



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

January 25, 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 January 2022. The AMP activity information for December 2021 is included on the "Program Participation" tab. Program Participation values for December 2021 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 December 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 December 2021.

Zip Code	Non-Residential	Residential
97002	929	2,239
97003	782	11,272
97004	457	1,786
97005	2,534	12,037
97006	1,650	18,692
97007	911	18,649
97008	1,170	11,987
97009	1,123	3,394
97010	1	2
97011	80	501
97013	826	2,384
97015	2,032	9,103
97017	230	1,125
97019	268	1,223
97020	77	376
97022	412	1,451
97023	1,053	4,826
97024	506	4,603
97026	282	1,174
97027	468	4,936
97028	145	723
97030	2,181	15,349
97032	487	1,750
97034	905	8,457
97035	1,338	11,403
97036	18	2
97038	1,165	6,343
97041	7	
97042	335	1,218
97045	3,465	22,161
97049	170	1,772
97051	5	
97055	1,511	7,965
97056	7	29
97060	1,087	8,046
97062	2,017	11,346
97067	405	1,262
97068	1,217	11,682
97070	1,858	11,480
97071	1,641	9,817
97078	552	9,508
97079	4	

97080	907	16,299
97086	908	12,908
97089	780	4,826
97101	338	1,561
97106	357	1,561
97109	19	81
97111	346	1,495
97113	668	5,160
97114	539	1,784
97115	331	1,724
97116	294	849
97117	67	262
97119	370	1,618
97123	2,643	17,812
97124	3,261	21,765
97125	6	18
97127	94	1,446
97128	162	491
97132	1,937	11,920
97133	462	2,287
97137	280	489
97140	1,629	9,475
97148	335	1,356
97201	732	7,376
97202	2,604	20,010
97203	1,430	12,892
97204	632	418
97205	313	3,005
97206	1,640	21,776
97208	8	
97209	2,120	15,197
97210	1,866	7,950
97211	5	
97212	2	
97213	266	3,100
97214	2,907	15,312
97215	522	7,620
97216	502	4,184
97217	1,705	12,785
97218	1	
97219	1,338	17,522
97221	324	5,558
97222	1,968	15,596
97223	2,457	20,910
97224	1,660	15,890
97225	1,166	11,628
97227	56	420

97229	1,546	28,060
97230	2,096	15,555
97231	545	2,004
97232	805	5,225
97233	1,174	15,184
97236	997	13,852
97239	761	9,976
97251	3	
97258	1	
97266	1,522	13,287
97267	1,094	12,845
97280	1	
97291	1	
97301	2,968	18,820
97302	2,786	17,195
97303	1,185	10,743
97304	283	1,338
97305	1,872	15,554
97306	807	13,814
97310	31	
97311	1	
97312	3	
97317	1,206	8,404
97325	62	162
97338	80	248
97347	201	801
97352	33	124
97362	303	1,520
97371	45	106
97373	1	
97375	117	518
97378	553	2,808
97381	1,181	6,464
97385	54	160
97392	371	1,942
97396	238	1,353
97424		1
97438	1	
98086		1
97346	1	1
97463		1

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

Counts were made on customers that had late pay charges at any point during December 2021.

Zip Code	Non-Residential	Residential
97002	91	0
97003	106	0
97004	73	0
97005	307	0
97006	204	0
97007	90	0
97008	113	0
97009	148	0
97011	14	0
97013	103	0
97015	257	0
97017	42	0
97019	29	0
97020	5	0
97022	51	0
97023	148	0
97024	76	0
97026	25	0
97027	47	0
97028	7	0
97030	346	0
97032	60	0
97034	93	0
97035	176	0
97038	157	0
97041	0	
97042	39	0
97045	422	0
97049	25	0
97055	201	0
97056	1	0
97060	105	0
97062	188	0
97067	226	0
97068	153	0
97070	179	0
97071	192	0
97078	69	0
97079	1	
97080	138	0
97086	102	0

97089	98	0
97101	33	0
97106	57	0
97109	2	0
97111	29	0
97113	96	0
97114	137	0
97115	53	0
97116	41	0
97117	11	0
97119	47	0
97123	403	0
97124	324	0
97125	3	
97127	20	0
97128	19	0
97132	232	0
97133	52	0
97137	29	0
97140	215	0
97148	25	0
97201	73	0
97202	356	0
97203	207	0
97204	92	0
97205	57	0
97206	233	0
97209	228	0
97210	195	0
97213	19	0
97214	366	0
97215	53	0
97216	55	0
97217	214	0
97218	1	
97219	172	0
97221	29	0
97222	226	0
97223	261	0
97224	170	0
97225	130	0
97227	2	0
97229	187	0
97230	315	0
97231	65	0
97232	73	0
97233	212	0

97236	169	0
97239	89	0
97266	250	0
97267	125	0
97301	349	0
97302	341	0
97303	132	0
97304	40	0
97305	224	0
97306	77	0
97317	163	0
97325	4	0
97338	2	0
97347	15	0
97352	5	0
97362	23	0
97371	6	0
97375	12	0
97378	111	0
97381	112	0
97385	7	0
97392	62	0
97396	14	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 December 31, 2021, have close dates after September 30, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	1	61
97003		410
97004	3	41
97005	2	441
97006		559
97007	1	321
97008	3	353
97009	5	108
97011		18
97013	5	48
97015	7	373
97017	1	43
97019	3	37
97020		16
97022	4	58
97023	9	164
97024	4	243
97026	1	49
97027	1	212
97028		3
97030	2	888
97032	1	73
97034		67
97035	2	173
97038	8	271
97042	2	35
97045	10	696
97049		23
97055	7	278
97056		1
97060	2	329
97062	1	321
97067	1	30
97068	8	151
97070		295
97071	3	294
97078		320
97080	4	640



97086		347
97089	6	119
97101		50
97106	1	34
97111	2	43
97113	6	133
97114	1	73
97115		33
97116		15
97117	1	5
97119	3	43
97123	10	445
97124	5	539
97127	3	55
97128		12
97132	2	300
97133	1	31
97137	1	19
97140	1	167
97148	1	48
97201		106
97202	9	322
97203	3	418
97204		12
97205	2	48
97206	9	588
97209	8	284
97210	2	76
97213	2	55
97214	10	242
97215		99
97216		139
97217	3	300
97219	2	279
97221	1	75
97222	5	553
97223	8	591
97224	2	304
97225		172
97227		2
97229	1	425
97230	3	769
97231		22
97232	3	84
97233	8	1063

97236	7	802
97239	2	119
97266	8	668
97267	2	386
97301	7	936
97302	9	519
97303	3	368
97304		17
97305	10	719
97306		417
97317	2	308
97325		8
97338	1	8
97347		38
97352		3
97362		39
97375		16
97378	1	142
97381		156
97385		3
97392	2	39
97396		59
NULL	6	5

\*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 December 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		13
97003		97
97004	1	6
97005		92
97006		134
97007		76
97008	2	88
97009	2	20
97013	1	9
97015	2	70
97017		6
97019		8
97020		6
97022	2	8
97023	3	32
97024	1	45
97026	1	10
97027		38
97030	1	177
97032	1	15
97034		16
97035	2	33
97038	2	50
97042	1	5
97045	1	134
97049		2
97055		46
97060		66
97062		73
97067		6
97068	1	25
97070		65
97071	2	53
97078		68
97080	4	123
97086		68
97089	2	16
97101		6
97106		7
97111		6
97113	1	28

97114		15
97115		6
97116		3
97119	1	6
97123	2	78
97124		122
97127	1	9
97128		1
97132	1	55
97133		6
97137		1
97140		37
97148		9
97201		34
97202	5	63
97203		98
97204		5
97205		18
97206	2	142
97209	2	73
97210		16
97213		14
97214	2	68
97215		24
97216		28
97217		83
97219		54
97221		18
97222	1	139
97223	2	127
97224		72
97225		30
97229	1	84
97230		158
97231		7
97232	1	26
97233	3	233
97236	1	191
97239	1	29
97266	2	159
97267		80
97301	2	214
97302		106
97303	1	72
97304		1
97305	3	137
97306		80

97317		74
97325		2
97338	1	1
97347		4
97362		6
97375		2
97378	1	19
97381		34
97392	1	7
97396		10
NULL		1

\*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 December 31, 2021, have close dates at any point between October 1, 2021 and December 31, 2021, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002		16
97003		105
97004	2	6
97005	2	98
97006		132
97007		82
97008	1	109
97009	3	19
97011		1
97013	2	18
97015	3	99
97017		11
97019	4	9
97020		3
97022		19
97023	4	50
97024	1	50
97026		15
97027		49
97028		1
97030		251
97032	1	19
97034		17
97035		31
97038	1	63
97042	1	9
97045	3	164
97049		13
97055	1	61
97060		87
97062	2	84
97067	1	8
97068	1	41
97070	1	69
97071	2	85
97078		107
97080	2	185
97086	2	87
97089	3	27
97101		13

97106		9
97111		3
97113	1	38
97114		13
97115		8
97116		4
97117		1
97119		15
97123	2	117
97124	2	116
97127	1	16
97128		4
97132		77
97133	1	10
97137	1	5
97140	2	54
97148		7
97201		18
97202	7	64
97203	2	124
97204		5
97205		8
97206	5	131
97209	3	51
97210	1	22
97213		17
97214	3	36
97215	1	17
97216		38
97217	2	86
97219		77
97221		13
97222	4	140
97223	4	148
97224	1	73
97225		55
97229	2	104
97230	3	227
97231	1	11
97232		12
97233	6	272
97236		240
97239		24
97266	1	188
97267		98
97301	6	266
97302	1	143

97303	3	125
97304		4
97305	4	229
97306		121
97317	1	100
97325		2
97338		2
97347		9
97352		1
97362		9
97375	1	3
97378	2	41
97381	1	31
97392		12
97396		12
NULL	7	192



**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 December 31, 2021, have close dates at any point between October 1, 2021 and December 31, 2021, and have a "TPA Success" of Renegotiated.

Zip Code	Non-Residential	Residential
97003		1
97005		2
97007		1
97008		1
97009		1
97011		1
97015		1
97023		1
97024		1
97027		1
97030		3
97045		2
97062		2
97067		1
97071		1
97078		2
97080		3
97089		2
97124		5
97132		1
97202		1
97203		1
97209		1
97214		2
97216		2
97222		1
97223		3
97224		2
97229		1
97230		3
97232		1
97233		4
97266		1
97267		2
97301		2
97303		1
97305		3
97306		3
97317		1
97362		1
97378		1
NULL		1

**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	2	39
97003	116	258	127	33	195
97004	21	21	6	1	21
97005	176	357	184	49	280
97006	144	321	191	30	284
97007	99	202	120	13	171
97008	130	222	145	28	219
97009	32	31	14	2	50
97011	5	6	3		5
97013	20	19	17	1	31
97015	103	211	113	29	225
97017	12	15	3	1	26
97019	10	12	7		19
97020	3	5	4	2	11
97022	12	34	22	5	52
97023	35	72	35	5	92
97024	79	171	67	13	151
97026	14	30	9		34
97027	75	122	50	7	122
97028	1	2			1
97030	258	585	294	72	538
97032	22	32	12	4	39
97034	18	31	23	2	34
97035	31	74	67	6	93
97038	82	128	79	13	148
97042	6	17	2		26
97045	201	395	199	33	415
97049	14	17	8		16
97055	75	120	64	14	171
97060	113	192	77	21	191
97062	104	183	118	33	170
97067	10	13	5	1	19
97068	47	89	61	5	94
97070	80	167	104	18	153
97071	153	202	115	21	220
97078	112	207	112	21	190
97080	189	332	206	34	368
97086	107	247	111	21	191
97089	35	40	31	8	64
97101	8	19	13	2	26
97106	10	18	9		22
97111	14	9	9	1	18
97113	42	101	52	6	98
97114	15	24	11	5	43
97115	14	14	6	1	24
97116	4	7	1		8
97117		1	3		7

97119	11	13	10	4	26
97123	189	342	140	26	287
97124	145	286	158	44	260
97127	24	37	8		23
97128	3	3	1		10
97132	90	149	87	15	154
97133	7	11	4	2	17
97137	1	5	2	2	6
97140	54	79	59	8	69
97148	15	13	7		29
97201	38	80	68	8	42
97202	119	207	184	18	187
97203	187	375	159	31	241
97204	7	6	8		11
97205	18	42	29	3	19
97206	232	413	228	37	357
97209	79	173	145	9	100
97210	20	67	44	7	31
97213	21	49	41	3	30
97214	96	181	123	17	90
97215	35	73	49	8	59
97216	46	121	51	3	81
97217	89	218	113	15	175
97219	117	229	91	17	153
97221	24	56	27	4	41
97222	187	402	174	28	322
97223	150	368	244	52	360
97224	106	194	126	25	171
97225	56	114	88	7	107
97227	1	3	2	1	
97229	99	239	107	28	211
97230	234	594	237	58	501
97231	9	16	8	1	23
97232	30	56	46	4	34
97233	366	933	328	86	664
97236	266	708	244	54	538
97239	53	79	72	4	53
97266	247	558	241	48	422
97267	117	246	108	20	226
97301	315	682	343	63	597
97302	150	334	149	32	285
97303	82	235	107	14	204
97304	9	9	6		7
97305	268	559	252	60	515
97306	89	242	123	17	233
97317	94	208	98	15	150
97325	2	2			6
97338	2	4	1		4

97347	16	10	13	4	24
97352	1	2	2		4
97362	17	26	15	1	26
97371					1
97375	2	4	4	2	8
97378	28	68	22	5	77
97381	45	69	39	5	88
97385	2	3			2
97392	9	17	13	1	21
97396	17	27	16	4	32

**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 September 30, 2021, have close dates at any point on or after October 1, 2021, 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		2
97004		2
97005		6
97006		9
97007		4
97008		4
97009		6
97011		1
97013		1
97015		4
97017		1
97019		1
97022		2
97023		7
97024		2
97026		1
97027		3
97030		15
97032		1
97035		4
97038		2
97042		3
97045		12
97049		1
97055		7
97060		8
97062		5
97067		1
97068		6
97070		2
97071		3
97078		1
97080		12
97086		6
97089		4
97101		2
97106		1
97111		2

97113	3
97114	4
97117	1
97123	4
97124	7
97127	1
97128	2
97132	6
97140	1
97148	1
97202	2
97203	4
97206	9
97209	5
97214	1
97215	2
97216	4
97217	7
97219	2
97221	1
97222	3
97223	6
97224	4
97225	1
97229	3
97230	17
97232	1
97233	24
97236	22
97266	13
97267	4
97301	20
97302	6
97303	2
97305	12
97306	7
97317	5
97338	1
97378	4
97381	2
97392	1

### 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 October 1, 2021 and December 31, 2021, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97003		5
97005		3
97006		2
97008		3
97013		1
97015		3
97022		1
97023		1
97027		1
97030		4
97034		1
97035		1
97038		3
97042		1
97045		9
97055		2
97060		1
97070		2
97078		2
97080		4
97086		4
97089		1
97101		1
97113		1
97123		2
97124		3
97132		2
97201		1
97203		3
97206		5
97209		1
97213		1
97216		2
97219		1
97222		5
97223		3
97224		1
97230		3

97233	13
97236	11
97266	6
97267	6
97301	8
97302	1
97303	2
97304	1
97305	4
97306	1
97317	3
97378	3



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

Counts were made on customers that had a balance on the last Friday of December 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	86	27	24	26	2	8
97003	686	258	275	14	13	7
97004	47	16	15	13	7	12
97005	867	357	410	96	51	17
97006	979	378	406	105	75	7
97007	665	219	205	31	46	6
97008	659	240	277	28	21	5
97009	165	47	43	68	22	19
97011	44	11	10	5	3	1
97013	73	23	19	19	6	8
97015	566	228	263	86	21	17
97017	47	12	17	11	4	4
97019	85	21	10	16	3	4
97020	18	10	3	1		2
97022	129	34	26	24	7	5
97023	278	85	73	53	16	15
97024	231	122	159	12	6	18
97026	54	15	19	3	3	4
97027	365	154	122	22	6	3
97028	19	6	1	10	4	
97030	1,140	443	579	82	44	28
97032	157	44	35	33	3	4
97034	132	54	58	8	5	5
97035	298	108	182	23	11	9
97038	383	136	133	41	16	18
97041				1		1
97042	47	9	12	9	2	6
97045	1,202	464	458	133	44	51
97049	112	32	15	11	3	7
97055	571	190	142	78	26	22
97056	2			1		
97060	426	84	200	16	8	11
97062	542	191	235	45	30	10
97067	75	28	23	141	6	3
97068	233	75	115	14	13	8
97070	513	201	226	52	6	8
97071	403	221	221	39	24	21
97078	560	200	186	14	16	12

97079				1		
97080	957	350	315	28	10	9
97086	679	270	271	35	8	11
97089	214	60	50	45	8	13
97101	62	26	29	4	2	2
97106	49	10	10	6	3	2
97109	2	1	1			
97111	48	11	22	7	1	7
97113	227	64	76	18	6	
97114	74	16	22	6	5	7
97115	93	27	18	22	6	3
97116	17	5	4	3	6	8
97117	9	1	2	2	1	
97119	55	17	17	9	3	3
97123	622	222	378	51	49	42
97124	762	322	357	63	78	35
97125				1		
97127	49	7	35	2		5
97128	17	5	4	5	1	3
97132	705	222	176	99	20	26
97133	105	24	20	26	6	6
97137	17	5	2	3		1
97140	376	134	80	85	26	12
97148	58	13	12	5		4
97201	313	135	281	14	7	5
97202	1,067	390	437	132	26	48
97203	806	296	364	50	19	13
97204	34	17	49	25	6	6
97205	148	72	141	5	1	1
97206	1,348	472	526	102	25	21
97209	791	355	615	51	11	17
97210	331	142	190	37	9	10
97211				1	1	
97212						1
97213	163	56	73	6	3	5
97214	835	392	449	107	27	42
97215	308	114	121	15	6	6
97216	199	92	102	14	10	5
97217	707	263	359	76	25	26
97219	520	160	244	38	10	15
97221	148	75	78	11	1	3
97222	1,242	464	439	110	23	31
97223	1,067	397	444	105	20	25
97224	647	232	213	26	20	13
97225	501	189	172	63	29	15
97227	16	6	4	4	2	1

97229	1,138	372	373	107	61	23
97230	796	383	510	24	21	18
97231	94	18	23	19	11	9
97232	282	125	146	16	8	4
97233	1,305	517	749	50	25	31
97236	1,023	394	519	33	15	26
97239	343	139	195	7	10	8
97266	928	384	514	73	23	18
97267	836	283	283	65	16	6
97301	1,575	649	720	89	33	37
97302	738	240	318	53	21	19
97303	819	258	198	53	9	10
97304	25	18	10		3	4
97305	1,432	575	505	72	32	23
97306	535	207	185	10	2	3
97317	511	174	161	49	14	13
97325	5	1	2	2	1	
97338	2	2				
97347	95	23	28	13	1	2
97352	4		3		1	1
97362	82	26	34	10	4	4
97371	2		2			
97375	27	6	8	3	1	4
97378	194	75	61	56	12	11
97381	279	98	92	34	15	13
97385	5	1	3	3	1	
97392	69	14	15	13	3	2
97396	113	37	34	8	3	2

\*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 September 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 16,311	\$ 7,604	\$ 12,414	\$ 2,188	\$ 155	\$ 1,333
97003	\$ 68,630	\$ 50,540	\$ 140,127	\$ 2,913	\$ 9,373	\$ 2,326
97004	\$ 10,737	\$ 5,608	\$ 8,428	\$ 5,216	\$ 469	\$ 7,653
97005	\$ 82,896	\$ 67,975	\$ 217,774	\$ 24,379	\$ 8,006	\$ 4,328
97006	\$ 91,043	\$ 71,495	\$ 198,689	\$ 40,433	\$ 17,451	\$ 1,019
97007	\$ 64,879	\$ 39,764	\$ 100,031	\$ 2,494	\$ 9,430	\$ 1,240
97008	\$ 67,390	\$ 49,911	\$ 153,736	\$ 5,380	\$ 11,894	\$ 1,944
97009	\$ 29,621	\$ 15,421	\$ 48,006	\$ 32,726	\$ 19,216	\$ 14,721
97011	\$ 9,925	\$ 5,816	\$ 6,332	\$ 1,273	\$ 188	\$ 160
97013	\$ 14,501	\$ 9,215	\$ 16,970	\$ 12,799	\$ 999	\$ 1,749
97015	\$ 57,426	\$ 52,068	\$ 131,782	\$ 35,680	\$ 13,724	\$ 11,737
97017	\$ 5,847	\$ 6,714	\$ 16,477	\$ 3,271	\$ 7,272	\$ 756
97019	\$ 16,340	\$ 6,512	\$ 9,409	\$ 1,138	\$ 1,340	\$ 9,410
97020	\$ 2,629	\$ 2,231	\$ 1,152	\$ 1		\$ 518
97022	\$ 23,259	\$ 12,762	\$ 26,537	\$ 4,671	\$ 3,282	\$ 677
97023	\$ 50,036	\$ 29,720	\$ 51,907	\$ 26,566	\$ 14,129	\$ 16,833
97024	\$ 24,555	\$ 20,476	\$ 95,360	\$ 611	\$ 265	\$ 6,096
97026	\$ 6,858	\$ 3,611	\$ 22,184	\$ 218	\$ 936	\$ 3,549
97027	\$ 38,876	\$ 36,134	\$ 74,849	\$ 2,568	\$ 1,361	\$ 1,135
97028	\$ 1,841	\$ 797	\$ 163	\$ 1,620	\$ 3,196	
97030	\$ 123,916	\$ 106,924	\$ 352,352	\$ 21,969	\$ 13,065	\$ 19,819
97032	\$ 21,171	\$ 14,004	\$ 23,529	\$ 11,897	\$ 368	\$ 1,793
97034	\$ 13,174	\$ 9,384	\$ 26,320	\$ 445	\$ 638	\$ 829
97035	\$ 28,524	\$ 18,615	\$ 50,071	\$ 3,191	\$ 2,509	\$ 2,349
97038	\$ 56,600	\$ 35,575	\$ 97,115	\$ 7,325	\$ 4,950	\$ 11,480
97041				\$ 202		\$ 71
97042	\$ 9,146	\$ 3,390	\$ 14,348	\$ 2,406	\$ 180	\$ 1,288
97045	\$ 156,500	\$ 110,954	\$ 296,106	\$ 22,306	\$ 23,999	\$ 25,808
97049	\$ 18,378	\$ 6,654	\$ 4,816	\$ 1,921	\$ 3,602	\$ 2,162
97055	\$ 94,967	\$ 46,859	\$ 108,773	\$ 61,031	\$ 20,446	\$ 12,774
97056	\$ 351			\$ 47		
97060	\$ 45,061	\$ 16,825	\$ 90,111	\$ 3,142	\$ 2,553	\$ 30,027
97062	\$ 56,614	\$ 35,054	\$ 108,332	\$ 15,473	\$ 12,469	\$ 1,729
97067	\$ 13,778	\$ 9,154	\$ 19,049	\$ 23,958	\$ 1,834	\$ 668
97068	\$ 24,409	\$ 21,186	\$ 56,545	\$ 578	\$ 44,456	\$ 3,497
97070	\$ 51,915	\$ 34,152	\$ 98,897	\$ 28,054	\$ 718	\$ 1,600
97071	\$ 49,012	\$ 33,631	\$ 76,990	\$ 15,855	\$ 4,021	\$ 5,837
97078	\$ 57,483	\$ 46,820	\$ 95,453	\$ 967	\$ 3,191	\$ 2,933

97079				\$	54		
97080	\$ 109,205	\$ 84,427	\$ 210,153	\$ 11,945	\$ 2,597	\$ 1,723	
97086	\$ 70,042	\$ 58,951	\$ 176,577	\$ 7,614	\$ 3,208	\$ 3,295	
97089	\$ 36,670	\$ 15,473	\$ 31,630	\$ 15,371	\$ 11,921	\$ 10,683	
97101	\$ 10,920	\$ 6,860	\$ 12,966	\$ 222	\$ 12,947	\$ 467	
97106	\$ 4,573	\$ 2,892	\$ 8,354	\$ 267	\$ 189	\$ 383	
97109	\$ 390	\$ 402	\$ 587				
97111	\$ 6,067	\$ 4,959	\$ 20,775	\$ 892	\$ 200	\$ 3,716	
97113	\$ 22,418	\$ 16,893	\$ 55,059	\$ 1,535	\$ 1,024		
97114	\$ 9,891	\$ 4,024	\$ 19,170	\$ 1,566	\$ 1,412	\$ 803	
97115	\$ 11,600	\$ 6,838	\$ 10,478	\$ 3,467	\$ 1,835	\$ 299	
97116	\$ 4,374	\$ 1,730	\$ 1,871	\$ 806	\$ 380	\$ 1,649	
97117	\$ 755	\$ 746	\$ 9,434	\$ 89	\$ 169		
97119	\$ 9,499	\$ 5,099	\$ 8,406	\$ 512	\$ 619	\$ 347	
97123	\$ 64,944	\$ 36,550	\$ 163,927	\$ 9,029	\$ 13,044	\$ 25,136	
97124	\$ 83,819	\$ 59,738	\$ 167,108	\$ 19,093	\$ 17,649	\$ 12,078	
97125				\$	80		
97127	\$ 6,144	\$ 1,575	\$ 28,552	\$ 400		\$ 1,479	
97128	\$ 2,964	\$ 1,491	\$ 2,028	\$ 284	\$ 1,249	\$ 866	
97132	\$ 86,341	\$ 56,979	\$ 107,522	\$ 15,740	\$ 9,350	\$ 9,411	
97133	\$ 17,542	\$ 8,205	\$ 23,688	\$ 5,350	\$ 1,951	\$ 2,071	
97137	\$ 2,843	\$ 800	\$ 2,271	\$ 2,586		\$ 212	
97140	\$ 43,391	\$ 35,784	\$ 47,898	\$ 20,410	\$ 7,092	\$ 3,429	
97148	\$ 6,216	\$ 4,758	\$ 7,946	\$ 440		\$ 1,343	
97201	\$ 17,954	\$ 14,151	\$ 84,959	\$ 1,477	\$ 1,641	\$ 4,660	
97202	\$ 93,211	\$ 70,149	\$ 177,203	\$ 37,863	\$ 7,480	\$ 17,351	
97203	\$ 74,283	\$ 54,964	\$ 177,031	\$ 14,360	\$ 17,538	\$ 3,238	
97204	\$ 1,154	\$ 1,372	\$ 16,609	\$ 18,938	\$ 1,710	\$ 3,678	
97205	\$ 7,398	\$ 8,173	\$ 35,907	\$ 3,006	\$ 32	\$ 689	
97206	\$ 142,810	\$ 96,107	\$ 268,778	\$ 24,523	\$ 15,772	\$ 11,092	
97209	\$ 41,846	\$ 37,692	\$ 198,251	\$ 12,967	\$ 11,579	\$ 6,752	
97210	\$ 16,252	\$ 11,930	\$ 50,814	\$ 14,783	\$ 4,290	\$ 9,452	
97211				\$	547	\$	
97212						\$	72
97213	\$ 12,200	\$ 6,291	\$ 21,446	\$ 492	\$ 645	\$ 1,338	
97214	\$ 52,772	\$ 49,236	\$ 129,185	\$ 16,427	\$ 7,830	\$ 21,407	
97215	\$ 24,214	\$ 19,394	\$ 54,278	\$ 1,988	\$ 1,055	\$ 3,114	
97216	\$ 18,701	\$ 18,884	\$ 64,068	\$ 3,001	\$ 4,436	\$ 732	
97217	\$ 56,585	\$ 40,544	\$ 137,727	\$ 18,350	\$ 27,963	\$ 10,375	
97219	\$ 52,373	\$ 30,096	\$ 110,357	\$ 4,139	\$ 1,071	\$ 2,611	
97221	\$ 11,857	\$ 14,140	\$ 38,898	\$ 6,534	\$ 29	\$ 561	
97222	\$ 138,800	\$ 99,875	\$ 237,616	\$ 19,774	\$ 7,420	\$ 16,506	
97223	\$ 102,290	\$ 83,180	\$ 243,208	\$ 12,706	\$ 5,979	\$ 16,903	
97224	\$ 56,776	\$ 43,237	\$ 113,263	\$ 7,915	\$ 4,167	\$ 2,803	
97225	\$ 45,786	\$ 41,461	\$ 78,361	\$ 13,188	\$ 3,785	\$ 8,571	
97227	\$ 1,555	\$ 437	\$ 837	\$ 1,057	\$ 2,303	\$ 48	

97229	\$ 109,453	\$ 71,666	\$ 170,360	\$ 10,136	\$ 9,316	\$ 5,247
97230	\$ 80,912	\$ 74,546	\$ 294,120	\$ 8,180	\$ 15,040	\$ 4,421
97231	\$ 11,263	\$ 5,050	\$ 13,415	\$ 961	\$ 4,200	\$ 2,850
97232	\$ 13,819	\$ 12,299	\$ 39,724	\$ 2,121	\$ 2,837	\$ 2,232
97233	\$ 142,484	\$ 131,662	\$ 453,486	\$ 7,595	\$ 6,149	\$ 12,591
97236	\$ 130,312	\$ 95,171	\$ 324,953	\$ 8,815	\$ 5,705	\$ 22,443
97239	\$ 22,786	\$ 15,875	\$ 72,941	\$ 793	\$ 1,825	\$ 8,529
97266	\$ 101,222	\$ 83,085	\$ 307,231	\$ 10,091	\$ 8,409	\$ 6,901
97267	\$ 94,698	\$ 69,078	\$ 153,141	\$ 12,044	\$ 7,629	\$ 3,314
97301	\$ 161,785	\$ 139,663	\$ 360,689	\$ 19,804	\$ 17,790	\$ 33,961
97302	\$ 77,530	\$ 47,390	\$ 167,499	\$ 47,329	\$ 23,193	\$ 22,448
97303	\$ 98,113	\$ 58,753	\$ 106,637	\$ 17,906	\$ 1,936	\$ 3,372
97304	\$ 3,480	\$ 4,309	\$ 5,871		\$ 273	\$ 443
97305	\$ 159,826	\$ 133,381	\$ 259,117	\$ 34,436	\$ 11,520	\$ 14,108
97306	\$ 53,901	\$ 45,717	\$ 114,647	\$ 1,273	\$ 207	\$ 611
97317	\$ 59,635	\$ 35,210	\$ 89,554	\$ 11,181	\$ 1,804	\$ 4,456
97325	\$ 825	\$ 313	\$ 1,789	\$ 171	\$ 46	
97338	\$ 122	\$ 201				
97347	\$ 17,396	\$ 10,731	\$ 40,585	\$ 2,339	\$ 179	\$ 2,576
97352	\$ 530		\$ 258		\$ 3,634	\$ 5,735
97362	\$ 10,800	\$ 4,228	\$ 20,844	\$ 2,824	\$ 684	\$ 1,348
97371	\$ 235		\$ 341			
97375	\$ 3,504	\$ 1,176	\$ 4,107	\$ 199	\$ 71	\$ 821
97378	\$ 29,946	\$ 26,905	\$ 44,379	\$ 13,487	\$ 8,553	\$ 3,228
97381	\$ 35,247	\$ 22,277	\$ 44,750	\$ 3,942	\$ 3,175	\$ 2,150
97385	\$ 393	\$ 468	\$ 2,200	\$ 5,165	\$ 153	
97392	\$ 7,606	\$ 2,790	\$ 11,572	\$ 1,126	\$ 304	\$ 214
97396	16779.09	11779.51	25124.67	3623.16	708.56	823.56

\*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 September 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 190	\$ 282	\$ 517	\$ 84	\$ 77	\$ 167
97003	\$ 100	\$ 196	\$ 510	\$ 208	\$ 721	\$ 332
97004	\$ 228	\$ 351	\$ 562	\$ 401	\$ 67	\$ 638
97005	\$ 96	\$ 190	\$ 531	\$ 254	\$ 157	\$ 255
97006	\$ 93	\$ 189	\$ 489	\$ 385	\$ 233	\$ 146
97007	\$ 98	\$ 182	\$ 488	\$ 80	\$ 205	\$ 207
97008	\$ 102	\$ 208	\$ 555	\$ 192	\$ 566	\$ 389
97009	\$ 180	\$ 328	\$ 1,116	\$ 481	\$ 873	\$ 775
97011	\$ 226	\$ 529	\$ 633	\$ 255	\$ 63	\$ 160
97013	\$ 199	\$ 401	\$ 893	\$ 674	\$ 167	\$ 219
97015	\$ 101	\$ 228	\$ 501	\$ 415	\$ 654	\$ 690
97017	\$ 124	\$ 560	\$ 969	\$ 297	\$ 1,818	\$ 189
97019	\$ 192	\$ 310	\$ 941	\$ 71	\$ 447	\$ 2,352
97020	\$ 146	\$ 223	\$ 384	\$ 1	\$ -	\$ 259
97022	\$ 180	\$ 375	\$ 1,021	\$ 195	\$ 469	\$ 135
97023	\$ 180	\$ 350	\$ 711	\$ 501	\$ 883	\$ 1,122
97024	\$ 106	\$ 168	\$ 600	\$ 51	\$ 44	\$ 339
97026	\$ 127	\$ 241	\$ 1,168	\$ 73	\$ 312	\$ 887
97027	\$ 107	\$ 235	\$ 614	\$ 117	\$ 227	\$ 378
97028	\$ 97	\$ 133	\$ 163	\$ 162	\$ 799	\$ -
97030	\$ 109	\$ 241	\$ 609	\$ 268	\$ 297	\$ 708
97032	\$ 135	\$ 318	\$ 672	\$ 361	\$ 123	\$ 448
97034	\$ 100	\$ 174	\$ 454	\$ 56	\$ 128	\$ 166
97035	\$ 96	\$ 172	\$ 275	\$ 139	\$ 228	\$ 261
97038	\$ 148	\$ 262	\$ 730	\$ 179	\$ 309	\$ 638
97041	\$ -	\$ -	\$ -	\$ 202	\$ -	\$ 71
97042	\$ 195	\$ 377	\$ 1,196	\$ 267	\$ 90	\$ 215
97045	\$ 130	\$ 239	\$ 647	\$ 168	\$ 545	\$ 506
97049	\$ 164	\$ 208	\$ 321	\$ 175	\$ 1,201	\$ 309
97055	\$ 166	\$ 247	\$ 766	\$ 782	\$ 786	\$ 581
97056	\$ 176	\$ -	\$ -	\$ 47	\$ -	\$ -
97060	\$ 106	\$ 200	\$ 451	\$ 196	\$ 319	\$ 2,730
97062	\$ 104	\$ 184	\$ 461	\$ 344	\$ 416	\$ 173
97067	\$ 184	\$ 327	\$ 828	\$ 170	\$ 306	\$ 223
97068	\$ 105	\$ 282	\$ 492	\$ 41	\$ 3,420	\$ 437
97070	\$ 101	\$ 170	\$ 438	\$ 540	\$ 120	\$ 200
97071	\$ 122	\$ 152	\$ 348	\$ 407	\$ 168	\$ 278
97078	\$ 103	\$ 234	\$ 513	\$ 69	\$ 199	\$ 244

97079	\$	-	\$	-	\$	-	\$	54	\$	-	\$	-
97080	\$	114	\$	241	\$	667	\$	427	\$	260	\$	191
97086	\$	103	\$	218	\$	652	\$	218	\$	401	\$	300
97089	\$	171	\$	258	\$	633	\$	342	\$	1,490	\$	822
97101	\$	176	\$	264	\$	447	\$	56	\$	6,473	\$	233
97106	\$	93	\$	289	\$	835	\$	45	\$	63	\$	191
97109	\$	195	\$	402	\$	587	\$	-	\$	-	\$	-
97111	\$	126	\$	451	\$	944	\$	127	\$	200	\$	531
97113	\$	99	\$	264	\$	724	\$	85	\$	171	\$	-
97114	\$	134	\$	252	\$	871	\$	261	\$	282	\$	115
97115	\$	125	\$	253	\$	582	\$	158	\$	306	\$	100
97116	\$	257	\$	346	\$	468	\$	269	\$	63	\$	206
97117	\$	84	\$	746	\$	4,717	\$	45	\$	169	\$	-
97119	\$	173	\$	300	\$	494	\$	57	\$	206	\$	116
97123	\$	104	\$	165	\$	434	\$	177	\$	266	\$	598
97124	\$	110	\$	186	\$	468	\$	303	\$	226	\$	345
97125	\$	-	\$	-	\$	-	\$	80	\$	-	\$	-
97127	\$	125	\$	225	\$	816	\$	200	\$	-	\$	296
97128	\$	174	\$	298	\$	507	\$	57	\$	1,249	\$	289
97132	\$	122	\$	257	\$	611	\$	159	\$	467	\$	362
97133	\$	167	\$	342	\$	1,184	\$	206	\$	325	\$	345
97137	\$	167	\$	160	\$	1,135	\$	862	\$	-	\$	212
97140	\$	115	\$	267	\$	599	\$	240	\$	273	\$	286
97148	\$	107	\$	366	\$	662	\$	88	\$	-	\$	336
97201	\$	57	\$	105	\$	302	\$	105	\$	234	\$	932
97202	\$	87	\$	180	\$	405	\$	287	\$	288	\$	361
97203	\$	92	\$	186	\$	486	\$	287	\$	923	\$	249
97204	\$	34	\$	81	\$	339	\$	758	\$	285	\$	613
97205	\$	50	\$	114	\$	255	\$	601	\$	32	\$	689
97206	\$	106	\$	204	\$	511	\$	240	\$	631	\$	528
97209	\$	53	\$	106	\$	322	\$	254	\$	1,053	\$	397
97210	\$	49	\$	84	\$	267	\$	400	\$	477	\$	945
97211	\$	-	\$	-	\$	-	\$	547	\$	52	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	-	\$	72
97213	\$	75	\$	112	\$	294	\$	82	\$	215	\$	268
97214	\$	63	\$	126	\$	288	\$	154	\$	290	\$	510
97215	\$	79	\$	170	\$	449	\$	133	\$	176	\$	519
97216	\$	94	\$	205	\$	628	\$	214	\$	444	\$	146
97217	\$	80	\$	154	\$	384	\$	241	\$	1,119	\$	399
97219	\$	101	\$	188	\$	452	\$	109	\$	107	\$	174
97221	\$	80	\$	189	\$	499	\$	594	\$	29	\$	187
97222	\$	112	\$	215	\$	541	\$	180	\$	323	\$	532
97223	\$	96	\$	210	\$	548	\$	121	\$	299	\$	676
97224	\$	88	\$	186	\$	532	\$	304	\$	208	\$	216
97225	\$	91	\$	219	\$	456	\$	209	\$	131	\$	571
97227	\$	97	\$	73	\$	209	\$	264	\$	1,152	\$	48
97229	\$	96	\$	193	\$	457	\$	95	\$	153	\$	228



97230	\$	102	\$	195	\$	577	\$	341	\$	716	\$	246
97231	\$	120	\$	281	\$	583	\$	51	\$	382	\$	317
97232	\$	49	\$	98	\$	272	\$	133	\$	355	\$	558
97233	\$	109	\$	255	\$	605	\$	152	\$	246	\$	406
97236	\$	127	\$	242	\$	626	\$	267	\$	380	\$	863
97239	\$	66	\$	114	\$	374	\$	113	\$	182	\$	1,066
97266	\$	109	\$	216	\$	598	\$	138	\$	366	\$	383
97267	\$	113	\$	244	\$	541	\$	185	\$	477	\$	552
97301	\$	103	\$	215	\$	501	\$	223	\$	539	\$	918
97302	\$	105	\$	197	\$	527	\$	893	\$	1,104	\$	1,181
97303	\$	120	\$	228	\$	539	\$	338	\$	215	\$	337
97304	\$	139	\$	239	\$	587	\$	-	\$	91	\$	111
97305	\$	112	\$	232	\$	513	\$	478	\$	360	\$	613
97306	\$	101	\$	221	\$	620	\$	127	\$	103	\$	204
97317	\$	117	\$	202	\$	556	\$	228	\$	129	\$	343
97325	\$	165	\$	313	\$	894	\$	85	\$	46	\$	-
97338	\$	61	\$	100	\$	-	\$	-	\$	-	\$	-
97347	\$	183	\$	467	\$	1,449	\$	180	\$	179	\$	1,288
97352	\$	133	\$	-	\$	86	\$	-	\$	3,634	\$	5,735
97362	\$	132	\$	163	\$	613	\$	282	\$	171	\$	337
97371	\$	117	\$	-	\$	171	\$	-	\$	-	\$	-
97375	\$	130	\$	196	\$	513	\$	66	\$	71	\$	205
97378	\$	154	\$	359	\$	728	\$	241	\$	713	\$	293
97381	\$	126	\$	227	\$	486	\$	116	\$	212	\$	165
97385	\$	79	\$	468	\$	733	\$	1,722	\$	153	\$	-
97392	\$	110	\$	199	\$	771	\$	87	\$	101	\$	107
97396	\$	148	\$	318	\$	739	\$	453	\$	236	\$	411.78

\*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 October 1, 2021 and December 31, 2021.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	59	31	626	492	54
97003	69	57	3793	3516	249
97004	34	32	433	313	37
97005	257	150	4161	3956	273
97006	148	80	5234	4908	399
97007	44	27	3704	3167	358
97008	100	77	3461	3186	218
97009	141	113	1214	856	72
97011	8	2	177	113	19
97013	90	70	654	434	62
97015	270	192	3212	2945	233
97017	23	21	452	319	20
97019	40	49	379	250	32
97020	3	2	130	96	6
97022	40	26	678	504	42
97023	140	149	1797	1358	131
97024	56	25	1949	1678	148
97026	24	13	452	330	25
97027	49	23	1876	1466	117
97028	33	6	51	15	15
97030	237	178	7174	6823	416
97032	34	30	705	504	42
97034	46	18	969	656	154
97035	136	86	1732	1421	218
97038	100	91	2602	2124	148
97041	3	1			
97042	32	26	401	287	28
97045	288	210	7143	5898	482
97049	16	6	431	230	37
97055	182	121	2752	1905	207
97056			10	5	1
97060	134	72	2678	2320	203
97062	261	125	3029	2831	223
97067	49	50	355	218	39
97068	84	44	1957	1357	263
97070	203	94	2783	2384	248
97071	195	114	3446	2276	214
97078	56	30	3118	2726	221
97080	80	65	5814	4987	363
97086	72	60	3493	3119	348
97089	72	60	1277	935	105
97101	19	19	548	419	36
97106	19	8	348	256	26
97109			15	9	2
97111	27	21	440	332	46
97113	39	20	1406	1206	130
97114	54	24	623	473	43
97115	31	24	414	248	45
97116	22	16	190	134	25

97117	2	1	54	35	5
97119	27	20	487	390	51
97123	296	226	4633	3928	389
97124	311	193	4983	4336	495
97125					1
97127	21	17	519	388	32
97128	25	13	158	113	11
97132	120	72	3144	2263	253
97133	39	17	491	304	37
97137	20	12	129	95	7
97140	175	120	1890	1544	159
97148	18	14	400	327	31
97201	106	78	1313	1522	182
97202	345	229	4118	3652	442
97203	206	112	4362	3989	287
97204	141	90	168	208	18
97205	46	29	584	664	83
97206	238	178	6229	5477	507
97209	265	158	3095	3434	476
97210	176	88	1125	1028	197
97211	1				
97213	19	18	696	595	67
97214	355	225	3107	3110	347
97215	48	26	1299	1160	130
97216	60	43	1304	1220	84
97217	217	150	3275	3083	327
97219	143	91	3202	2682	406
97221	26	18	941	885	125
97222	167	90	5364	4285	384
97223	270	157	5597	5103	434
97224	144	75	3131	2656	285
97225	88	53	2076	1732	273
97227	13	6	57	49	7
97229	82	64	4478	3719	513
97230	346	191	5880	5262	467
97231	22	12	399	260	46
97232	81	31	896	917	121
97233	161	135	8509	8115	463
97236	178	144	7098	6346	382
97239	76	40	1508	1502	216
97266	270	176	5460	5301	395
97267	120	74	3929	3166	237
97301	371	202	8438	7719	529
97302	305	199	4404	3908	396
97303	87	54	3365	2565	252
97304	14	11	316	190	35
97305	208	155	6760	5472	389
97306	51	25	3259	2832	309
97310	1				

97317	70	56	2969	2534	192
97325			44	37	2
97338	8	4	54	41	6
97347	10	15	398	289	27
97352	7	9	38	29	8
97362	27	18	451	347	26
97371	1		13	7	4
97375	3	1	136	113	12
97378	82	60	1224	1013	87
97381	93	47	1570	1247	115
97385	2	2	46	41	6
97392	36	25	455	341	40
97396	10	5	574	396	40

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

Counts were made on customers that were disconnected at any point during December 2021.

Zip Code	Non-Residential	Residential
97002	0	3
97003	0	29
97005	0	23
97006	0	34
97007	0	12
97008	0	17
97009	0	3
97015	0	13
97019	0	1
97020	0	1
97022	0	1
97023	0	3
97024	0	3
97026	0	2
97027	0	2
97030	2	46
97032	0	2
97035	0	5
97038	1	8
97042	0	1
97045	0	18
97055	1	6
97060	0	11
97062	0	16
97070	2	6
97071	2	7
97078	0	19
97080	1	30
97086	0	12
97089	0	6
97115	0	1
97123	4	11
97124	0	26
97132	0	6
97140	0	4
97201	0	5
97202	0	15
97203	0	32
97205	0	2
97206	0	23
97209	0	15
97210	0	9
97213	0	4

97214	1	17
97215	0	4
97216	0	1
97217	1	18
97219	0	8
97221	0	2
97222	0	15
97223	0	35
97224	0	20
97225	0	4
97229	0	13
97230	0	19
97231	0	1
97232	0	3
97233	2	50
97236	5	40
97239	1	4
97266	2	24
97267	0	6
97301	1	44
97302	0	16
97303	0	5
97305	0	29
97306	0	9
97317	0	11
97362	0	1
97378	0	4
97381	0	8
97392	2	4
97396	0	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

Counts were made on customers that were reconnected at any point during December 2021.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					2	1		
97003					21	1	2	1
97005					15	2	4	2
97006					20	3	3	2
97007					4	4	2	
97008					8	4	4	
97009					2	1		
97015					8	1		
97019					1			
97020					1			
97023						1	1	
97024					1	1		
97026					2			
97027					1	1		
97030	2				33	3	4	
97032					2			
97035					2	1		
97038			1		7	1		
97045					10	6	1	1
97055			1		3	1	1	
97060					8	1		1
97062					12	1		3
97070	1	1			5	1		
97071	2				5		2	
97078					12	3	1	
97080	1				24	1	1	1
97086					8	3		
97089					5			1
97115					1			
97123	4				7	2		
97124					19	2	3	2
97132					3		2	
97140					3			
97201					4			
97202					7	1	3	3
97203					23	4	2	1
97205					1			
97206					11	3	3	
97209					8	4		1
97210					5	1		
97213					4			

97214				12	1	1	1
97215				2			
97216					1		
97217				7	4	2	
97219				7			1
97221					1		
97222				5	6	3	
97223				25	3	3	
97224				11	4	2	2
97225				3	1		
97229				8	4	1	
97230				11	3	1	
97231				1			
97232				2	1		
97233	2			29	3	9	2
97236	4	1		24	6	6	2
97239				1			1
97266	2			13	1	3	
97267				5	1		
97301			1	27	7	3	
97302				10	2	1	1
97303				3	1	1	
97305				19	3		1
97306				5	2		1
97317				8	2	1	
97362					1		
97378				2			
97381				4		2	
97392	2			1	2		
97396						1	



## AMP activity for December

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

Program:	December	Total
• 50/50	4	9,815
• Three-Month Payment Match	6	7,991
• Extended Match	3,588	13,734
• Customer Assistance	124	16,111
• Reconnect Assistance	565	1,482
<b>Total number of recipients:</b>	<b>4,287</b>	<b>49,133</b>

The 50/50, Three-Month Payment Match, and Customer 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:	December	Total
• 50/50	\$873	\$3,540,203
• Three-Month Payment Match	\$513	\$1,943,506
• Extended Match	\$706,273	\$7,229,236
• Customer Assistance	\$45,548	\$6,248,258
• Reconnect Assistance	\$275,582	\$732,661
<b>Total funds expended:</b>	<b>\$1,028,789</b>	<b>\$19,693,864</b>

### 3. Total funds unallocated:

PGE beginning tranche: \$17,557,000

PGE second tranche: \$6,000,000

<b>Total funds unallocated:</b>	\$771,086
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	Total
Total funds spent:	\$19,693,864
Total funds reserved:	\$3,092,050
<b>Total funds allocated:</b>	<b>\$22,785,914</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 which is why the unallocated funds appear as a negative number.

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

<b>Program:</b>	<b>December</b>	<b>Total</b>
• 50/50	\$219	\$361
• Three-Month Payment Match	\$86	\$244
• Extended Match	\$160	\$527
• Customer Assistance	\$340	\$388
• Reconnect Assistance	\$486	\$495

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.

<b>Month</b>	<b>Disconnect Count</b>	<b>Customer Count</b>	<b>Percent Disconnected</b>
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	0.04%