



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

August 20, 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.

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 20th 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 July 2021. The AMP activity information for July 2021 is included on tab, "Program Participation". 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

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

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

Zip Code	Non-Residential	Residential
97002	936	2,239
97003	769	11,231
97004	449	1,785
97005	2,522	11,977
97006	1,647	18,635
97007	918	18,439
97008	1,170	11,982
97009	1,112	3,387
97010	1	2
97011	81	500
97013	820	2,387
97015	2,012	9,102
97017	233	1,121
97019	267	1,226
97020	76	373
97022	408	1,448
97023	1,043	4,693
97024	503	4,595
97026	282	1,163
97027	473	4,938
97028	144	725
97030	2,179	15,287
97032	480	1,752
97034	909	8,451
97035	1,339	11,380
97036	18	2
97038	1,153	6,329
97041	7	
97042	337	1,217
97045	3,449	22,181
97049	167	1,757
97051	5	
97055	1,501	7,937
97056	7	29
97060	1,085	7,959
97062	2,030	11,349
97067	404	1,257
97068	1,223	11,666
97070	1,861	11,420
97071	1,628	9,700
97078	547	9,428
97079	4	

97080	904	16,265
97086	901	12,739
97089	774	4,831
97101	338	1,556
97106	354	1,561
97109	20	80
97111	339	1,476
97113	662	4,981
97114	539	1,782
97115	326	1,724
97116	299	845
97117	68	264
97119	364	1,622
97123	2,637	17,625
97124	3,247	21,744
97125	6	19
97127	92	1,448
97128	162	492
97132	1,932	11,858
97133	461	2,281
97137	279	485
97140	1,608	9,460
97148	336	1,324
97201	731	7,371
97202	2,597	19,976
97203	1,437	12,858
97204	625	420
97205	306	2,953
97206	1,634	21,630
97208	7	
97209	2,132	14,957
97210	1,871	7,933
97211	5	
97212	2	
97213	263	3,096
97214	2,910	15,300
97215	525	7,627
97216	499	4,184
97217	1,702	12,766
97218	1	
97219	1,338	17,478
97221	324	5,549
97222	1,956	15,593
97223	2,450	20,795
97224	1,658	15,850
97225	1,163	11,615
97227	56	420

97229	1,545	27,877
97230	2,090	15,522
97231	540	2,007
97232	799	5,298
97233	1,180	15,088
97236	991	13,834
97239	765	9,687
97251	3	
97258	1	
97266	1,528	13,257
97267	1,095	12,842
97280	1	
97291	1	
97301	2,965	18,783
97302	2,774	17,132
97303	1,183	10,727
97304	282	1,333
97305	1,865	15,477
97306	803	13,774
97310	31	
97311	1	
97312	3	
97317	1,200	8,389
97325	63	163
97338	80	248
97347	198	793
97352	33	124
97362	303	1,514
97371	44	107
97373	1	
97375	117	518
97378	554	2,802
97381	1,174	6,442
97385	53	160
97392	368	1,938
97396	239	1,345
97424		1
97438	2	
98086		2
97346	1	
97463		1

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 July 2021.

Zip Code	Non-Residential	Residential
97002	98	0
97003	78	0
97004	59	0
97005	243	0
97006	205	0
97007	87	0
97008	112	0
97009	162	0
97011	12	0
97013	96	0
97015	182	0
97017	30	0
97019	25	0
97020	12	0
97022	56	0
97023	130	0
97024	66	0
97026	35	0
97027	46	0
97028	4	0
97030	278	0
97032	47	0
97034	77	0
97035	163	0
97038	159	0
97042	41	0
97045	378	0
97049	25	0
97055	216	0
97056	1	0
97060	117	0
97062	195	0
97067	22	0
97068	103	0
97070	189	0
97071	173	0
97078	60	0
97080	133	0
97086	89	0
97089	99	0
97101	33	0
97106	39	0
97109	1	0
97111	28	0
97113	76	0
97114	60	0
97115	58	0
97116	56	0
97117	10	0
97119	39	0
97123	313	0
97124	290	0
97125	1	0
97127	16	0
97128	24	0
97132	217	0
97133	61	0
97137	16	0
97140	180	0
97148	26	0
97201	56	0
97202	289	0
97203	218	0
97204	58	0
97205	29	0
97206	228	0
97209	220	0
97210	165	0
97213	23	0

97214	274	0
97215	49	0
97216	46	0
97217	202	0
97219	136	0
97221	41	0
97222	201	0
97223	222	0
97224	143	0
97225	126	0
97227	3	0
97229	136	0
97230	236	0
97231	52	0
97232	76	0
97233	205	0
97236	156	0
97239	86	0
97266	234	0
97267	119	0
97301	303	0
97302	293	0
97303	117	0
97304	39	0
97305	203	0
97306	68	0
97317	141	0
97325	8	0
97338	6	0
97347	21	0
97352	2	0
97362	28	0
97371	4	0
97375	13	0
97378	85	0
97381	115	0
97385	5	0
97392	28	0
97396	43	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 July 31, 2021, have close dates after July 31, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	1	42
97003	3	218
97004	6	24
97005	4	270
97006		299
97007	2	186
97008	1	209
97009	7	71
97011		16
97013	3	39
97015	4	246
97017	2	29
97019	1	33
97020		11
97022	3	53
97023	5	131
97024	4	147
97026	1	45
97027	1	120
97028		2
97030	6	591
97032	2	45
97034		41
97035	1	101
97038	5	159
97042	3	31
97045	14	434
97049	1	21
97055	6	176
97060	4	217
97062	7	178
97067	3	24
97068	2	107
97070	2	153
97071	6	237
97078		190
97080	4	409
97086	1	207
97089	10	79
97101		39
97106	2	18
97111	2	26
97113	5	103
97114	1	55
97115	4	26
97116	9	7
97117		5
97119	2	42
97123	12	283
97124	10	274
97127	2	31
97128		13
97132	4	181
97133		19
97137		9
97140	6	110
97148	3	39
97201	2	43
97202	14	171
97203	13	235
97204	3	5
97205	1	15
97206	8	310
97209	14	109
97210	2	33
97213		31
97214	10	96
97215	2	55
97216		86
97217	5	180
97219	4	163
97221	1	43
97222	4	319
97223	13	322
97224	4	186
97225	1	106
97227		2

97229	1	205
97230	4	445
97231	2	18
97232	2	32
97233	17	638
97236	10	517
97239	4	62
97266	16	384
97267	6	229
97301	15	632
97302	15	309
97303	4	239
97304		12
97305	10	520
97306		285
97317	5	212
97325		5
97338		3
97347	1	26
97352		3
97362	1	28
97375	1	11
97378	4	88
97381	4	98
97385		1
97392	1	33
97396		34

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

Zip Code	Non-Residential	Residential
97002		5
97003	2	36
97004	1	4
97005	1	40
97006		58
97007		36
97008		44
97009	1	8
97011		4
97013	1	5
97015	1	39
97017		7
97019		4
97020		2
97022	1	14
97023		21
97024		18
97026		7
97027	1	22
97030		97
97032	1	6
97034		3
97035		19
97038	1	32
97042	2	6
97045	2	68
97049		1
97055	1	30
97060		43
97062	1	24
97067	1	7
97068		26
97070	1	23
97071		34
97078		29
97080		73
97086		38
97089		8
97101		2
97111		8
97113	3	21
97114		6
97115		6
97119		3
97123	3	56
97124	3	51
97127	1	5
97132	1	34
97133		4
97137		1
97140	1	12
97148		6
97201		11
97202	4	32
97203		28
97204		1
97205	1	2

97206	2	63
97209		17
97210	1	5
97213		7
97214	1	19
97215	1	9
97216		13
97217		29
97219		35
97221		10
97222	2	62
97223	1	59
97224		30
97225		19
97229		40
97230		71
97231		3
97232		5
97233	4	102
97236	1	86
97239	1	5
97266	2	67
97267		33
97301	3	105
97302	2	59
97303	1	38
97304		4
97305	3	92
97306		58
97317	1	24
97347		3
97362		4
97375		3
97378		15
97381		15
97385		1
97392		10
97396		1

*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 July 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	76	24	51	32	3	12
97003	632	230	483	21	7	4
97004	55	21	26	16	7	11
97005	792	298	668	85	17	16
97006	891	345	733	91	15	5
97007	609	171	353	17	6	4
97008	627	242	458	25	4	9
97009	160	46	88	50	18	8
97011	17	2	9	1		1
97013	71	21	36	26	4	12
97015	500	220	438	72	15	20
97017	30	17	29	6	1	5
97019	73	31	29	18	1	4
97020	16	6	8	2		1
97022	132	24	63	26	7	6
97023	264	72	152	55	11	17
97024	239	84	238	16	5	2
97026	50	19	25	8	5	
97027	368	123	224	20	9	5
97028	11	1	7	6		2
97030	1,106	372	899	85	23	22
97032	145	35	73	24	6	3
97034	160	38	56	9	1	7
97035	452	84	172	48	17	9
97038	401	131	239	68	22	23
97041					1	
97042	37	14	25	7	5	6
97045	1,052	338	724	139	39	32
97049	39	8	31	4	1	7
97055	488	160	265	86	21	21
97056			1			
97060	369	142	263	17	19	2
97062	504	164	405	89	8	6
97067	29	7	31	3	1	3
97068	285	89	133	32	15	7
97070	400	124	332	33	1	4
97071	519	171	259	60	9	13
97078	494	188	407	20	7	4
97080	815	303	625	37	12	8
97086	596	216	410	43	8	14
97089	205	65	103	33	11	16
97101	66	26	38	9	2	2
97106	39	13	26	8	3	2
97109	2			1		
97111	39	11	37	5	2	5
97113	168	57	133	15	5	2
97114	70	16	53	17	4	7
97115	91	23	42	31	2	2
97116	12	4	21	15	2	5
97117	10	2	5	1		2
97119	35	24	41	10		5
97123	636	221	542	64	28	29
97124	715	278	593	50	10	19
97127	59	19	51	5	3	3
97128	16	8	9	7	2	
97132	681	184	341	130	34	22
97133	47	10	39	8	2	7
97137	13	3	16	4	1	1
97140	322	104	148	57	29	9
97148	32	15	28	4	2	3
97201	287	156	343	24	7	6
97202	1,071	345	566	115	34	35
97203	741	262	541	38	17	18
97204	27	26	41	20	4	3
97205	125	69	137	10		1
97206	1,284	495	760	86	32	27
97209	711	526	694	68	16	14
97210	320	126	214	53	8	10
97211					1	
97212					1	
97213	159	63	95	5	2	2
97214	891	328	592	91	26	34
97215	262	110	205	22	2	4
97216	189	87	155	17	2	4
97217	624	242	479	77	13	19
97219	471	184	343	33	19	11
97221	146	69	111	12	7	
97222	1,054	399	666	77	26	26
97223	1,018	321	756	78	22	22
97224	563	185	364	48	9	19
97225	493	145	257	70	11	13
97227	16	5	4	2		
97229	1,094	295	588	62	9	28
97230	762	314	820	43	14	6
97231	48	11	44	16	1	13
97232	264	110	201	23	6	6
97233	1,031	480	1,271	46	23	20
97236	829	361	886	43	17	20
97239	321	122	222	15	1	3
97266	821	360	815	75	28	20
97267	579	192	420	39	15	9
97301	1,447	550	1,077	114	37	25
97302	661	229	543	54	13	18
97303	528	132	375	57	5	12
97304	24	11	12	3	1	5
97305	1,282	506	837	90	30	21
97306	465	160	344	25	4	3
97317	404	159	293	46	18	15
97325	7	1	9	2	1	1
97338	9	1	5			
97347	82	24	54	12	5	2
97352	3	2	1	2		
97362	84	28	49	7	6	1
97371	3			1		
97375	25	4	13	2	5	2
97378	173	50	131	38	14	8

97381	299	112	118	40	17	11
97385	2	1	5	1		
97392	48	14	32	3	1	4
97396	121	31	58	18	2	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*

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

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$10,565	\$6,137	\$66,666	\$6,940	\$226	\$2,251
97003	\$57,420	\$42,652	\$447,675	\$6,980	\$868	\$943
97004	\$9,424	\$7,600	\$38,229	\$3,776	\$700	\$3,200
97005	\$65,111	\$47,722	\$525,853	\$20,161	\$6,575	\$4,460
97006	\$78,958	\$61,945	\$638,717	\$30,389	\$4,426	\$1,558
97007	\$53,777	\$30,469	\$354,817	\$1,081	\$2,137	\$636
97008	\$51,395	\$44,799	\$448,823	\$7,658	\$487	\$1,417
97009	\$20,220	\$13,749	\$170,679	\$32,364	\$41,285	\$1,107
97011	\$2,243	\$2,799	\$8,819	\$51		\$52
97013	\$9,739	\$5,991	\$53,136	\$12,853	\$887	\$2,621
97015	\$50,984	\$42,913	\$450,492	\$26,246	\$19,934	\$21,245
97017	\$3,930	\$4,798	\$53,890	\$382	\$43	\$1,041
97019	\$9,264	\$17,550	\$41,375	\$10,470	\$97	\$1,727
97020	\$1,265	\$1,652	\$12,932	\$169		\$228
97022	\$22,031	\$5,529	\$94,734	\$5,553	\$9,938	\$916
97023	\$39,720	\$18,698	\$190,984	\$16,738	\$25,463	\$6,675
97024	\$23,480	\$18,774	\$254,688	\$2,062	\$293	\$188
97026	\$5,170	\$6,369	\$35,099	\$1,625	\$1,368	
97027	\$38,420	\$25,536	\$209,162	\$9,644	\$1,833	\$773
97028	\$882	\$27	\$5,843	\$1,968		\$1,124
97030	\$96,633	\$79,930	\$945,098	\$11,404	\$12,456	\$13,190
97032	\$18,578	\$6,650	\$72,325	\$3,878	\$2,725	\$485
97034	\$12,421	\$6,868	\$79,263	\$164	\$151	\$945
97035	\$26,730	\$13,058	\$167,055	\$2,291	\$2,325	\$2,495
97038	\$46,292	\$30,736	\$317,689	\$26,364	\$2,857	\$6,237
97041					\$46	
97042	\$4,656	\$3,660	\$51,137	\$653	\$5,189	\$858
97045	\$113,314	\$75,054	\$808,208	\$54,646	\$21,984	\$8,207
97049	\$5,215	\$2,056	\$30,479	\$261	\$379	\$4,470
97055	\$60,976	\$46,515	\$346,227	\$40,641	\$25,480	\$3,337
97056			\$4,616			
97060	\$31,718	\$29,814	\$227,349	\$4,962	\$14,926	\$321
97062	\$43,620	\$36,385	\$393,529	\$20,420	\$1,644	\$9,195
97067	\$3,339	\$1,628	\$31,072	\$662	\$192	\$265
97068	\$22,891	\$17,665	\$153,231	\$30,572	\$2,764	\$1,436
97070	\$33,151	\$22,172	\$271,200	\$13,070	\$1,259	\$389
97071	\$54,082	\$34,641	\$201,042	\$7,579	\$2,866	\$2,951
97078	\$43,991	\$33,580	\$391,070	\$2,171	\$641	\$1,005
97080	\$78,107	\$69,602	\$632,989	\$14,697	\$1,107	\$1,024
97086	\$63,711	\$45,017	\$430,703	\$7,160	\$8,090	\$10,688
97089	\$33,655	\$21,836	\$189,923	\$10,525	\$3,344	\$21,498
97101	\$5,457	\$6,690	\$61,755	\$525	\$10,933	\$873
97106	\$5,191	\$3,302	\$46,781	\$661	\$422	\$368
97109	\$359			\$61		
97111	\$6,360	\$1,669	\$54,783	\$116	\$66	\$1,117
97113	\$17,663	\$12,608	\$136,465	\$2,601	\$958	\$1,044
97114	\$7,689	\$5,810	\$94,429	\$14,784	\$1,086	\$2,784
97115	\$11,281	\$5,993	\$48,400	\$10,576	\$133	\$432
97116	\$1,147	\$1,755	\$36,931	\$7,864	\$3,508	\$674
97117	\$749	\$1,354	\$18,884	\$80		\$342
97119	\$3,093	\$7,300	\$51,186	\$1,522		\$1,556
97123	\$52,581	\$48,182	\$525,669	\$10,376	\$12,291	\$13,584
97124	\$55,016	\$50,684	\$610,237	\$13,278	\$4,180	\$9,286
97127	\$6,641	\$3,822	\$79,598	\$296	\$466	\$727
97128	\$3,040	\$2,081	\$10,805	\$613	\$208	
97132	\$69,814	\$36,909	\$389,735	\$30,801	\$26,201	\$10,679
97133	\$4,058	\$2,754	\$59,775	\$1,124	\$154	\$1,726
97137	\$1,631	\$483	\$29,942	\$8,354	\$741	\$1,717
97140	\$35,855	\$20,049	\$173,192	\$31,551	\$23,814	\$1,585
97148	\$3,670	\$3,843	\$60,828	\$68	\$631	\$948
97201	\$15,097	\$15,036	\$139,688	\$8,207	\$2,871	\$4,262
97202	\$73,156	\$51,438	\$406,923	\$30,343	\$16,181	\$20,578
97203	\$57,206	\$42,953	\$494,704	\$6,005	\$19,384	\$4,345
97204	\$1,202	\$1,576	\$15,866	\$10,290	\$2,068	\$3,636
97205	\$6,841	\$5,447	\$55,192	\$1,254		\$177
97206	\$109,418	\$95,084	\$744,234	\$25,430	\$39,489	\$9,832
97209	\$32,146	\$38,828	\$321,172	\$22,900	\$2,288	\$17,787
97210	\$12,864	\$11,371	\$93,870	\$24,770	\$1,736	\$13,325
97211					\$52	
97212					\$37	
97213	\$10,659	\$8,450	\$65,529	\$176	\$69	\$611
97214	\$41,412	\$33,594	\$303,181	\$25,504	\$9,863	\$11,467
97215	\$16,417	\$13,965	\$167,530	\$4,098	\$1,260	\$2,374
97216	\$18,106	\$18,057	\$177,849	\$1,606	\$347	\$465
97217	\$42,523	\$31,259	\$376,076	\$25,819	\$1,525	\$8,546
97219	\$37,785	\$32,106	\$352,332	\$3,205	\$3,400	\$4,088
97221	\$14,325	\$9,964	\$73,755	\$4,426	\$2,907	
97222	\$104,233	\$75,628	\$620,771	\$19,962	\$5,480	\$8,120
97223	\$84,046	\$58,156	\$721,952	\$18,208	\$22,279	\$10,318
97224	\$44,528	\$34,077	\$325,209	\$7,757	\$1,638	\$2,810
97225	\$41,627	\$21,992	\$234,001	\$17,892	\$13,356	\$2,970
97227	\$774	\$1,298	\$2,957	\$21		
97229	\$102,652	\$51,935	\$476,154	\$7,801	\$2,101	\$8,195
97230	\$65,612	\$62,380	\$852,284	\$31,277	\$6,892	\$4,785
97231	\$3,688	\$2,112	\$52,294	\$1,246	\$472	\$2,012
97232	\$13,851	\$8,785	\$93,773	\$4,274	\$3,407	\$1,915
97233	\$89,531	\$111,179	\$1,321,753	\$7,004	\$5,406	\$7,875
97236	\$82,939	\$88,266	\$995,182	\$4,857	\$7,474	\$11,345
97239	\$20,070	\$14,454	\$135,610	\$1,568	\$150	\$474
97266	\$74,766	\$73,774	\$897,021	\$18,506	\$8,481	\$12,716
97267	\$54,923	\$38,406	\$426,288	\$5,814	\$4,435	\$3,720
97301	\$125,692	\$107,023	\$1,019,890	\$21,615	\$9,810	\$6,361
97302	\$58,907	\$44,260	\$537,336	\$17,198	\$2,716	\$4,837
97303	\$56,807	\$27,739	\$371,925	\$13,403	\$450	\$2,217
97304	\$3,059	\$2,846	\$15,624	\$68	\$58	\$719
97305	\$132,771	\$100,896	\$780,831	\$18,411	\$13,505	\$6,893
97306	\$43,465	\$31,718	\$355,216	\$2,586	\$2,209	\$581
97317	\$41,007	\$33,992	\$349,156	\$4,668	\$1,820	\$3,665
97325	\$1,075	\$87	\$13,352	\$47	\$21	\$736
97338	\$514	\$161	\$6,670			
97347	\$10,223	\$8,648	\$90,826	\$1,893	\$465	\$685
97352	\$411	\$477	\$26	\$2,853		
97362	\$7,760	\$5,054	\$62,468	\$3,215	\$2,913	\$740
97371	\$217			\$138		
97375	\$3,568	\$965	\$21,310	\$90	\$849	\$967
97378	\$19,183	\$17,288	\$169,421	\$13,287	\$12,552	\$2,296
97381	\$28,028	\$20,770	\$131,638	\$4,740	\$2,681	\$1,770
97385	\$248	\$257	\$8,702	\$67		

97392	\$4,028	\$3,257	\$37,975	\$867	\$235	\$567
97396	\$12,912	\$9,548	\$90,778	\$3,440	\$830	\$134

*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 July 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 139	\$ 256	\$ 1,307	\$ 217	\$ 75	\$ 188
97003	\$ 91	\$ 185	\$ 927	\$ 332	\$ 124	\$ 236
97004	\$ 171	\$ 362	\$ 1,470	\$ 236	\$ 100	\$ 291
97005	\$ 82	\$ 160	\$ 787	\$ 237	\$ 387	\$ 279
97006	\$ 89	\$ 180	\$ 871	\$ 334	\$ 295	\$ 312
97007	\$ 88	\$ 178	\$ 1,005	\$ 64	\$ 356	\$ 159
97008	\$ 82	\$ 185	\$ 980	\$ 306	\$ 122	\$ 157
97009	\$ 126	\$ 299	\$ 1,940	\$ 647	\$ 2,294	\$ 138
97011	\$ 132	\$ 1,399	\$ 980	\$ 51	\$ -	\$ 52
97013	\$ 137	\$ 285	\$ 1,476	\$ 494	\$ 222	\$ 218
97015	\$ 102	\$ 195	\$ 1,029	\$ 365	\$ 1,329	\$ 1,062
97017	\$ 131	\$ 282	\$ 1,858	\$ 64	\$ 43	\$ 208
97019	\$ 127	\$ 566	\$ 1,427	\$ 582	\$ 97	\$ 432
97020	\$ 79	\$ 275	\$ 1,617	\$ 84	\$ -	\$ 228
97022	\$ 167	\$ 230	\$ 1,504	\$ 214	\$ 1,420	\$ 153
97023	\$ 150	\$ 260	\$ 1,256	\$ 304	\$ 2,315	\$ 393
97024	\$ 98	\$ 224	\$ 1,070	\$ 129	\$ 59	\$ 94
97026	\$ 103	\$ 335	\$ 1,404	\$ 203	\$ 274	\$ -
97027	\$ 104	\$ 208	\$ 934	\$ 482	\$ 204	\$ 155
97028	\$ 80	\$ 27	\$ 835	\$ 328	\$ -	\$ 562
97030	\$ 87	\$ 215	\$ 1,051	\$ 134	\$ 542	\$ 600
97032	\$ 128	\$ 190	\$ 991	\$ 162	\$ 454	\$ 162
97034	\$ 78	\$ 181	\$ 1,415	\$ 18	\$ 151	\$ 135
97035	\$ 59	\$ 155	\$ 971	\$ 48	\$ 137	\$ 277
97038	\$ 115	\$ 235	\$ 1,329	\$ 388	\$ 130	\$ 271
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 126	\$ 261	\$ 2,045	\$ 93	\$ 1,038	\$ 143
97045	\$ 108	\$ 222	\$ 1,116	\$ 393	\$ 564	\$ 256
97049	\$ 134	\$ 257	\$ 983	\$ 65	\$ 379	\$ 639
97055	\$ 125	\$ 291	\$ 1,307	\$ 473	\$ 1,213	\$ 159
97056	\$ -	\$ -	\$ 4,616	\$ -	\$ -	\$ -
97060	\$ 86	\$ 210	\$ 864	\$ 292	\$ 786	\$ 160
97062	\$ 87	\$ 222	\$ 972	\$ 229	\$ 205	\$ 1,533
97067	\$ 115	\$ 233	\$ 1,002	\$ 221	\$ 192	\$ 88
97068	\$ 80	\$ 198	\$ 1,152	\$ 955	\$ 184	\$ 205
97070	\$ 83	\$ 179	\$ 817	\$ 396	\$ 1,259	\$ 97
97071	\$ 104	\$ 203	\$ 776	\$ 126	\$ 318	\$ 227
97078	\$ 89	\$ 179	\$ 961	\$ 109	\$ 92	\$ 251
97080	\$ 96	\$ 230	\$ 1,013	\$ 397	\$ 92	\$ 128
97086	\$ 107	\$ 208	\$ 1,050	\$ 167	\$ 1,011	\$ 763
97089	\$ 164	\$ 336	\$ 1,844	\$ 319	\$ 304	\$ 1,344
97101	\$ 83	\$ 257	\$ 1,625	\$ 58	\$ 5,466	\$ 437
97106	\$ 133	\$ 254	\$ 1,799	\$ 83	\$ 141	\$ 184
97109	\$ 179	\$ -	\$ -	\$ 61	\$ -	\$ -
97111	\$ 163	\$ 152	\$ 1,481	\$ 23	\$ 33	\$ 223
97113	\$ 105	\$ 221	\$ 1,026	\$ 173	\$ 192	\$ 522
97114	\$ 110	\$ 363	\$ 1,782	\$ 870	\$ 271	\$ 398
97115	\$ 124	\$ 261	\$ 1,152	\$ 341	\$ 67	\$ 216
97116	\$ 96	\$ 439	\$ 1,759	\$ 524	\$ 1,754	\$ 135
97117	\$ 75	\$ 677	\$ 3,777	\$ 80	\$ -	\$ 171
97119	\$ 88	\$ 304	\$ 1,248	\$ 152	\$ -	\$ 311
97123	\$ 83	\$ 218	\$ 970	\$ 162	\$ 439	\$ 468
97124	\$ 77	\$ 182	\$ 1,029	\$ 266	\$ 418	\$ 489
97127	\$ 113	\$ 201	\$ 1,561	\$ 59	\$ 155	\$ 242
97128	\$ 190	\$ 260	\$ 1,201	\$ 88	\$ 104	\$ -
97132	\$ 103	\$ 201	\$ 1,143	\$ 237	\$ 771	\$ 485
97133	\$ 86	\$ 275	\$ 1,533	\$ 140	\$ 77	\$ 247
97137	\$ 125	\$ 161	\$ 1,871	\$ 2,088	\$ 741	\$ 1,717
97140	\$ 111	\$ 193	\$ 1,170	\$ 554	\$ 821	\$ 176
97148	\$ 115	\$ 256	\$ 2,172	\$ 17	\$ 315	\$ 316
97201	\$ 53	\$ 96	\$ 407	\$ 342	\$ 410	\$ 710
97202	\$ 68	\$ 149	\$ 719	\$ 264	\$ 476	\$ 588
97203	\$ 77	\$ 164	\$ 914	\$ 158	\$ 1,140	\$ 241
97204	\$ 45	\$ 61	\$ 387	\$ 515	\$ 517	\$ 1,212
97205	\$ 55	\$ 79	\$ 403	\$ 125	\$ -	\$ 177
97206	\$ 85	\$ 192	\$ 979	\$ 296	\$ 1,234	\$ 364
97209	\$ 45	\$ 74	\$ 463	\$ 337	\$ 143	\$ 1,271
97210	\$ 40	\$ 90	\$ 439	\$ 467	\$ 217	\$ 1,332
97211	\$ -	\$ -	\$ -	\$ -	\$ 52	\$ -
97212	\$ -	\$ -	\$ -	\$ -	\$ 37	\$ -
97213	\$ 67	\$ 134	\$ 690	\$ 35	\$ 35	\$ 305
97214	\$ 46	\$ 102	\$ 512	\$ 280	\$ 379	\$ 337
97215	\$ 63	\$ 127	\$ 817	\$ 186	\$ 630	\$ 594
97216	\$ 96	\$ 208	\$ 1,147	\$ 94	\$ 174	\$ 116
97217	\$ 68	\$ 129	\$ 785	\$ 335	\$ 117	\$ 450
97219	\$ 80	\$ 174	\$ 1,027	\$ 97	\$ 179	\$ 372
97221	\$ 98	\$ 144	\$ 664	\$ 369	\$ 415	\$ -
97222	\$ 99	\$ 190	\$ 932	\$ 259	\$ 211	\$ 312
97223	\$ 83	\$ 181	\$ 955	\$ 233	\$ 1,013	\$ 469
97224	\$ 79	\$ 184	\$ 893	\$ 162	\$ 182	\$ 148
97225	\$ 84	\$ 152	\$ 911	\$ 256	\$ 1,214	\$ 228
97227	\$ 48	\$ 260	\$ 739	\$ 11	\$ -	\$ -
97229	\$ 94	\$ 176	\$ 810	\$ 126	\$ 233	\$ 293
97230	\$ 86	\$ 199	\$ 1,039	\$ 727	\$ 492	\$ 798
97231	\$ 77	\$ 192	\$ 1,189	\$ 78	\$ 472	\$ 155
97232	\$ 52	\$ 80	\$ 467	\$ 186	\$ 568	\$ 319
97233	\$ 87	\$ 232	\$ 1,040	\$ 152	\$ 235	\$ 394
97236	\$ 100	\$ 245	\$ 1,123	\$ 113	\$ 440	\$ 567
97239	\$ 63	\$ 118	\$ 611	\$ 105	\$ 150	\$ 158
97266	\$ 91	\$ 205	\$ 1,101	\$ 247	\$ 303	\$ 636
97267	\$ 95	\$ 200	\$ 1,015	\$ 149	\$ 296	\$ 413
97301	\$ 87	\$ 195	\$ 947	\$ 190	\$ 265	\$ 254
97302	\$ 89	\$ 193	\$ 990	\$ 318	\$ 209	\$ 269
97303	\$ 108	\$ 210	\$ 992	\$ 235	\$ 90	\$ 185
97304	\$ 127	\$ 259	\$ 1,302	\$ 23	\$ 58	\$ 144
97305	\$ 104	\$ 199	\$ 933	\$ 205	\$ 450	\$ 328
97306	\$ 93	\$ 198	\$ 1,033	\$ 103	\$ 552	\$ 194
97317	\$ 102	\$ 214	\$ 1,192	\$ 101	\$ 101	\$ 244
97325	\$ 154	\$ 87	\$ 1,484	\$ 23	\$ 21	\$ 736
97338	\$ 57	\$ 161	\$ 1,334	\$ -	\$ -	\$ -
97347	\$ 125	\$ 360	\$ 1,682	\$ 158	\$ 93	\$ 343
97352	\$ 137	\$ 238	\$ 26	\$ 1,427	\$ -	\$ -
97362	\$ 92	\$ 181	\$ 1,275	\$ 459	\$ 486	\$ 740
97371	\$ 72	\$ -	\$ -	\$ 138	\$ -	\$ -
97375	\$ 143	\$ 241	\$ 1,639	\$ 45	\$ 170	\$ 484
97378	\$ 111	\$ 346	\$ 1,293	\$ 350	\$ 897	\$ 287

97381	\$	94	\$	185	\$	1,116	\$	119	\$	158	\$	161
97385	\$	124	\$	257	\$	1,740	\$	67	\$	-	\$	-
97392	\$	84	\$	233	\$	1,187	\$	289	\$	235	\$	142
97396	\$	107	\$	308	\$	1,565	\$	191	\$	415	\$	134

*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 July 1, 2021 and August 13, 2021.

For this period, we sent Bill Due Notices only for Residential customers and Disconnect Notices to Small Commercial customers.

Zip Code	Disconnect Notice Small Commercial		Bill Due Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	33	15	301	200	29
97003	40	18	2011	1654	131
97004	24	15	271	135	20
97005	84	53	1462	1794	99
97006	58	36	1911	2414	161
97007	46	6	1904	1283	242
97008	38	7	1228	1430	91
97009	40	36	343	317	17
97011	1	1	40	77	2
97013	52	38	311	230	26
97015	89	67	1181	1369	94
97017	16	6	255	128	14
97019	12	17	124	195	7
97020	3		67	30	2
97022	13	12	220	253	14
97023	45	39	637	606	51
97024	22	22	909	1122	48
97026	14	15	261	222	18
97027	17	14	652	984	57
97028	6	7	14	21	4
97030	114	57	3418	3091	245
97032	15	19	249	330	18
97034	17	10	538	394	102
97035	103	41	948	722	117
97038	65	43	1014	863	63
97042	15	5	221	104	12
97045	130	98	2755	3074	272
97049	6	5	105	180	10
97055	49	73	877	1352	76
97056			5	5	
97060	59	51	1564	1484	104
97062	116	33	1419	1458	110
97067	7	10	108	165	6
97068	51	38	1133	947	138
97070	68	53	1156	1548	119
97071	78	68	1199	1463	118
97078	34	10	1743	1349	131
97080	32	20	2513	2210	195
97086	30	20	1192	1378	144
97089	27	22	411	385	42
97101	7	9	212	198	21
97106	15	12	243	205	26
97109			4	3	
97111	10	4	247	166	17
97113	34	26	913	828	76
97114	58	29	396	306	18
97115	12	16	143	204	21
97116	28	22	139	101	2
97117	3	2	43	34	3
97119	17	10	310	158	20
97123	148	117	2578	2704	216
97124	102	103	2507	2860	255
97127	12	8	327	274	26
97128	5	1	77	49	4
97132	59	58	1123	1399	121
97133	13	12	161	219	24
97137	21	5	82	56	7
97140	54	34	667	627	88
97148	11	6	234	130	11
97201	53	31	765	749	95
97202	100	89	1303	1664	140
97203	144	42	2262	1551	206

97204	85	38	76	70	10
97205	19	3	268	238	33
97206	89	83	1935	2293	173
97209	184	73	1427	1326	246
97210	105	50	540	429	92
97213	6	1	240	230	25
97214	89	74	968	1204	137
97215	23	14	495	517	50
97216	35	24	838	802	57
97217	142	55	1677	1181	172
97219	87	68	1793	1746	194
97221	18	12	597	569	89
97222	67	94	1796	2841	172
97223	113	47	2328	2214	196
97224	91	30	1494	1175	174
97225	44	27	721	980	75
97227	1	1	34	17	6
97229	28	34	1709	2619	220
97230	128	118	3260	3578	251
97231	17	6	173	149	18
97232	40	20	371	406	42
97233	116	52	4648	3899	276
97236	121	55	3672	2514	206
97239	39	25	882	920	93
97266	144	95	2956	2603	236
97267	33	30	1265	1681	96
97301	170	71	3499	3137	252
97302	163	72	2586	2290	225
97303	25	36	1162	1725	107
97304	2	4	105	136	14
97305	74	81	2380	3258	173
97306	32	11	1981	1570	203
97310	1				
97317	41	18	1509	966	134
97325	2	1	27	21	1
97338	2	2	24	30	1
97347	3	11	139	220	8
97352	2	2	13	5	2
97362	12	8	158	141	12
97371	1	1	5	5	
97375	4	3	49	58	8
97378	23	24	392	424	14
97381	27	15	489	502	47
97385			18	13	1
97392	27	2	251	122	23
97396	14	7	175	298	9

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

Data reflects customers that were disconnected from July 1, 2021 through August 10, 2021.

Zip Code	Non-Residential	Residential	No Longer Operating
97002	1		
97003	2		
97004	2		
97005	1		
97009	1		
97013	1		
97015	2		
97017	2		
97019	1		
97022	1		
97035	2		
97038	2		
97042	1		
97055	2		
97060	2		
97078	1		
97080	1		
97089	2		
97116	2		
97123	6		
97124	1		
97132	1		
97140	1		
97202	1		
97203	2		
97206	1		
97209	2		
97210	3		
97219	1		
97230	3		
97233	1		
97236	1		
97266	3		
97301	1		
97302	1		
97303	1		
97304	1		
97305	2		
97306	1		
97325	1		
97362	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 from July 1, 2021 through August 12, 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	
97002			1						
97003	2								
97004	1								
97005	1								
97009			1						
97013	1								
97015				1					
97017	1		1						
97019	1								
97022		1							
97035		2							
97038			1						
97055		1							
97060	2								
97089		1							
97123	2	1	3						
97124		1							
97132				1					
97140		1							
97202			1						
97203		1							
97206		1							
97209	2								
97210	1	2							
97219		1							
97230		1							
97236	1								
97266	1	1							
97301				1					
97303		1							
97305		1							
97306		1							

AMP activity for July 2021

1. Number of customers enrolled:

Program:	July	Total
• 50/50	1,697	10,387
• Three-Month Payment Match	573	12,006
• Extended Match	1,909	9,896
Total number enrolled:	4,179	32,289

Number of recipients per option:

Program:	July	Total
• 50/50	1,473	9,162
• Three-Month Payment Match	1,616	12,629
• Extended Match	4,522	16,989
• Customer Assistance	196	2,128
Total number of recipients:	7,807	33,101

PGE has customers who are enrolled in a Bill Assistance Program that may not be considered a recipient yet because they have not made a payment. Because of the difference between enrollment and recipient, both numbers are provided.

2. Funds expended by program and total:

Program:	July	Total
• 50/50	\$423,356	\$3,094,066
• Three-Month Payment Match	\$203,745	\$1,676,192
• Extended Match	\$764,197	\$3,053,633
• Customer Assistance	\$57,198	\$595,608
Total funds expended:	\$1,448,496	\$6,971,003

3. Total funds unallocated:

PGE beginning allocation: \$17,557,000

Total funds unallocated:	\$1,463,507
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	Total
Total funds spent:	\$8,419,496
Total funds reserved:	\$7,673,997
Total funds allocated:	\$16,093,493

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, PGE allocates \$500 for them and when someone 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:	July	Total
• 50/50	\$287	\$338

• Three-Month Payment Match	\$126	\$133
• Extended Match	\$169	\$180
• Customer Assistance	\$292	\$280

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