



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

May 19, 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 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 20th day of the following month.

Attached is the PGE monthly COVID-19 report for April 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@pgn.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

Data reflects customers as of the last business day of April 2021.

Zip Code	Non-Residential	Residential
97002	930	2,243
97003	769	11,195
97004	449	1,786
97005	2,525	11,929
97006	1,645	18,643
97007	905	18,305
97008	1,173	11,991
97009	1,112	3,390
97010	1	2
97011	81	503
97013	814	2,389
97015	2,007	9,006
97017	233	1,116
97019	265	1,223
97020	77	376
97022	407	1,454
97023	1,031	4,668
97024	502	4,592
97026	284	1,158
97027	470	4,942
97028	144	728
97030	2,183	15,291
97032	482	1,745
97034	914	8,454
97035	1,345	11,401
97036	19	2
97038	1,150	6,338
97041	7	
97042	337	1,215
97045	3,439	22,095
97049	165	1,761
97051	5	
97055	1,498	7,930
97056	7	30
97060	1,087	7,896
97062	2,031	11,348
97067	400	1,257
97068	1,216	11,674
97070	1,860	11,402
97071	1,632	9,625
97078	546	9,370
97079	3	
97080	901	16,266

97086	906	12,663
97089	773	4,815
97101	340	1,555
97106	349	1,558
97109	18	81
97111	341	1,458
97113	661	4,919
97114	540	1,775
97115	324	1,727
97116	294	842
97117	67	264
97119	365	1,624
97123	2,647	17,564
97124	3,249	21,742
97125	6	19
97127	94	1,444
97128	163	492
97132	1,928	11,815
97133	457	2,267
97137	279	488
97140	1,611	9,527
97148	339	1,289
97201	731	7,375
97202	2,593	20,005
97203	1,430	12,839
97204	625	420
97205	305	2,792
97206	1,625	21,586
97208	7	
97209	2,138	14,786
97210	1,874	7,934
97211	5	
97212	2	
97213	262	3,078
97214	2,918	15,305
97215	526	7,637
97216	501	4,188
97217	1,700	12,726
97218	1	
97219	1,336	17,509
97221	322	5,565
97222	1,959	15,585
97223	2,454	20,813
97224	1,657	15,838
97225	1,163	11,603
97227	55	418
97229	1,541	27,779

97230	2,089	15,539
97231	546	2,020
97232	799	5,301
97233	1,175	15,038
97236	994	13,840
97239	765	9,660
97251	3	
97258	1	
97266	1,519	13,275
97267	1,086	12,841
97280	1	
97291	1	
97301	2,960	18,792
97302	2,748	17,113
97303	1,183	10,729
97304	282	1,329
97305	1,848	15,300
97306	800	13,744
97310	31	
97311	1	
97312	3	
97317	1,191	8,385
97325	64	166
97338	77	248
97347	198	795
97352	33	125
97362	301	1,508
97371	45	106
97373	1	
97375	114	518
97378	552	2,808
97381	1,175	6,434
97385	53	160
97392	365	1,897
97396	240	1,351
97424		1
97438	1	
98086		2

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

Data reflects customers that had late pay charges during April 2021.

Zip Code	Non-Residential	Residential
97002	94	0
97003	64	0
97004	60	0
97005	289	0
97006	151	0
97007	96	0
97008	74	0
97009	149	0
97011	7	0
97013	89	0
97015	203	0
97017	40	0
97019	28	0
97020	9	0
97022	48	0
97023	122	0
97024	56	0
97026	38	0
97027	35	0
97028	3	0
97030	230	0
97032	45	0
97034	70	0
97035	159	0
97036	2	0
97038	182	0
97042	43	0
97045	333	0
97049	28	0
97055	205	0
97056		0
97060	129	0
97062	200	0
97067	25	0
97068	142	0
97070	121	0
97071	228	0
97078	38	0
97080	84	0
97086	90	0
97089	107	0
97101	30	0
97106	36	0
97109		0
97111	29	0
97113	60	0
97114	85	0
97115	26	0
97116	28	0
97117	11	0
97119	46	0
97123	359	0
97124	307	0
97127	14	0
97128	23	0
97132	204	0
97133	60	0
97137	26	0
97140	198	0
97148	34	0
97201	61	0
97202	283	0
97203	209	0
97204	60	0
97205	31	0
97206	230	0

97209	266	0
97210	162	0
97213	25	0
97214	349	0
97215	46	0
97216	52	0
97217	204	0
97219	179	0
97221	26	0
97222	166	0
97223	224	0
97224	143	0
97225	128	0
97227	4	0
97229	184	0
97230	293	0
97231	53	0
97232	79	0
97233	200	0
97236	153	0
97239	79	0
97266	216	0
97267	120	0
97301	313	0
97302	284	0
97303	93	0
97304	41	0
97305	213	0
97306	55	0
97317	142	0
97325	7	0
97338	6	0
97347	25	0
97352	5	0
97362	30	0
97371	1	0
97375	10	0
97378	104	0
97381	129	0
97385		0
97392	57	0
97396	28	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)*

Data reflects customers that enrolled in a TPA on or before April 30, 2021, have close dates after April 30, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	36
97003	1	234
97004	7	26
97005	5	300
97006		311
97007	2	181
97008	1	209
97009	10	67
97011		9
97013	4	41
97015	10	253
97017	4	29
97019	1	25
97020		15
97022	5	56
97023	7	123
97024	4	145
97026	1	36
97027	1	125
97028		1
97030	15	575
97032	5	47
97034		39
97035	2	104
97038	9	161
97042	4	29
97045	14	437
97049	2	23
97055	9	168
97060	10	247
97062	10	200
97067	4	20
97068	4	102
97070	3	166
97071	6	249
97078		191
97080	5	426
97086	3	207
97089	4	83
97101		41
97106	3	18
97111	2	29
97113	6	111
97114	2	57
97115	4	24
97116	9	10
97117		5
97119	2	48
97123	15	289
97124	8	280
97127		36
97128	1	12
97132	3	206
97133	2	19
97137		4
97140	12	120
97148	3	34
97201	4	50
97202	20	168
97203	15	239
97204	6	3
97205	2	15
97206	15	321
97209	25	105
97210	6	35
97213		34
97214	18	95
97215		69
97216		89
97217	7	180
97219	4	155
97221	2	43
97222	9	322
97223	17	323
97224	5	192
97225	3	104

97227		1
97229	5	193
97230	9	448
97231	1	21
97232	3	31
97233	24	666
97236	15	577
97239	4	64
97266	22	408
97267	5	245
97301	26	650
97302	20	327
97303	4	264
97304		10
97305	18	570
97306	1	281
97317	6	242
97325	1	3
97338		3
97347		24
97352		4
97362	2	31
97375	1	14
97378	4	93
97381	5	115
97385		1
97392	1	36
97396		38

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

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

Data reflects customers that enrolled in a TPA during April 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		8
97003		45
97004	1	6
97005	1	67
97006		51
97007	1	26
97008		36
97009	2	11
97013	1	4
97015	4	46
97017		5
97019	1	11
97020		2
97022	2	11
97023	2	29
97024	2	26
97026		8
97027		17
97030	8	130
97032		10
97034		7
97035	1	21
97038	2	30
97042	2	8
97045	6	94
97049		7
97055	3	32
97060	3	41
97062	2	32
97067		5
97068	1	12
97070	1	30
97071	2	39
97078		28
97080	2	69
97086		26
97089	2	20
97101		4
97106		2
97111	1	
97113	1	23
97114		11
97115		5
97116		2
97119		9
97123	5	52
97124	3	56
97127		7
97128		6
97132		32
97133		2
97140	6	20
97148	1	6
97201	1	8

97202	3	35
97203	8	43
97205		3
97206		55
97209	7	19
97210	4	8
97213		5
97214	3	17
97215		14
97216		23
97217	2	36
97219		29
97221	1	8
97222		77
97223	3	84
97224	4	35
97225	1	24
97227		1
97229		49
97230	4	100
97231	1	5
97232	1	7
97233	13	161
97236	7	130
97239		10
97266	6	99
97267	3	44
97301	13	138
97302	5	59
97303	2	38
97304		3
97305	5	135
97306	1	38
97317	2	41
97325		1
97338		1
97347		6
97352		1
97362	2	4
97375		1
97378	1	16
97381	3	20
97392	1	4
97396		8

*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*

Data reflects customers that had a past due balance on the last Friday of April 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	87	28	54	38	5	11
97003	582	219	487	23	4	8
97004	52	13	26	12	8	12
97005	891	250	642	102	22	32
97006	872	305	726	72	31	10
97007	576	189	375	16	38	4
97008	656	202	492	39	1	6
97009	170	43	94	54	12	18
97011	13	6	13	2		
97013	71	24	38	18	6	10
97015	484	181	423	96	19	20
97017	43	8	36	13	4	3
97019	94	3	31	30		3
97020	17	1	7	3	1	
97022	94	32	68	19	2	9
97023	198	73	132	42	19	15
97024	206	75	232	9	10	1
97026	51	16	44	8	2	2
97027	383	68	221	22	3	5
97028	9		4	4	2	1
97030	875	352	860	77	17	18
97032	72	25	52	5	7	1
97034	128	42	61	23	5	10
97035	257	77	171	41	20	5
97036					2	
97038	383	94	252	61	16	20
97041					1	
97042	39	10	29	10	6	5
97045	927	222	651	123	18	32
97049	39	13	30	7	2	
97055	363	82	235	75	16	21
97056			1			
97060	357	116	235	44	9	10
97062	479	143	400	69	25	9
97067	36	12	24	6	3	3
97068	235	71	168	15	17	18
97070	354	116	291	29	12	3
97071	493	120	260	56	9	15
97078	480	158	427	10	8	9
97080	814	253	609	37	9	5
97086	629	168	431	37	23	13
97089	212	62	97	39	17	16
97101	67	12	47	8	3	3
97106	39	10	30	11	1	1
97109	2					
97111	46	18	29	6	2	2
97113	140	70	164	13	6	4
97114	59	13	64	23	2	5
97115	113	5	40	15	2	4
97116	18	2	14	2	1	6
97117	4	2	5	4	2	
97119	48	18	37	18	4	4
97123	627	220	580	68	31	23
97124	674	209	619	66	17	22
97127	50	14	47	1	1	6
97128	16	5	9	5	1	4

97132	612	108	325	70	18	22
97133	47	18	37	6	1	5
97137	12	9	11	4		1
97140	311	100	161	65	31	13
97148	38	14	30	7	2	2
97201	264	115	263	25	5	6
97202	986	323	549	121	37	37
97203	627	237	572	84	16	15
97204	20	17	41	14	8	4
97205	114	45	106	9	2	2
97206	1,295	375	776	115	25	36
97209	601	279	554	65	17	25
97210	253	100	178	47	7	8
97212					1	
97213	162	45	88	5	2	4
97214	659	265	495	107	32	31
97215	283	103	159	14	11	5
97216	175	62	163	7	4	5
97217	590	202	447	68	30	16
97219	406	148	390	36	15	15
97221	129	52	92	6	1	2
97222	935	131	620	63	14	16
97223	957	294	757	97	19	22
97224	526	178	391	47	24	13
97225	547	121	256	53	15	10
97227	15	3	4	3	1	
97229	898	157	521	98	16	31
97230	639	287	813	39	12	10
97231	51	18	38	13	5	5
97232	246	80	250	31	5	8
97233	954	417	1,303	31	20	17
97236	810	304	880	30	19	22
97239	275	106	216	20	3	4
97266	759	282	838	80	23	22
97267	583	146	417	30	17	10
97301	1,397	476	1,086	99	137	23
97302	548	193	541	63	133	19
97303	397	104	315	28	51	11
97304	27	12	17	4	7	7
97305	1,435	368	875	99	87	17
97306	423	149	349	11	72	2
97310				1		
97317	408	136	289	50	57	19
97325	8	2	4	3		
97338	4	4	6		2	1
97347	34	12	40	4	2	
97352	5	1	1	3	1	
97362	87	26	53	12	2	3
97371	1				2	
97375	15	7	13	2	2	5
97378	189	40	133	33	7	16
97381	297	67	146	57	11	12
97385	1	2	7			
97392	48	11	32	7	2	6
97396	118	27	59	9	2	3

*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*

Data reflects customers that had a past due balance on the last Friday of April 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$11,397	\$10,372	\$87,556	\$15,615	\$9,417	\$2,942
97003	\$58,130	\$52,077	\$476,101	\$4,229	\$2,192	\$4,848
97004	\$9,030	\$6,406	\$44,044	\$2,423	\$1,089	\$2,045
97005	\$83,433	\$57,472	\$565,825	\$18,400	\$6,901	\$61,303
97006	\$85,858	\$70,814	\$683,664	\$12,752	\$12,953	\$16,870
97007	\$62,301	\$42,914	\$422,724	\$2,379	\$41,851	\$2,019
97008	\$74,278	\$50,184	\$537,805	\$4,320	\$108	\$2,198
97009	\$25,621	\$25,114	\$177,666	\$42,894	\$12,447	\$20,139
97011	\$1,798	\$3,255	\$29,059	\$42		
97013	\$11,783	\$10,328	\$61,562	\$2,419	\$712	\$11,746
97015	\$57,564	\$41,660	\$482,204	\$30,495	\$5,608	\$23,221
97017	\$8,047	\$2,539	\$54,179	\$7,933	\$298	\$412
97019	\$19,816	\$3,091	\$60,784	\$11,316		\$1,463
97020	\$1,539	\$321	\$17,986	\$256	\$211	
97022	\$18,251	\$10,183	\$132,402	\$9,165	\$301	\$18,877
97023	\$37,564	\$28,024	\$185,152	\$16,284	\$6,333	\$8,987
97024	\$18,981	\$18,724	\$270,034	\$511	\$748	\$72
97026	\$6,435	\$4,005	\$56,403	\$624	\$644	\$1,125
97027	\$47,407	\$15,862	\$239,012	\$15,121	\$1,582	\$1,673
97028	\$636		\$4,253	\$368	\$215	\$132
97030	\$92,739	\$86,454	\$992,804	\$21,656	\$8,844	\$21,978
97032	\$8,666	\$9,382	\$70,289	\$579	\$2,974	\$273
97034	\$13,348	\$8,916	\$85,121	\$2,181	\$1,571	\$2,266
97035	\$27,858	\$20,233	\$182,045	\$3,974	\$2,489	\$4,703
97036					\$409	
97038	\$57,153	\$30,986	\$343,332	\$9,297	\$4,647	\$6,172
97041					\$46	
97042	\$4,827	\$4,702	\$62,931	\$858	\$21,409	\$868
97045	\$108,878	\$60,643	\$822,625	\$21,599	\$3,587	\$7,568
97049	\$6,421	\$2,953	\$40,851	\$995	\$518	
97055	\$51,208	\$27,762	\$360,680	\$31,266	\$14,285	\$11,143
97056			\$4,128			
97060	\$38,473	\$31,463	\$266,702	\$5,971	\$4,886	\$2,054
97062	\$46,957	\$34,239	\$409,775	\$13,075	\$12,108	\$2,559
97067	\$5,869	\$5,015	\$38,885	\$1,541	\$835	\$677
97068	\$25,265	\$23,439	\$194,312	\$928	\$11,279	\$16,000
97070	\$31,094	\$26,550	\$275,254	\$6,564	\$3,204	\$461
97071	\$57,580	\$26,387	\$225,210	\$6,747	\$2,655	\$4,272
97078	\$51,593	\$35,741	\$431,433	\$1,069	\$1,084	\$4,087
97080	\$98,451	\$67,879	\$716,080	\$7,633	\$12,665	\$2,288
97086	\$64,238	\$42,008	\$504,308	\$5,687	\$10,195	\$3,608
97089	\$33,735	\$22,581	\$167,873	\$8,571	\$8,667	\$32,833
97101	\$6,780	\$3,608	\$69,902	\$1,045	\$376	\$884
97106	\$5,232	\$2,907	\$48,817	\$786	\$54	\$81
97109	\$44					
97111	\$11,773	\$6,466	\$45,348	\$467	\$1,451	\$763
97113	\$14,675	\$21,528	\$179,742	\$1,555	\$1,149	\$2,955
97114	\$10,980	\$4,120	\$119,797	\$13,773	\$506	\$669
97115	\$16,419	\$636	\$57,260	\$2,411	\$98	\$735
97116	\$3,353	\$1,050	\$25,700	\$232	\$55	\$3,217
97117	\$755	\$410	\$16,858	\$257	\$82	
97119	\$8,760	\$8,111	\$54,419	\$1,769	\$773	\$1,127
97123	\$64,164	\$53,652	\$582,687	\$17,904	\$5,853	\$16,367
97124	\$66,928	\$52,119	\$683,178	\$13,912	\$3,645	\$12,671
97127	\$4,874	\$3,806	\$77,747	\$237	\$149	\$6,310
97128	\$3,911	\$1,962	\$22,231	\$94	\$173	\$1,310
97132	\$77,338	\$30,153	\$384,994	\$8,051	\$3,773	\$13,300

97133	\$5,622	\$6,200	\$69,150	\$1,317	\$29	\$858
97137	\$1,106	\$5,659	\$27,044	\$679		\$5,791
97140	\$36,616	\$32,325	\$159,965	\$16,877	\$21,176	\$5,110
97148	\$6,081	\$4,638	\$64,784	\$533	\$117	\$635
97201	\$18,358	\$14,596	\$133,883	\$5,588	\$1,423	\$3,092
97202	\$95,708	\$59,030	\$453,385	\$45,495	\$18,339	\$18,698
97203	\$55,598	\$50,454	\$564,849	\$22,457	\$4,649	\$6,872
97204	\$853	\$1,536	\$13,296	\$4,239	\$10,847	\$4,121
97205	\$6,006	\$5,721	\$50,610	\$1,183	\$273	\$1,931
97206	\$132,327	\$86,267	\$844,181	\$31,511	\$9,020	\$15,085
97209	\$35,630	\$38,186	\$305,889	\$21,017	\$16,901	\$18,301
97210	\$17,153	\$11,786	\$91,846	\$6,248	\$18,393	\$7,988
97212					\$37	
97213	\$13,204	\$8,553	\$71,455	\$239	\$1,081	\$1,264
97214	\$48,462	\$34,801	\$274,909	\$26,768	\$11,145	\$12,776
97215	\$23,187	\$18,864	\$160,136	\$1,713	\$1,663	\$2,210
97216	\$19,339	\$21,242	\$193,121	\$708	\$519	\$1,092
97217	\$46,489	\$39,039	\$394,469	\$22,370	\$7,447	\$11,783
97219	\$40,734	\$43,646	\$391,174	\$3,295	\$2,214	\$10,897
97221	\$11,554	\$13,216	\$73,082	\$3,562	\$42	\$312
97222	\$117,418	\$32,295	\$663,584	\$18,144	\$4,855	\$4,534
97223	\$96,832	\$73,237	\$766,242	\$27,010	\$4,671	\$11,223
97224	\$51,298	\$38,646	\$378,980	\$4,414	\$17,871	\$3,547
97225	\$55,316	\$23,874	\$255,763	\$12,371	\$2,471	\$4,263
97227	\$817	\$540	\$2,319	\$585	\$24	
97229	\$93,430	\$33,982	\$494,321	\$21,601	\$2,116	\$9,587
97230	\$73,537	\$81,078	\$881,859	\$8,799	\$13,181	\$2,148
97231	\$8,211	\$5,260	\$51,071	\$2,815	\$710	\$1,667
97232	\$15,031	\$10,263	\$96,287	\$4,668	\$531	\$9,469
97233	\$107,823	\$112,299	#####	\$3,960	\$6,644	\$5,938
97236	\$91,304	\$83,220	#####	\$3,189	\$2,870	\$12,229
97239	\$24,494	\$19,760	\$151,091	\$10,767	\$1,263	\$1,795
97266	\$80,026	\$71,269	\$991,769	\$18,150	\$6,154	\$8,580
97267	\$63,390	\$37,196	\$453,278	\$4,280	\$5,275	\$3,116
97301	\$146,322	\$114,941	#####	\$26,824	\$40,851	\$9,079
97302	\$55,034	\$45,588	\$569,626	\$35,766	\$43,475	\$8,367
97303	\$48,148	\$24,301	\$357,844	\$2,563	\$7,252	\$2,557
97304	\$2,789	\$5,007	\$27,014	\$184	\$960	\$1,095
97305	\$166,723	\$83,820	\$926,021	\$34,794	\$12,340	\$4,911
97306	\$46,939	\$32,866	\$393,212	\$1,866	\$9,270	\$639
97310				\$490		
97317	\$39,940	\$35,069	\$381,276	\$5,364	\$8,020	\$8,310
97325	\$1,519	\$1,264	\$8,308	\$257		
97338	\$439	\$2,427	\$9,945		\$273	\$237
97347	\$6,482	\$4,196	\$77,446	\$619	\$313	
97352	\$309	\$463	\$43	\$3,009	\$149	
97362	\$8,181	\$9,340	\$60,689	\$32,190	\$1,219	\$352
97371	\$9				\$260	
97375	\$1,803	\$2,968	\$24,679	\$525	\$576	\$1,089
97378	\$25,149	\$11,407	\$199,820	\$25,744	\$1,287	\$8,546
97381	\$34,654	\$16,977	\$159,638	\$6,175	\$1,996	\$3,392
97385	\$109	\$581	\$9,141			
97392	\$6,678	\$5,618	\$53,813	\$1,039	\$964	\$1,285
97396	\$16,354	\$7,566	\$91,595	\$1,524	\$333	\$1,082

*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*

Data reflects customers that had a past due balance on the last Friday of April 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 131	\$ 370	\$ 1,621	\$ 411	\$ 1,883	\$ 267
97003	\$ 100	\$ 238	\$ 978	\$ 184	\$ 548	\$ 606
97004	\$ 174	\$ 493	\$ 1,694	\$ 202	\$ 136	\$ 170
97005	\$ 94	\$ 230	\$ 881	\$ 180	\$ 314	\$ 1,916
97006	\$ 98	\$ 232	\$ 942	\$ 177	\$ 418	\$ 1,687
97007	\$ 108	\$ 227	\$ 1,127	\$ 149	\$ 1,101	\$ 505
97008	\$ 113	\$ 248	\$ 1,093	\$ 111	\$ 108	\$ 366
97009	\$ 151	\$ 584	\$ 1,890	\$ 794	\$ 1,037	\$ 1,119
97011	\$ 138	\$ 542	\$ 2,235	\$ 21	\$ -	\$ -
97013	\$ 166	\$ 430	\$ 1,620	\$ 134	\$ 119	\$ 1,175
97015	\$ 119	\$ 230	\$ 1,140	\$ 318	\$ 295	\$ 1,161
97017	\$ 187	\$ 317	\$ 1,505	\$ 610	\$ 74	\$ 137
97019	\$ 211	\$ 1,030	\$ 1,961	\$ 377	\$ -	\$ 488
97020	\$ 91	\$ 321	\$ 2,569	\$ 85	\$ 211	\$ -
97022	\$ 194	\$ 318	\$ 1,947	\$ 482	\$ 150	\$ 2,097
97023	\$ 190	\$ 384	\$ 1,403	\$ 388	\$ 333	\$ 599
97024	\$ 92	\$ 250	\$ 1,164	\$ 57	\$ 75	\$ 72
97026	\$ 126	\$ 250	\$ 1,282	\$ 78	\$ 322	\$ 562
97027	\$ 124	\$ 233	\$ 1,082	\$ 687	\$ 527	\$ 335
97028	\$ 71	\$ -	\$ 1,063	\$ 92	\$ 108	\$ 132
97030	\$ 106	\$ 246	\$ 1,154	\$ 281	\$ 520	\$ 1,221
97032	\$ 120	\$ 375	\$ 1,352	\$ 116	\$ 425	\$ 273
97034	\$ 104	\$ 212	\$ 1,395	\$ 95	\$ 314	\$ 227
97035	\$ 108	\$ 263	\$ 1,065	\$ 97	\$ 124	\$ 941
97036	\$ -	\$ -	\$ -	\$ -	\$ 204	\$ -
97038	\$ 149	\$ 330	\$ 1,362	\$ 152	\$ 290	\$ 309
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 124	\$ 470	\$ 2,170	\$ 86	\$ 3,568	\$ 174
97045	\$ 117	\$ 273	\$ 1,264	\$ 176	\$ 199	\$ 236
97049	\$ 165	\$ 227	\$ 1,362	\$ 142	\$ 259	\$ -
97055	\$ 141	\$ 339	\$ 1,535	\$ 417	\$ 893	\$ 531
97056	\$ -	\$ -	\$ 4,128	\$ -	\$ -	\$ -
97060	\$ 108	\$ 271	\$ 1,135	\$ 136	\$ 543	\$ 205
97062	\$ 98	\$ 239	\$ 1,024	\$ 189	\$ 484	\$ 284
97067	\$ 163	\$ 418	\$ 1,620	\$ 257	\$ 278	\$ 226
97068	\$ 108	\$ 330	\$ 1,157	\$ 62	\$ 663	\$ 889
97070	\$ 88	\$ 229	\$ 946	\$ 226	\$ 267	\$ 154
97071	\$ 117	\$ 220	\$ 866	\$ 120	\$ 295	\$ 285
97078	\$ 107	\$ 226	\$ 1,010	\$ 107	\$ 136	\$ 454
97080	\$ 121	\$ 268	\$ 1,176	\$ 206	\$ 1,407	\$ 458
97086	\$ 102	\$ 250	\$ 1,170	\$ 154	\$ 443	\$ 278
97089	\$ 159	\$ 364	\$ 1,731	\$ 220	\$ 510	\$ 2,052
97101	\$ 101	\$ 301	\$ 1,487	\$ 131	\$ 125	\$ 295
97106	\$ 134	\$ 291	\$ 1,627	\$ 71	\$ 54	\$ 81
97109	\$ 22	\$ -	\$ -	\$ -	\$ -	\$ -
97111	\$ 256	\$ 359	\$ 1,564	\$ 78	\$ 726	\$ 382
97113	\$ 105	\$ 308	\$ 1,096	\$ 120	\$ 191	\$ 739
97114	\$ 186	\$ 317	\$ 1,872	\$ 599	\$ 253	\$ 134
97115	\$ 145	\$ 127	\$ 1,432	\$ 161	\$ 49	\$ 184
97116	\$ 186	\$ 525	\$ 1,836	\$ 116	\$ 55	\$ 536
97117	\$ 189	\$ 205	\$ 3,372	\$ 64	\$ 41	\$ -
97119	\$ 183	\$ 451	\$ 1,471	\$ 98	\$ 193	\$ 282
97123	\$ 102	\$ 244	\$ 1,005	\$ 263	\$ 189	\$ 712
97124	\$ 99	\$ 249	\$ 1,104	\$ 211	\$ 214	\$ 576
97127	\$ 97	\$ 272	\$ 1,654	\$ 237	\$ 149	\$ 1,052
97128	\$ 244	\$ 392	\$ 2,470	\$ 19	\$ 173	\$ 328
97132	\$ 126	\$ 279	\$ 1,185	\$ 115	\$ 210	\$ 605

97133	\$	120	\$	344	\$	1,869	\$	219	\$	29	\$	172
97137	\$	92	\$	629	\$	2,459	\$	170	\$	-	\$	5,791
97140	\$	118	\$	323	\$	994	\$	260	\$	683	\$	393
97148	\$	160	\$	331	\$	2,159	\$	76	\$	58	\$	317
97201	\$	70	\$	127	\$	509	\$	224	\$	285	\$	515
97202	\$	97	\$	183	\$	826	\$	376	\$	496	\$	505
97203	\$	89	\$	213	\$	987	\$	267	\$	291	\$	458
97204	\$	43	\$	90	\$	324	\$	303	\$	1,356	\$	1,030
97205	\$	53	\$	127	\$	477	\$	131	\$	137	\$	966
97206	\$	102	\$	230	\$	1,088	\$	274	\$	361	\$	419
97209	\$	59	\$	137	\$	552	\$	323	\$	994	\$	732
97210	\$	68	\$	118	\$	516	\$	133	\$	2,628	\$	998
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	82	\$	190	\$	812	\$	48	\$	541	\$	316
97214	\$	74	\$	131	\$	555	\$	250	\$	348	\$	412
97215	\$	82	\$	183	\$	1,007	\$	122	\$	151	\$	442
97216	\$	111	\$	343	\$	1,185	\$	101	\$	130	\$	218
97217	\$	79	\$	193	\$	882	\$	329	\$	248	\$	736
97219	\$	100	\$	295	\$	1,003	\$	92	\$	148	\$	726
97221	\$	90	\$	254	\$	794	\$	594	\$	42	\$	156
97222	\$	126	\$	247	\$	1,070	\$	288	\$	347	\$	283
97223	\$	101	\$	249	\$	1,012	\$	278	\$	246	\$	510
97224	\$	98	\$	217	\$	969	\$	94	\$	745	\$	273
97225	\$	101	\$	197	\$	999	\$	233	\$	165	\$	426
97227	\$	54	\$	180	\$	580	\$	195	\$	24	\$	-
97229	\$	104	\$	216	\$	949	\$	220	\$	132	\$	309
97230	\$	115	\$	283	\$	1,085	\$	226	\$	1,098	\$	215
97231	\$	161	\$	292	\$	1,344	\$	217	\$	142	\$	333
97232	\$	61	\$	128	\$	385	\$	151	\$	106	\$	1,184
97233	\$	113	\$	269	\$	1,098	\$	128	\$	332	\$	349
97236	\$	113	\$	274	\$	1,222	\$	106	\$	151	\$	556
97239	\$	89	\$	186	\$	699	\$	538	\$	421	\$	449
97266	\$	105	\$	253	\$	1,183	\$	227	\$	268	\$	390
97267	\$	109	\$	255	\$	1,087	\$	143	\$	310	\$	312
97301	\$	105	\$	241	\$	1,058	\$	271	\$	298	\$	395
97302	\$	100	\$	236	\$	1,053	\$	568	\$	327	\$	440
97303	\$	121	\$	234	\$	1,136	\$	92	\$	142	\$	232
97304	\$	103	\$	417	\$	1,589	\$	46	\$	137	\$	156
97305	\$	116	\$	228	\$	1,058	\$	351	\$	142	\$	289
97306	\$	111	\$	221	\$	1,127	\$	170	\$	129	\$	319
97310	\$	-	\$	-	\$	-	\$	490	\$	-	\$	-
97317	\$	98	\$	258	\$	1,319	\$	107	\$	141	\$	437
97325	\$	190	\$	632	\$	2,077	\$	86	\$	-	\$	-
97338	\$	110	\$	607	\$	1,657	\$	-	\$	136	\$	237
97347	\$	191	\$	350	\$	1,936	\$	155	\$	157	\$	-
97352	\$	62	\$	463	\$	43	\$	1,003	\$	149	\$	-
97362	\$	94	\$	359	\$	1,145	\$	2,683	\$	610	\$	117
97371	\$	9	\$	-	\$	-	\$	-	\$	130	\$	-
97375	\$	120	\$	424	\$	1,898	\$	262	\$	288	\$	218
97378	\$	133	\$	285	\$	1,502	\$	780	\$	184	\$	534
97381	\$	117	\$	253	\$	1,093	\$	108	\$	181	\$	283
97385	\$	109	\$	291	\$	1,306	\$	-	\$	-	\$	-
97392	\$	139	\$	511	\$	1,682	\$	148	\$	482	\$	214
97396	\$	139	\$	280	\$	1,552	\$	169	\$	166	\$	361

*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

Data reflects customers that were disconnected during April 2021.

Zip Code	Non-Residential	Residential	No Longer Operating
97002	2		
97005	1		
97013	1		
97015	1		
97026	1		
97030	1		
97035	2		
97055	4		
97060	1		
97062	1		
97068	1		
97071	2		
97080	1		
97089	1		
97116	1		
97123	3		
97132	1		
97140	2		
97202	3		
97203	1		
97206	5		
97209	1		
97210	1		
97214	2		
97217	2		
97221	1		
97222	1		
97223	1		
97224	1		
97229	2		
97232	1		
97233	2		
97236	4		
97267	2		
97301	2		
97302	1		
97305	3		
97378	1		

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

Data reflects customers that were reconnected during April 2021.

Zip Code	Non-Residential				Residential				No Longer Operating
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days	
97005	1								
97013	1								
97015	1								
97030	1								
97035			1						
97055			4						
97062		1							
97071	1		1						
97089		1							
97123	1		1						
97132			1						
97140		1							
97202			2						
97206		3	1						
97214				1					
97221		1							
97222			1						
97223		1							
97224		1							
97229	2								
97232	1								
97233			1						
97236	1	1							
97267	2								
97301	1								
97305	1	1	1						