



e-FILING REPORT COVER SHEET

COMPANY NAME: PORTLAND GENERAL ELECTRIC COMPANY

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RE 188

Report is required by:  OAR  
 Statute  
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: UM 2114

List Key Words for this report. We use these to improve search results.

COVID-19 related Arrearage Management Program activity

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



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

April 14, 2021

***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 Arrearage Management Program activity

Dear Filing Center:

On February 23, 2021 in docket UM 2114, the Commission approved Staff's recommendation in Order 21-057 to extend the moratorium on issuing disconnection notices to residential customers from April 15 to June 15. Staff's recommendation also included the requirement 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. Staff clarified that "average customer payments per option" referred to average credits to customers.

Attached is the requested AMP activity information for February 2021 and March 2021. 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/mw  
Enclosures

**1. Number of customers enrolled:**

<b>Program:</b>	<b>February</b>	<b>March</b>	<b>Total</b>
• Three-Month Payment Match	54	7,366	7,420
• Extended Match	190	2,571	2761

**Number of recipients per option:**

<b>Program:</b>	<b>February</b>	<b>March</b>	<b>Total</b>
• 50/50	77	2,417	2,494
• Three-Month Payment Match	0	4	4
• Extended Match	0	1,529	1,529
• Customer Assistance	3	573	576
<b>Total number of recipients:</b>	80	4,523	4,603

PGE started its Bill Assistance Program on February 24, 2021. PGE did not begin communications for the Bill Assistance Program until March 9, 2021 so enrollments prior to this date were a result of customers calling into PGE and expressing hardship paying their bill. The Reconnect Assistance Program will not start until residential disconnections resume, so there is no data to provide. PGE has many customers who are enrolled in a Bill Assistance Program that may not be considered a recipient yet because they have not made a payment so have not received Bill Assistance funding, because of this, both numbers are provided.

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

<b>Program:</b>	<b>February</b>	<b>March</b>	<b>Total</b>
• 50/50	\$23,149	\$824,126	\$847,275
• Three-Month Payment Match	\$0	\$550	\$550
• Extended Match	\$0	\$345,187	\$345,187
• Customer Assistance	\$545	\$154,505	\$155,050
<b>Total funds expended:</b>	\$23,694	\$1,324,368	\$1,348,062

All of PGE's Bill Assistance Programs have started except for the Reconnect Assistance Program. The Reconnect Assistance Program will not start until residential disconnections resume.

**3. Total funds unallocated:**

PGE beginning allocation: \$17,557,000

	<b>February</b>	<b>March</b>	<b>Total</b>
Total funds spent:	\$23,694	\$1,324,368	\$1,348,062
Total funds reserved:	\$217,000	\$5,906,695	\$6,123,695
<b>Total funds unallocated:</b>	\$17,316,306	\$10,325,937	\$10,085,243

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 Three-Month Payment Match and Extended Match Program. When a customer enrolls in the Three-Month Payment Match, we set aside \$500 for them and when someone enrolls in the Extended Match, we set aside \$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 added back into total funds available.

**4. Average customer payments per option:**

<b>Program:</b>	<b>February</b>	<b>March</b>
• 50/50	\$301	\$341
• Three-Month Payment Match	N/A	\$138
• Extended Match	N/A	\$226
• Customer Assistance	N/A	N/A

A customer payment is not required to receive Customer Assistance Funds. These funds are for customers who received energy assistance and have a balance remaining or customers who do not qualify for energy assistance and do not have the ability to make a payment. The Reconnect Assistance Program will not start until residential disconnections resume, so there is no data to provide.