739	\$ 68
97201	\$ 23,160	\$ 19,686	\$ 61,855	\$ 5,245	\$ 4,764	\$ 4,967
97202	\$ 86,544	\$ 42,216	\$ 80,103	\$ 14,559	\$ 6,976	\$ 9,148
97203	\$ 95,541	\$ 70,536	\$ 143,121	\$ 19,511	\$ 10,544	\$ 10,375
97204	\$ 2,980	\$ 2,537	\$ 10,413	\$ 28,089	\$ 5,106	\$ 3,956
97205	\$ 13,348	\$ 10,377	\$ 29,933	\$ 7,603	\$ 8,099	
97206	\$ 150,978	\$ 50,844	\$ 144,862	\$ 17,129	\$ 2,171	\$ 2,407
97209	\$ 59,556	\$ 55,217	\$ 138,924	\$ 70,608	\$ 9,744	\$ 6,977
97210	\$ 28,085	\$ 16,133	\$ 48,035	\$ 25,357	\$ 10,297	\$ 11,411
97211					\$ 52	
97212					\$ 37	
97213	\$ 15,379	\$ 14,836	\$ 18,779	\$ 2,491		\$ 1,494
97214	\$ 67,538	\$ 52,185	\$ 102,649	\$ 46,222	\$ 15,443	\$ 12,501
97215	\$ 34,324	\$ 20,865	\$ 36,935	\$ 3,718	\$ 5,813	\$ 2,647
97216	\$ 23,970	\$ 20,153	\$ 40,203	\$ 2,252	\$ 7,801	\$ 883
97217	\$ 74,717	\$ 48,408	\$ 95,136	\$ 32,197	\$ 3,593	\$ 54,605
97219	\$ 55,218	\$ 39,476	\$ 87,691	\$ 9,133	\$ 1,864	\$ 2,234
97221	\$ 15,702	\$ 8,641	\$ 26,604	\$ 15,264		\$ 265
97222	\$ 59,927	\$ 52,255	\$ 134,363	\$ 9,427	\$ 1,840	\$ 3,915
97223	\$ 98,954	\$ 49,870	\$ 148,825	\$ 17,928	\$ 2,951	\$ 5,394
97224	\$ 84,844	\$ 33,728	\$ 76,601	\$ 6,005	\$ 1,734	\$ 6,074
97225	\$ 33,259	\$ 23,931	\$ 43,464	\$ 3,557	\$ 858	\$ 9,164
97227	\$ 1,903	\$ 3,121	\$ 1,841	\$ 370		
97229	\$ 59,769	\$ 38,972	\$ 85,100	\$ 6,510	\$ 1,723	\$ 2,525
97230	\$ 101,014	\$ 86,574	\$ 245,219	\$ 14,105	\$ 3,660	\$ 12,698
97231	\$ 10,248	\$ 4,291	\$ 9,028	\$ 3,137	\$ 138	\$ 3,150
97232	\$ 23,454	\$ 15,045	\$ 33,323	\$ 10,262	\$ 842	\$ 5,561
97233	\$ 166,679	\$ 153,702	\$ 372,550	\$ 7,908	\$ 18,999	\$ 22,853
97236	\$ 163,960	\$ 133,607	\$ 237,391	\$ 13,128	\$ 8,994	\$ 22,418
97239	\$ 23,932	\$ 18,936	\$ 39,205	\$ 4,948	\$ 663	\$ 2,014
97266	\$ 149,253	\$ 78,143	\$ 204,404	\$ 28,356	\$ 10,580	\$ 9,997
97267	\$ 45,038	\$ 32,661	\$ 83,856	\$ 3,371	\$ 1,450	\$ 3,440
97301	\$ 180,804	\$ 119,716	\$ 262,035	\$ 24,717	\$ 13,662	\$ 18,548
97302	\$ 72,851	\$ 57,061	\$ 122,024	\$ 49,467	\$ 3,601	\$ 12,991
97303	\$ 40,810	\$ 32,081	\$ 61,907	\$ 9,099	\$ 1,149	\$ 2,198
97304	\$ 4,449	\$ 2,204	\$ 4,407	\$ 684	\$ 158	\$ 631
97305	\$ 113,481	\$ 74,555	\$ 184,951	\$ 7,229	\$ 4,216	\$ 13,426
97306	\$ 68,487	\$ 49,616	\$ 85,053	\$ 16,401	\$ 979	\$ 428
97317	\$ 79,685	\$ 51,365	\$ 76,619	\$ 21,109	\$ 3,120	\$ 1,997
97325	\$ 1,495	\$ 1,157	\$ 1,733	\$ 264	\$ 51	\$ 150
97338	\$ 1,626	\$ 1,561	\$ 1,262	\$ 1,318		
97347	\$ 7,186	\$ 8,498	\$ 6,560	\$ 1,292	\$ 413	\$ 208
97352	\$ 423	\$ 347	\$ 98	\$ 1		

97362	\$ 13,751	\$ 4,571	\$ 16,115	\$ 2,640	\$ 2,334	\$ 2,358
97371	\$ 4					
97375	\$ 4,722	\$ 3,392	\$ 7,376	\$ 223	\$ 236	\$ 347
97378	\$ 50,283	\$ 9,720	\$ 36,547	\$ 17,617	\$ 2,794	\$ 8,386
97381	\$ 56,921	\$ 24,365	\$ 35,381	\$ 12,221	\$ 3,157	\$ 2,555
97385	\$ 360	\$ 915	\$ 1,678	\$ 206		
97392	\$ 11,733	\$ 9,056	\$ 11,579	\$ 2,570	\$ 388	\$ 756
97396	\$ 5,935	\$ 6,073	\$ 8,223	\$ 379	\$ 178	

\*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\***

Averages were made on customers that had a balance on the last Friday of March 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 186	\$ 507	\$ 650	\$ 150	\$ 152	\$ 178
97003	\$ 113	\$ 261	\$ 530	\$ 245	\$ 235	\$ 353
97004	\$ 211	\$ 517	\$ 566	\$ 1,043	\$ 152	\$ 443
97005	\$ 114	\$ 233	\$ 504	\$ 212	\$ 199	\$ 357
97006	\$ 128	\$ 237	\$ 504	\$ 192	\$ 1,207	\$ 586
97007	\$ 119	\$ 258	\$ 571	\$ 134	\$ 882	\$ 1,993
97008	\$ 125	\$ 266	\$ 582	\$ 339	\$ 532	\$ 360
97009	\$ 178	\$ 427	\$ 1,047	\$ 540	\$ 1,167	\$ 603
97011	\$ 120	\$ 182	\$ 929	\$ 66	\$ 45	\$ -
97013	\$ 196	\$ 440	\$ 1,079	\$ 179	\$ 179	\$ 366
97015	\$ 151	\$ 264	\$ 563	\$ 525	\$ 279	\$ 609
97017	\$ 239	\$ 624	\$ 963	\$ 310	\$ 226	\$ 202
97019	\$ 145	\$ 591	\$ 948	\$ 9	\$ 344	\$ 432
97020	\$ 216	\$ 404	\$ 1,339	\$ 258	\$ 434	\$ -
97022	\$ 260	\$ 356	\$ 942	\$ 287	\$ 219	\$ 164
97023	\$ 196	\$ 394	\$ 554	\$ 326	\$ 144	\$ 216
97024	\$ 114	\$ 295	\$ 774	\$ 103	\$ 198	\$ 232
97026	\$ 137	\$ 372	\$ 581	\$ 316	\$ 221	\$ 183
97027	\$ 96	\$ 308	\$ 657	\$ 135	\$ 125	\$ 230
97028	\$ 97	\$ 24	\$ 209	\$ 233	\$ 563	\$ -
97030	\$ 140	\$ 305	\$ 620	\$ 392	\$ 288	\$ 322
97032	\$ 126	\$ 323	\$ 768	\$ 788	\$ 379	\$ 152
97034	\$ 99	\$ 168	\$ 717	\$ 68	\$ 140	\$ 97
97035	\$ 107	\$ 252	\$ 345	\$ 186	\$ 334	\$ 325
97038	\$ 149	\$ 352	\$ 704	\$ 194	\$ 598	\$ 257
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 179	\$ 603	\$ 645	\$ 190	\$ 113	\$ 129
97045	\$ 136	\$ 319	\$ 679	\$ 164	\$ 596	\$ 260
97049	\$ 138	\$ 384	\$ 375	\$ 86	\$ 70	\$ 327
97055	\$ 113	\$ 295	\$ 1,111	\$ 137	\$ 105	\$ 323
97056	\$ -	\$ -	\$ 1,793	\$ -	\$ -	\$ -
97060	\$ 111	\$ 257	\$ 588	\$ 246	\$ 231	\$ 806
97062	\$ 111	\$ 246	\$ 541	\$ 358	\$ 406	\$ 562
97067	\$ 263	\$ 444	\$ 1,277	\$ 226	\$ -	\$ 521
97068	\$ 107	\$ 275	\$ 723	\$ 174	\$ 2,155	\$ 323
97070	\$ 105	\$ 272	\$ 566	\$ 136	\$ 99	\$ 211
97071	\$ 116	\$ 261	\$ 561	\$ 176	\$ 229	\$ 235
97078	\$ 113	\$ 244	\$ 490	\$ 344	\$ 442	\$ 314
97080	\$ 135	\$ 287	\$ 652	\$ 302	\$ 299	\$ 182
97086	\$ 147	\$ 248	\$ 618	\$ 387	\$ 50	\$ 233
97089	\$ 189	\$ 351	\$ 494	\$ 352	\$ 611	\$ 167
97101	\$ 167	\$ 333	\$ 1,095	\$ 52	\$ 527	\$ 518
97106	\$ 146	\$ 303	\$ 1,323	\$ 119	\$ 70	\$ 457
97109	\$ 184	\$ -	\$ -	\$ -	\$ -	\$ -
97111	\$ 152	\$ 463	\$ 910	\$ 92	\$ 168	\$ 503
97113	\$ 97	\$ 343	\$ 560	\$ 199	\$ 142	\$ 178
97114	\$ 151	\$ 534	\$ 995	\$ 76	\$ 42	\$ 271

97115	\$	112	\$	289	\$	486	\$	81	\$	42	\$	135
97116	\$	140	\$	495	\$	2,975	\$	211	\$	164	\$	246
97117	\$	186	\$	224	\$	113	\$	32	\$	-	\$	-
97119	\$	193	\$	496	\$	548	\$	320	\$	25	\$	265
97123	\$	104	\$	246	\$	529	\$	164	\$	328	\$	1,149
97124	\$	99	\$	266	\$	546	\$	210	\$	287	\$	389
97125	\$	-	\$	-	\$	-	\$	-	\$	-	\$	332
97127	\$	123	\$	389	\$	1,293	\$	139	\$	489	\$	467
97128	\$	213	\$	617	\$	765	\$	136	\$	120	\$	392
97132	\$	110	\$	375	\$	592	\$	95	\$	87	\$	228
97133	\$	149	\$	199	\$	736	\$	211	\$	41	\$	469
97137	\$	156	\$	266	\$	1,878	\$	829	\$	431	\$	-
97140	\$	122	\$	269	\$	571	\$	476	\$	192	\$	388
97148	\$	171	\$	520	\$	982	\$	133	\$	913	\$	68
97201	\$	71	\$	147	\$	305	\$	437	\$	681	\$	828
97202	\$	107	\$	241	\$	345	\$	189	\$	349	\$	277
97203	\$	118	\$	270	\$	544	\$	406	\$	527	\$	576
97204	\$	69	\$	127	\$	248	\$	1,277	\$	729	\$	565
97205	\$	70	\$	144	\$	236	\$	585	\$	1,350	\$	-
97206	\$	132	\$	337	\$	416	\$	272	\$	197	\$	219
97209	\$	73	\$	127	\$	291	\$	1,009	\$	696	\$	410
97210	\$	67	\$	137	\$	276	\$	430	\$	686	\$	1,426
97211	\$	-	\$	-	\$	-	\$	-	\$	52	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	89	\$	185	\$	329	\$	226	\$	-	\$	373
97214	\$	77	\$	169	\$	283	\$	376	\$	572	\$	500
97215	\$	103	\$	220	\$	425	\$	219	\$	830	\$	441
97216	\$	110	\$	284	\$	731	\$	125	\$	2,600	\$	177
97217	\$	99	\$	215	\$	308	\$	397	\$	276	\$	2,184
97219	\$	105	\$	258	\$	659	\$	228	\$	133	\$	186
97221	\$	105	\$	184	\$	591	\$	1,272	\$	-	\$	265
97222	\$	98	\$	250	\$	643	\$	363	\$	142	\$	326
97223	\$	115	\$	256	\$	511	\$	224	\$	328	\$	300
97224	\$	127	\$	276	\$	536	\$	113	\$	248	\$	868
97225	\$	95	\$	282	\$	511	\$	89	\$	123	\$	916
97227	\$	91	\$	624	\$	307	\$	93	\$	-	\$	-
97229	\$	95	\$	228	\$	492	\$	100	\$	123	\$	230
97230	\$	115	\$	282	\$	711	\$	277	\$	203	\$	605
97231	\$	193	\$	330	\$	645	\$	196	\$	138	\$	394
97232	\$	86	\$	142	\$	264	\$	446	\$	281	\$	618
97233	\$	124	\$	291	\$	615	\$	124	\$	731	\$	618
97236	\$	146	\$	325	\$	601	\$	230	\$	600	\$	934
97239	\$	75	\$	169	\$	297	\$	198	\$	111	\$	336
97266	\$	142	\$	285	\$	573	\$	292	\$	529	\$	400
97267	\$	118	\$	344	\$	531	\$	225	\$	181	\$	313
97301	\$	126	\$	286	\$	511	\$	353	\$	414	\$	488
97302	\$	104	\$	284	\$	528	\$	562	\$	257	\$	590
97303	\$	101	\$	286	\$	625	\$	479	\$	230	\$	550
97304	\$	131	\$	220	\$	734	\$	86	\$	53	\$	158
97305	\$	119	\$	281	\$	604	\$	172	\$	324	\$	584
97306	\$	124	\$	312	\$	608	\$	965	\$	245	\$	214
97317	\$	151	\$	323	\$	638	\$	261	\$	208	\$	200
97325	\$	187	\$	386	\$	866	\$	88	\$	51	\$	150
97338	\$	232	\$	780	\$	1,262	\$	264	\$	-	\$	-

97347	\$	194	\$	607	\$	820	\$	258	\$	207	\$	208
97352	\$	106	\$	347	\$	98	\$	1	\$	-	\$	-
97362	\$	134	\$	269	\$	848	\$	440	\$	583	\$	589
97371	\$	4	\$	-	\$	-	\$	-	\$	-	\$	-
97375	\$	157	\$	485	\$	1,475	\$	111	\$	118	\$	174
97378	\$	211	\$	324	\$	1,044	\$	440	\$	310	\$	559
97381	\$	168	\$	287	\$	590	\$	260	\$	395	\$	150
97385	\$	180	\$	458	\$	1,678	\$	103	\$	-	\$	-
97392	\$	147	\$	362	\$	1,287	\$	171	\$	194	\$	252
97396	\$	110	\$	304	\$	685	\$	47	\$	178	\$	-

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

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

Counts were made on customers that received a notice at any point between January 1, 2022 and March 31, 2022.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	56	22	580	499	54
97003	101	52	3463	3442	355
97004	42	43	439	358	72
97005	316	169	4026	3969	493
97006	175	121	4831	4966	670
97007	91	70	3402	3144	465
97008	95	49	3338	3220	394
97009	187	135	1094	803	83
97011	11	11	150	145	13
97013	97	74	632	466	68
97015	241	154	2805	2793	310
97017	30	26	390	318	43
97019	40	30	332	313	22
97020	11	6	125	87	18
97022	62	34	619	439	46
97023	143	112	1644	1321	166
97024	47	47	1846	2016	214
97026	24	28	487	403	48
97027	46	27	1695	1490	164
97028	31	16	58	35	18
97030	274	220	6348	6616	620
97032	53	30	645	540	65
97034	41	20	1027	714	213
97035	136	89	1840	1825	367
97038	128	97	2209	1878	206
97041	1				
97042	30	17	349	277	41
97045	321	247	6162	5753	647
97049	22	21	417	336	56
97055	187	128	2408	2159	262
97056	2		11	4	
97060	144	91	2236	2602	252
97062	259	154	2836	2995	357
97067	28	33	328	279	40
97068	75	60	1707	1441	281
97070	173	94	2648	2722	332
97071	204	152	3206	2745	294
97078	85	62	2816	2721	315
97080	76	63	5036	4748	536
97086	81	67	3110	3011	407
97089	82	54	1154	872	131
97101	24	17	492	372	43
97106	35	25	380	335	34
97109			15	7	5
97111	32	28	385	370	51
97113	52	32	1422	1308	173
97114	79	42	638	488	60
97115	29	18	361	277	34
97116	37	32	190	146	25
97117	7	5	63	42	7
97119	27	18	517	447	43
97123	318	289	4097	4396	441
97124	324	207	4681	4699	611
97125	2	2			
97127	14	17	434	428	36
97128	19	14	142	122	14
97132	148	94	2874	2429	379
97133	49	35	358	300	51
97137	20	15	139	106	16
97140	195	140	1719	1451	229
97148	29	18	423	350	57
97201	86	58	1355	1585	280
97202	365	264	4075	3925	772
97203	200	138	4023	3933	504
97204	145	121	132	151	23
97205	73	47	670	721	168
97206	237	172	5681	5062	722
97208	8				
97209	307	220	2814	3431	622
97210	203	139	1153	1256	315
97211	1				
97213	19	14	674	633	100
97214	370	233	2904	3173	577
97215	45	28	1268	1183	229
97216	69	42	1443	1388	154
97217	243	155	3157	3126	523
97219	119	108	3166	3256	496

97221	37	25	999	923	155
97222	179	116	4737	4789	526
97223	234	147	5111	4901	649
97224	148	78	2922	2695	436
97225	125	58	2029	1932	371
97227	7	6	53	44	16
97229	135	86	4235	4188	676
97230	357	254	5948	6070	613
97231	43	31	348	276	73
97232	113	51	854	903	219
97233	224	185	7949	8328	771
97236	181	154	6390	6431	565
97239	82	67	1585	1623	316
97266	285	213	5571	5529	487
97267	136	91	3352	2945	368
97301	386	209	7789	7255	852
97302	268	164	4374	4357	540
97303	76	49	2993	2910	306
97304	10	5	289	266	45
97305	211	172	6441	6190	610
97306	50	21	3301	3127	395
97310	3				
97317	77	55	2675	2508	301
97325	1	1	38	35	3
97338	7	4	45	38	6
97347	15	10	345	297	36
97352	8	15	36	26	2
97362	28	21	417	337	46
97371	2	1	12	7	
97375	4	3	157	129	14
97378	92	59	1042	930	96
97381	93	60	1476	1238	187
97385	4		36	33	2
97392	25	14	409	348	58
97396	11	11	512	448	57

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

Counts were made on customers that were disconnected at any point during March 2022.

Zip Code	Non-Residential	Residential
97002	0	5
97003	0	34
97005	0	42
97006	0	41
97007	0	25
97008	0	27
97009	0	4
97013	0	3
97015	3	16
97017	0	1
97019	0	2
97022	0	2
97023	1	7
97024	0	34
97026	0	6
97027	0	17
97030	0	66
97032	0	2
97034	0	4
97035	0	13
97038	1	18
97042	0	3
97045	1	51
97055	2	15
97060	1	24
97062	0	14
97067	1	4
97068	1	7
97070	0	18
97071	0	18
97078	0	18
97080	1	26
97086	0	15
97089	0	3
97101	0	2
97106	0	1
97111	0	4
97113	0	11
97114	0	7
97115	0	1
97119	0	4
97123	3	40
97124	2	42
97127	0	5
97128	0	1
97132	0	23
97133	0	3
97137	0	2
97140	2	9
97148	1	2
97201	0	11
97202	2	32
97203	2	32



97205	0	3
97206	2	40
97209	1	23
97210	0	6
97213	0	2
97214	0	14
97215	0	4
97216	0	12
97217	0	24
97219	0	42
97221	0	7
97222	1	50
97223	2	30
97224	0	21
97225	0	17
97229	0	33
97230	1	85
97231	0	1
97232	0	4
97233	2	114
97236	1	88
97239	0	17
97266	2	66
97267	0	13
97301	1	61
97302	0	65
97303	0	23
97304	0	3
97305	1	67
97306	1	30
97317	0	19
97347	0	2
97362	0	2
97378	0	6
97381	0	12
97392	0	2
97396	0	6
NULL	0	24

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

Counts were made on customers that were reconnected at any point during March 2022.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					3	1		
97003					18	4	3	1
97005					20	5	5	1
97006					30	4	3	
97007					15	3	2	
97008					15	5	6	
97009					3			
97013					1			
97015	1				11		3	
97017					1			
97019						1	1	
97023		1			4		2	
97024					17	4	1	
97026					4	1	1	
97027					8	3	2	
97030					36	7	9	1
97032					2			
97034						1	1	
97035					6	1	3	
97038			1		13	1	3	
97042					2			
97045	1				21	8	7	1
97055					7	2	4	
97060					15	5	2	
97062					7	2	2	1
97067					2	1	1	
97068					3	2		
97070					8	1	2	
97071					10	2	2	
97078					12	2	2	
97080					15	2	3	
97086					7	1	2	
97089					3			
97101					2			
97106					1			
97111					2		1	
97113					6	2	1	
97114					4	1	1	
97115					1			
97119					3			
97123	1	1			27	3	3	1
97124		2			23	6	3	
97127					2	1		1
97128					1			
97132					12	3	2	
97133					2			
97137					1	1		
97140					2	2	1	
97148		1			2			
97201						2	3	
97202					14	2	5	1

97203	2		17	6	5	1
97205			1			
97206	2		18	8	7	
97209	1		10	4	1	
97210			1		2	1
97213			2			
97214			7	1	3	2
97215			4			
97216			6		1	
97217			11	2	3	1
97219			18	3	6	
97221			4	1	1	
97222			25	6	7	2
97223		1	21	5	2	
97224			14	1	1	
97225			9	1	2	
97229			15	6	4	1
97230	1		36	7	13	3
97232					1	1
97233	2		54	15	7	
97236			40	8	10	1
97239			5	3		
97266	1	1	38	5	3	1
97267			5	2	2	1
97301		1	30	5	11	
97302			27	11	10	1
97303			11	2	7	
97304			1	1	1	
97305		1	33	14	2	1
97306	1		18	2	2	
97317			14	1	1	
97347					1	
97362					1	
97378			5			
97381			5	1	2	
97392			1			
97396			2		1	1
NULL			13	1	2	

## AMP activity for March 2022

### 1. Number of customers enrolled and/or participating:

Program:	March	Total
• 50/50	0	9,815
• Three-Month Payment Match	0	7,993
• Extended Match	3,010	14,818
• Customer Assistance	2	16,115
• Reconnect Assistance	4	2,561
<b>Total number of recipients:</b>	3,016	51,302

The 50/50, Three-Month Payment Match, Customer Assistance, and Reconnect Assistance Programs have all ended. However, we continue to come across minor corrections and adjustments which is why there continues to be minimal data for these programs.

### 2. Funds expended by program and total:

Program:	March	Total
• 50/50	\$0	\$3,541,548
• Three-Month Payment Match	\$0	\$1,944,619
• Extended Match	\$631,300	\$8,972,620
• Customer Assistance	\$698	\$6,251,936
• Reconnect Assistance	\$2,000	\$1,229,397
<b>Total funds expended:</b>	\$633,998	\$21,940,120

### 3. Total funds unallocated:

PGE beginning tranche: \$17,557,000

PGE second tranche: \$6,000,000

<b>Total funds unallocated:</b>	\$309,640
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	Total
Total funds spent:	\$21,940,120
Total funds reserved:	\$1,307,240
<b>Total funds allocated:</b>	<b>\$23,247,360</b>

When calculating available funds, PGE considered the amount of funds already provided to customers and the amount set aside for each customer enrolled in the Extended Match Program. When a customer enrolls in the Extended Match, PGE allocates \$1,000 based on the max amount of funding a customer can receive on each program. If the customer gets caught up sooner and doesn't need the full allotment, those funds are then added back into total funds available.

### 4. Average customer payments per option:

Program:	March	Total
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• 50/50	N/A	\$338
• Three-Month Payment Match	N/A	\$132
• Extended Match	\$166	\$169
• Customer Assistance	\$349	\$373
• Reconnect Assistance	\$500	\$474

This shows the average customer payment per option, as well as the average PGE match for the matching programs. The Customer Assistance and Reconnect Assistance does not require a customer payment, so the amount shown is the average amount of the assistance applied by PGE.

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%