



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

June 20, 2023

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 the 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.

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 June 2023. The updated response for IR 040 is also included as a separate tab. If you have any questions regarding the report, please contact Stefan Brown at (503) 464-8172. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Shay LaBray

Shay LaBray
Senior Director, Regulatory Affairs & Strategy

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

Counts were made on customers on the last business day of May 2023.

Zip Code	Non-Residential	Residential
97002	948	2,255
97003	778	11,167
97004	468	1,789
97005	2,547	12,334
97006	1,659	19,208
97007	955	18,913
97008	1,175	11,989
97009	1,133	3,416
97011	69	492
97013	835	2,380
97015	2,041	9,296
97017	229	1,127
97019	271	1,230
97020	77	375
97022	415	1,454
97023	1,092	5,008
97024	544	4,701
97026	291	1,251
97027	488	4,958
97028	144	806
97030	2,226	15,539
97032	490	1,755
97034	887	8,477
97035	1,351	11,406
97036	21	2
97038	1,194	6,400
97041	7	
97042	335	1,223
97045	3,539	22,506
97049	166	1,640
97051	5	
97055	1,542	8,128
97056	8	29
97060	1,126	8,141
97062	2,065	11,466
97067	416	1,389
97068	1,216	11,753
97070	1,878	11,568
97071	1,689	10,580
97078	513	9,167
97079	1	
97080	909	16,708

97086	1,037	13,230
97089	793	5,020
97101	343	1,566
97106	359	1,593
97109	21	82
97111	357	1,522
97113	668	5,411
97114	552	1,790
97115	343	1,736
97116	293	849
97117	70	267
97119	377	1,634
97123	2,709	18,636
97124	3,276	21,767
97125	6	17
97127	94	1,538
97128	174	497
97132	1,996	12,159
97133	483	2,399
97137	286	491
97140	1,666	9,574
97148	337	1,361
97201	719	7,365
97202	2,624	20,304
97203	1,459	13,146
97204	612	415
97205	306	3,238
97206	1,640	22,178
97208	1	
97209	2,159	15,494
97210	1,865	8,015
97211	13	7
97212	1	
97213	261	3,123
97214	2,935	15,499
97215	512	7,730
97216	476	4,243
97217	1,707	13,079
97218	4	
97219	1,350	17,610
97221	328	5,578
97222	1,953	15,789
97223	2,477	21,305
97224	1,662	16,108
97225	1,166	11,627
97227	58	425
97229	1,572	28,509

97230	2,100	15,685
97231	539	2,003
97232	820	5,433
97233	1,158	15,453
97236	999	14,142
97239	788	10,392
97240	1	
97251	12	
97266	1,462	13,442
97267	1,102	12,871
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,072	19,498
97302	2,800	17,429
97303	1,102	10,749
97304	285	1,347
97305	1,898	15,868
97306	843	13,971
97310	31	
97311	1	
97312	3	
97317	1,258	8,470
97325	62	162
97338	83	250
97347	206	792
97352	33	124
97362	309	1,548
97371	44	107
97373	1	
97375	118	522
97378	560	2,842
97381	1,208	6,520
97385	58	163
97392	378	1,960
97396	245	1,376

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 May 2023.

Zip Code	Non-Residential	Residential
97002	93	278
97003	120	1,713
97004	86	223
97005	364	2,097
97006	195	2,445
97007	92	1,973
97008	124	1,600
97009	168	500
97011	11	77
97013	145	331
97015	212	1,387
97017	33	198
97019	24	168
97020	7	44
97022	59	247
97023	175	824
97024	68	766
97026	43	265
97027	64	773
97028	4	51
97030	269	2,752
97032	52	310
97034	90	804
97035	129	1,134
97038	206	1,080
97042	56	187
97045	459	2,982
97049	20	188
97055	241	1,211
97056		3
97060	137	1,330
97062	290	1,451
97067	92	156
97068	121	1,135
97070	239	1,538
97071	212	1,814
97078	82	1,416
97080	143	2,489
97086	126	1,604
97089	105	576
97101	53	236

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

97106	59	260
97109		12
97111	43	213
97113	130	915
97114	149	366
97115	32	186
97116	51	135
97117	15	45
97119	75	242
97123	360	2,357
97124	351	2,634
97125	1	1
97127	16	287
97128	26	67
97132	230	1,405
97133	71	242
97137	29	71
97140	255	979
97148	37	207
97201	72	1,142
97202	382	2,626
97203	203	2,051
97204	77	107
97205	53	568
97206	265	3,003
97209	326	2,963
97210	212	1,117
97211		2
97213	25	431
97214	369	2,466
97215	81	924
97216	58	820
97217	252	2,058
97219	162	1,911
97221	51	666
97222	218	2,201
97223	338	2,853
97224	133	1,623
97225	154	1,269
97227	7	44
97229	121	2,430
97230	268	2,654
97231	59	249
97232	109	934
97233	243	3,123
97236	186	2,488
97239	155	1,435

97251	3	
97266	264	2,456
97267	131	1,690
97301	374	3,499
97302	352	2,494
97303	104	1,448
97304	43	146
97305	263	3,037
97306	115	1,980
97312	0	
97317	155	1,222
97325	7	22
97338	8	22
97347	18	153
97352		20
97362	26	202
97371	6	12
97375	11	80
97378	96	479
97381	148	783
97385	3	16
97392	40	241
97396	31	270

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 May 31, 2023, have close dates on or after May 1, 2023, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential	
97002		82	*May include customers with TPAs prior to March 17th, 2020
97003		541	
97004		57	
97005		613	
97006		834	
97007		466	
97008		534	
97009	3	144	
97011		19	
97013	1	72	
97015		447	
97017	1	42	
97019		46	
97020		18	
97022		97	
97023		235	
97024		351	
97026		76	
97027		278	
97030	1	1,167	
97032		81	
97034		66	
97035		228	
97038	1	357	
97042		42	
97045		891	
97049	1	40	
97055		377	
97060		435	
97062		438	
97067		47	
97068		206	
97070		369	
97071	1	442	
97078		426	
97080		837	
97086		425	
97089	2	144	
97101		66	

97106		44
97109		2
97111		52
97113		230
97114		91
97115		55
97116	1	23
97117		11
97119		81
97123		684
97124	1	750
97127		78
97128		22
97132		432
97133		47
97137		21
97140		223
97148		64
97201		146
97202		483
97203		521
97204		14
97205		76
97206		763
97209		388
97210		134
97213		90
97214	2	348
97215		151
97216	1	192
97217	1	441
97219		408
97221		108
97222		719
97223	1	789
97224		469
97225		264
97227		3
97229		582
97230		988
97231		40
97232		118
97233		1,287
97236		1,068
97239		178
97266	1	883
97267		525

97301	1	1,531
97302	3	785
97303		499
97304		25
97305	1	1,035
97306		606
97317		488
97325		6
97338		12
97347		48
97352		4
97362		65
97371		2
97375		24
97378		191
97381		232
97385		6
97392		59
97396		108

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 May 2023 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential	*New TPAs entered into during current month
97002		9	
97003		59	
97004		9	
97005		73	
97006		87	
97007		56	
97008		72	
97009	1	12	
97011		4	
97013		8	
97015		50	
97017	1	3	
97019		9	
97020		2	
97022		5	
97023		33	
97024		41	
97026		14	
97027		40	
97030		159	
97032		7	
97034		8	
97035		37	
97038		44	
97042		6	
97045		108	
97049		4	
97055		41	
97060		41	
97062		58	
97067		8	
97068		17	
97070		50	
97071		55	
97078		50	
97080		115	
97086		47	
97089	1	21	
97101		9	
97106		6	
97111		9	

97113		30
97114		8
97115		6
97116		1
97117		2
97119		8
97123		72
97124		74
97127		7
97128		2
97132		59
97133		6
97137		2
97140		28
97148		9
97201		25
97202		49
97203		78
97204		2
97205		8
97206		94
97209		59
97210		26
97213		7
97214		47
97215		24
97216		32
97217		54
97219		64
97221		12
97222		87
97223		93
97224		58
97225		33
97227		1
97229		68
97230		137
97231		4
97232		18
97233		171
97236		154
97239		25
97266	1	120
97267		71
97301		196
97302		94
97303		53

97304	4
97305	148
97306	86
97317	69
97325	1
97338	1
97347	8
97362	10
97371	1
97375	3
97378	24
97381	31
97385	2
97392	6
97396	17

**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 May 2023.

*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.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	94	33	13	49	6	6
97003	730	282	91	25	14	7
97004	54	18	4	26	6	8
97005	937	368	137	74	44	32
97006	1175	491	140	48	75	26
97007	744	245	62	21	40	6
97008	747	292	79	34	17	8
97009	213	58	20	66	18	14
97011	38	13	1	9	2	1
97013	89	24	7	48	11	7
97015	610	228	96	77	23	27
97017	52	5	5	10	2	3
97019	76	26	13	13	3	6
97020	15	7	6	4		
97022	121	46	21	16	5	13
97023	394	99	53	65	17	21
97024	280	164	45	10	17	9
97026	88	16	6	10	3	9
97027	402	151	60	26	3	7
97028	33	7		6	6	
97030	1253	520	184	60	31	19
97032	171	49	10	36	5	1
97034	169	48	15	12	4	2
97035	289	118	43	25	6	7
97038	451	156	46	88	16	19
97041				2		1
97042	46	16	5	13	3	8
97045	1333	466	159	176	54	56
97049	109	29	13	28	7	4
97055	632	199	52	153	34	25
97056	2					
97060	491	157	54	33	17	14

97062	603	231	54	90	35	13
97067	91	31	18	17	2	4
97068	273	110	30	18	30	10
97070	578	261	72	67	36	10
97071	540	341	70	104	39	24
97078	638	217	73	12	16	4
97080	1101	370	112	48	14	24
97086	748	257	134	36	12	14
97089	246	70	23	27	6	17
97101	57	34	7	8	8	4
97106	57	14	4	9	6	2
97109	1					
97111	63	13	8	10	1	2
97113	254	51	18	22	7	4
97114	93	16	6	22	2	2
97115	94	29	11	17	3	
97116	15	5	1	1	3	6
97117	12	3		4	1	2
97119	63	9	9	15	3	6
97123	694	323	99	54	65	34
97124	844	407	95	60	88	27
97127	74	22	6	3	1	1
97128	19	3	1	6	3	3
97132	640	227	70	76	29	24
97133	111	29	11	19	14	6
97137	12	5	5	4	2	4
97140	379	124	35	89	37	22
97148	46	16	6	12	1	2
97201	340	171	195	15	10	6
97202	1087	435	165	121	38	38
97203	908	295	128	72	11	20
97204	45	19	26	14	3	5
97205	189	91	102	6	5	1
97206	1492	511	243	89	34	31
97209	1082	489	482	62	21	24
97210	312	162	133	31	8	15
97211			1	1		
97212						1
97213	188	68	53	8	2	4
97214	892	399	292	86	27	45
97215	370	112	82	15	10	3
97216	249	59	37	13	1	3
97217	797	267	214	70	23	18
97219	525	203	66	27	15	12
97221	159	59	28	8	3	2
97222	1156	444	207	103	19	29
97223	1232	428	173	86	36	25

97224	635	229	75	40	16	2
97225	555	196	59	54	37	10
97227	19	1	2	4		2
97229	1136	443	143	58	58	8
97230	853	456	175	34	38	13
97231	76	22	15	23	6	12
97232	323	164	114	32	8	8
97233	1347	611	335	43	19	44
97236	1121	432	212	36	18	35
97239	400	178	123	25	6	7
97251					1	
97266	1032	422	237	66	24	33
97267	816	333	125	40	22	19
97301	1803	779	284	119	37	32
97302	824	292	119	80	24	17
97303	843	284	97	46	11	12
97304	23	21	3	3	8	2
97305	1617	681	220	85	37	31
97306	633	201	71	32	7	5
97310				3		
97317	563	170	61	68	16	10
97325	8	3	1	2	2	1
97338	1	4	1			
97347	89	39	21	21	1	1
97352	7	3	2			
97362	86	32	14	9	3	2
97371	2					
97375	20	5	7	3	1	3
97378	226	72	31	38	13	18
97381	304	101	55	47	24	11
97385	6		1	1	1	
97392	86	19	8	19	2	4
97396	132	52	16	20	4	1

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 May 2023.

*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.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$15,144	\$15,079	\$9,691	\$4,219	\$15,589	\$6,380
97003	\$83,645	\$63,917	\$34,039	\$4,984	\$6,149	\$4,535
97004	\$12,726	\$5,464	\$2,899	\$3,290	\$7,440	\$5,217
97005	\$103,321	\$84,774	\$49,436	\$18,569	\$12,651	\$16,606
97006	\$139,972	\$112,805	\$52,675	\$13,339	\$15,226	\$6,958
97007	\$81,309	\$58,676	\$23,814	\$3,481	\$7,765	\$1,286
97008	\$105,278	\$77,919	\$38,569	\$10,486	\$14,937	\$2,511
97009	\$44,972	\$21,328	\$29,114	\$43,060	\$34,803	\$18,402
97011	\$9,051	\$2,327	\$152	\$1,436	\$1,195	\$180
97013	\$14,961	\$10,957	\$5,868	\$5,448	\$3,588	\$1,257
97015	\$72,875	\$60,910	\$63,683	\$39,848	\$18,778	\$28,563
97017	\$7,114	\$2,256	\$2,710	\$3,379	\$265	\$4,213
97019	\$15,705	\$10,177	\$14,009	\$12,147	\$820	\$680
97020	\$1,670	\$2,498	\$5,160	\$293		
97022	\$29,207	\$22,043	\$21,338	\$8,809	\$8,022	\$51,243
97023	\$64,775	\$45,612	\$47,927	\$20,546	\$9,716	\$39,445
97024	\$29,334	\$29,654	\$26,144	\$2,028	\$2,417	\$3,271
97026	\$12,419	\$4,569	\$4,270	\$1,135	\$5,216	\$6,485
97027	\$50,559	\$37,538	\$24,875	\$1,998	\$1,189	\$3,075
97028	\$5,542	\$5,850		\$1,866	\$1,258	
97030	\$145,247	\$128,255	\$97,334	\$13,806	\$8,106	\$25,270
97032	\$26,777	\$13,958	\$7,683	\$12,342	\$764	\$227
97034	\$17,927	\$14,459	\$3,730	\$799	\$237	\$2,029
97035	\$29,889	\$27,361	\$16,363	\$4,116	\$4,790	\$2,056
97038	\$78,147	\$47,959	\$21,852	\$10,313	\$4,283	\$10,366
97041				\$61		\$71
97042	\$7,059	\$7,242	\$1,932	\$900	\$1,197	\$1,917
97045	\$185,828	\$130,667	\$85,928	\$25,479	\$20,715	\$27,299
97049	\$20,074	\$10,236	\$10,828	\$1,991	\$1,052	\$1,644
97055	\$108,980	\$57,350	\$36,286	\$46,725	\$21,425	\$16,937
97056	\$395					
97060	\$53,807	\$36,283	\$20,025	\$10,204	\$7,813	\$6,959
97062	\$67,576	\$58,748	\$21,778	\$34,163	\$23,877	\$20,220

97067	\$15,000	\$11,744	\$11,253	\$2,574	\$515	\$2,738
97068	\$32,379	\$25,034	\$16,464	\$1,593	\$8,400	\$4,076
97070	\$64,402	\$56,664	\$25,871	\$10,415	\$14,509	\$7,040
97071	\$80,281	\$67,641	\$23,055	\$23,604	\$13,085	\$43,132
97078	\$73,100	\$51,567	\$35,679	\$1,561	\$5,841	\$562
97080	\$141,476	\$106,054	\$59,512	\$7,979	\$2,003	\$9,509
97086	\$103,255	\$73,337	\$69,662	\$7,105	\$6,446	\$16,289
97089	\$49,483	\$26,293	\$14,919	\$4,131	\$2,036	\$29,482
97101	\$10,550	\$8,799	\$3,192	\$348	\$2,461	\$707
97106	\$7,153	\$4,191	\$1,934	\$359	\$543	\$853
97109	\$268					
97111	\$10,571	\$4,592	\$6,715	\$1,153	\$31	\$459
97113	\$29,274	\$12,767	\$5,374	\$3,612	\$574	\$1,829
97114	\$15,437	\$5,155	\$7,270	\$4,358	\$238	\$133
97115	\$12,969	\$9,832	\$4,481	\$3,249	\$148	
97116	\$1,719	\$1,623	\$645	\$0	\$265	\$9,058
97117	\$1,907	\$1,542		\$360	\$63	\$1,541
97119	\$9,237	\$3,439	\$3,677	\$2,166	\$1,273	\$872
97123	\$72,359	\$59,664	\$34,203	\$23,572	\$17,770	\$21,536
97124	\$98,658	\$92,603	\$43,239	\$30,169	\$18,385	\$14,906
97127	\$8,544	\$6,971	\$2,231	\$371	\$27	\$405
97128	\$3,608	\$867	\$2,661	\$2,064	\$1,481	\$3,329
97132	\$94,587	\$59,442	\$33,336	\$11,844	\$8,067	\$17,338
97133	\$17,580	\$7,371	\$12,219	\$3,939	\$3,710	\$977
97137	\$1,302	\$2,528	\$4,461	\$361	\$1,810	\$3,928
97140	\$50,441	\$33,566	\$17,537	\$23,934	\$25,992	\$34,116
97148	\$7,977	\$5,893	\$6,366	\$2,587	\$115	\$7,741
97201	\$24,985	\$22,811	\$57,122	\$415	\$668	\$5,762
97202	\$110,594	\$90,007	\$50,500	\$47,545	\$13,552	\$13,809
97203	\$84,750	\$66,813	\$47,880	\$78,431	\$4,348	\$29,181
97204	\$2,018	\$1,822	\$7,249	\$7,168	\$3,502	\$11,219
97205	\$11,363	\$10,537	\$25,023	\$945	\$3,368	\$200
97206	\$172,987	\$125,306	\$91,917	\$37,451	\$6,832	\$20,932
97209	\$64,172	\$66,367	\$117,854	\$32,017	\$17,231	\$40,560
97210	\$21,995	\$20,218	\$26,890	\$9,858	\$1,578	\$10,501
97211			\$337	\$52		
97212						\$75
97213	\$14,747	\$12,581	\$16,759	\$611	\$2,863	\$2,392
97214	\$71,719	\$58,606	\$66,517	\$23,197	\$9,147	\$60,404
97215	\$33,113	\$18,935	\$25,878	\$1,198	\$1,710	\$3,021
97216	\$30,884	\$16,411	\$21,858	\$4,638	\$29	\$2,564
97217	\$71,838	\$49,492	\$57,929	\$24,226	\$18,635	\$7,744
97219	\$59,181	\$50,814	\$29,620	\$2,634	\$3,157	\$6,846
97221	\$15,477	\$11,882	\$8,821	\$1,040	\$201	\$386
97222	\$144,888	\$108,090	\$98,726	\$51,224	\$5,475	\$18,827
97223	\$135,103	\$104,803	\$64,761	\$16,335	\$7,749	\$10,629
97224	\$76,177	\$63,053	\$34,830	\$13,843	\$4,206	\$2,686

97225	\$62,634	\$42,648	\$28,527	\$13,280	\$7,231	\$3,260
97227	\$1,081	\$107	\$208	\$51		\$439
97229	\$126,090	\$100,837	\$54,955	\$5,433	\$11,900	\$5,482
97230	\$102,539	\$97,920	\$94,900	\$10,220	\$15,853	\$12,920
97231	\$12,298	\$7,453	\$8,918	\$2,328	\$1,076	\$7,479
97232	\$23,614	\$21,282	\$27,108	\$6,734	\$8,995	\$3,857
97233	\$148,606	\$162,369	\$174,663	\$7,585	\$15,583	\$48,442
97236	\$133,364	\$118,180	\$129,314	\$4,627	\$3,953	\$43,482
97239	\$32,523	\$27,522	\$36,645	\$4,247	\$2,068	\$5,067
97251					\$220	
97266	\$120,267	\$108,691	\$121,005	\$12,111	\$14,434	\$38,569
97267	\$106,576	\$91,149	\$64,473	\$5,493	\$6,290	\$18,983
97301	\$218,779	\$211,971	\$119,453	\$49,840	\$7,146	\$22,157
97302	\$85,808	\$79,114	\$56,168	\$16,198	\$9,727	\$4,945
97303	\$110,253	\$65,744	\$45,787	\$7,541	\$11,749	\$5,558
97304	\$3,373	\$3,345	\$1,743	\$954	\$4,507	\$346
97305	\$205,908	\$183,594	\$99,823	\$23,933	\$11,706	\$28,431
97306	\$75,656	\$50,108	\$28,680	\$10,498	\$3,484	\$1,528
97310				\$1,337		
97317	\$73,513	\$52,073	\$33,273	\$8,416	\$7,724	\$3,980
97325	\$2,226	\$2,886	\$123	\$154	\$152	\$566
97338	\$322	\$466	\$322			
97347	\$15,363	\$9,870	\$18,540	\$2,287	\$70	\$278
97352	\$1,094	\$572	\$163			
97362	\$9,687	\$8,711	\$5,908	\$2,061	\$2,085	\$292
97371	\$1,969					
97375	\$2,980	\$1,457	\$2,611	\$127	\$428	\$412
97378	\$40,392	\$25,292	\$21,096	\$9,000	\$3,520	\$11,408
97381	\$42,746	\$30,688	\$27,939	\$12,301	\$6,977	\$3,221
97385	\$1,486		\$110	\$32	\$107	
97392	\$11,078	\$5,319	\$2,634	\$3,687	\$245	\$1,544
97396	\$19,305	\$17,550	\$11,426	\$1,152	\$851	\$879

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 May 2023.

*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.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$161	\$457	\$745	\$86	\$2,598	\$1,063
97003	\$115	\$227	\$374	\$199	\$439	\$648
97004	\$236	\$304	\$725	\$127	\$1,240	\$652
97005	\$110	\$230	\$361	\$251	\$288	\$519
97006	\$119	\$230	\$376	\$278	\$203	\$268
97007	\$109	\$239	\$384	\$166	\$194	\$214
97008	\$141	\$267	\$488	\$308	\$879	\$314
97009	\$211	\$368	\$1,456	\$652	\$1,933	\$1,314
97011	\$238	\$179	\$152	\$160	\$598	\$180
97013	\$168	\$457	\$838	\$114	\$326	\$180
97015	\$119	\$267	\$663	\$518	\$816	\$1,058
97017	\$137	\$451	\$542	\$338	\$132	\$1,404
97019	\$207	\$391	\$1,078	\$934	\$273	\$113
97020	\$111	\$357	\$860	\$73		
97022	\$241	\$479	\$1,016	\$551	\$1,604	\$3,942
97023	\$164	\$461	\$904	\$316	\$572	\$1,878
97024	\$105	\$181	\$581	\$203	\$142	\$363
97026	\$141	\$286	\$712	\$113	\$1,739	\$721
97027	\$126	\$249	\$415	\$77	\$396	\$439
97028	\$168	\$836		\$311	\$210	
97030	\$116	\$247	\$529	\$230	\$261	\$1,330
97032	\$157	\$285	\$768	\$343	\$153	\$227
97034	\$106	\$301	\$249	\$67	\$59	\$1,014
97035	\$103	\$232	\$381	\$165	\$798	\$294
97038	\$173	\$307	\$475	\$117	\$268	\$546
97041				\$30		\$71
97042	\$153	\$453	\$386	\$69	\$399	\$240
97045	\$139	\$280	\$540	\$145	\$384	\$487
97049	\$184	\$353	\$833	\$71	\$150	\$411
97055	\$172	\$288	\$698	\$305	\$630	\$677
97056	\$197					
97060	\$110	\$231	\$371	\$309	\$460	\$497

97062	\$112	\$254	\$403	\$380	\$682	\$1,555
97067	\$165	\$379	\$625	\$151	\$258	\$684
97068	\$119	\$228	\$549	\$88	\$280	\$408
97070	\$111	\$217	\$359	\$155	\$403	\$704
97071	\$149	\$198	\$329	\$227	\$336	\$1,797
97078	\$115	\$238	\$489	\$130	\$365	\$141
97080	\$128	\$287	\$531	\$166	\$143	\$396
97086	\$138	\$285	\$520	\$197	\$537	\$1,163
97089	\$201	\$376	\$649	\$153	\$339	\$1,734
97101	\$185	\$259	\$456	\$43	\$308	\$177
97106	\$125	\$299	\$483	\$40	\$90	\$426
97109	\$268					
97111	\$168	\$353	\$839	\$115	\$31	\$230
97113	\$115	\$250	\$299	\$164	\$82	\$457
97114	\$166	\$322	\$1,212	\$198	\$119	\$66
97115	\$138	\$339	\$407	\$191	\$49	
97116	\$115	\$325	\$645	\$0	\$88	\$1,510
97117	\$159	\$514		\$90	\$63	\$770
97119	\$147	\$382	\$409	\$144	\$424	\$145
97123	\$104	\$185	\$345	\$437	\$273	\$633
97124	\$117	\$228	\$455	\$503	\$209	\$552
97127	\$115	\$317	\$372	\$124	\$27	\$405
97128	\$190	\$289	\$2,661	\$344	\$494	\$1,110
97132	\$148	\$262	\$476	\$156	\$278	\$722
97133	\$158	\$254	\$1,111	\$207	\$265	\$163
97137	\$109	\$506	\$892	\$90	\$905	\$982
97140	\$133	\$271	\$501	\$269	\$702	\$1,551
97148	\$173	\$368	\$1,061	\$216	\$115	\$3,870
97201	\$73	\$133	\$293	\$28	\$67	\$960
97202	\$102	\$207	\$306	\$393	\$357	\$363
97203	\$93	\$226	\$374	\$1,089	\$395	\$1,459
97204	\$45	\$96	\$279	\$512	\$1,167	\$2,244
97205	\$60	\$116	\$245	\$157	\$674	\$200
97206	\$116	\$245	\$378	\$421	\$201	\$675
97209	\$59	\$136	\$245	\$516	\$821	\$1,690
97210	\$70	\$125	\$202	\$318	\$197	\$700
97211			\$337	\$52		
97212						\$75
97213	\$78	\$185	\$316	\$76	\$1,432	\$598
97214	\$80	\$147	\$228	\$270	\$339	\$1,342
97215	\$89	\$169	\$316	\$80	\$171	\$1,007
97216	\$124	\$278	\$591	\$357	\$29	\$855
97217	\$90	\$185	\$271	\$346	\$810	\$430
97219	\$113	\$250	\$449	\$98	\$210	\$570
97221	\$97	\$201	\$315	\$130	\$67	\$193
97222	\$125	\$243	\$477	\$497	\$288	\$649
97223	\$110	\$245	\$374	\$190	\$215	\$425

97224	\$120	\$275	\$464	\$346	\$263	\$1,343
97225	\$113	\$218	\$484	\$246	\$195	\$326
97227	\$57	\$107	\$104	\$13		\$219
97229	\$111	\$228	\$384	\$94	\$205	\$685
97230	\$120	\$215	\$542	\$301	\$417	\$994
97231	\$162	\$339	\$595	\$101	\$179	\$623
97232	\$73	\$130	\$238	\$210	\$1,124	\$482
97233	\$110	\$266	\$521	\$176	\$820	\$1,101
97236	\$119	\$274	\$610	\$129	\$220	\$1,242
97239	\$81	\$155	\$298	\$170	\$345	\$724
97251					\$220	
97266	\$117	\$258	\$511	\$184	\$601	\$1,169
97267	\$131	\$274	\$516	\$137	\$286	\$999
97301	\$121	\$272	\$421	\$419	\$193	\$692
97302	\$104	\$271	\$472	\$202	\$405	\$291
97303	\$131	\$231	\$472	\$164	\$1,068	\$463
97304	\$147	\$159	\$581	\$318	\$563	\$173
97305	\$127	\$270	\$454	\$282	\$316	\$917
97306	\$120	\$249	\$404	\$328	\$498	\$306
97310				\$446		
97317	\$131	\$306	\$545	\$124	\$483	\$398
97325	\$278	\$962	\$123	\$77	\$76	\$566
97338	\$322	\$116	\$322			
97347	\$173	\$253	\$883	\$109	\$70	\$278
97352	\$156	\$191	\$81			
97362	\$113	\$272	\$422	\$229	\$695	\$146
97371	\$985					
97375	\$149	\$291	\$373	\$42	\$428	\$137
97378	\$179	\$351	\$681	\$237	\$271	\$634
97381	\$141	\$304	\$508	\$262	\$291	\$293
97385	\$248		\$110	\$32	\$107	
97392	\$129	\$280	\$329	\$194	\$123	\$386
97396	\$146	\$338	\$714	\$58	\$213	\$879

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 May 1, 2023 and May 31, 2023.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	22	12	218	182	21
97003	21	15	1,188	1,169	131
97004	54	11	160	115	19
97005	114	89	1,344	1,461	155
97006	74	56	1,689	1,906	167
97007	30	22	1,260	1,134	151
97008	28	23	1,203	1,255	122
97009	54	75	365	420	30
97011	3	3	57	65	4
97013	35	28	209	141	23
97015	71	64	922	981	82
97017	5	8	153	117	13
97019	10	9	135	184	12
97020			34	34	
97022	26	44	206	325	12
97023	52	75	580	708	46
97024	28	19	770	710	84
97026	27	25	177	159	18
97027	10	18	522	715	42
97028	6	3	13	17	10
97030	90	75	2,177	2,407	191
97032	14	18	210	202	26
97034	11	8	385	263	81
97035	49	33	715	576	115
97038	73	46	758	762	75
97041	2	1			
97042	31	14	125	94	20
97045	156	139	2,063	2,010	217
97049	4	4	122	106	14
97055	76	76	835	905	78
97056			1	2	
97060	88	54	1,371	969	109
97062	122	64	1,122	1,017	107
97067	7	5	114	103	12
97068	45	27	940	544	128
97070	164	160	897	946	100

97071	79	71	1,198	1,206	144
97078	28	20	1,018	1,041	101
97080	32	43	1,809	1,752	161
97086	39	30	1,026	1,032	131
97089	24	23	410	354	38
97101	8	7	185	143	17
97106	10	5	140	118	13
97109			4	3	
97111	14	7	185	108	25
97113	26	30	684	504	63
97114	68	26	230	181	22
97115	9	14	117	170	10
97116	9	7	73	51	5
97117	5	6	24	30	1
97119	19	7	195	176	15
97123	166	132	2,194	1,618	222
97124	136	83	2,257	1,829	226
97127	9	5	261	158	20
97128	14	7	61	36	10
97132	55	69	943	1,116	95
97133	16	16	125	137	14
97137	7	7	53	40	2
97140	85	76	574	484	63
97148	7	4	155	131	21
97201	26	38	432	520	65
97202	125	163	1,361	1,446	197
97203	114	98	1,279	1,256	156
97204	54	36	37	43	3
97205	23	20	193	237	35
97206	103	164	1,873	2,370	222
97209	144	120	1,011	1,252	172
97210	73	89	399	431	90
97211	2	4	1	1	
97213	6	7	236	243	38
97214	139	169	1,045	1,119	179
97215	31	21	452	414	74
97216	20	25	474	420	53
97217	94	104	1,026	1,058	129
97218		2			
97219	99	87	1,646	1,094	197
97221	15	18	389	324	55
97222	73	110	1,548	1,949	149
97223	111	76	1,749	1,822	205
97224	56	41	1,017	963	109
97225	45	64	770	984	115
97227	7	7	12	9	4
97229	36	35	1,502	1,665	199

97230	156	119	2,468	2,144	211
97231	20	19	125	103	16
97232	43	72	330	366	46
97233	99	112	2,655	2,804	211
97236	61	107	2,032	2,157	176
97239	48	35	601	596	92
97251	1				
97266	102	155	1,844	1,908	145
97267	45	66	1,116	1,294	111
97301	147	179	2,753	3,249	238
97302	159	114	2,046	1,615	221
97303	24	45	1,015	1,118	97
97304	9	7	83	71	16
97305	107	140	2,257	2,855	200
97306	34	28	1,175	1,107	152
97310	2				
97317	45	54	965	994	105
97325	1	1	14	11	1
97338	1		21	11	
97347	7	2	135	116	11
97352			12	12	2
97362	9	7	136	120	13
97371	3		9	1	1
97375	1	1	56	45	4
97378	18	20	341	303	41
97381	40	36	496	469	65
97385	1		12	15	3
97392	21	11	151	135	22
97396	7	7	203	293	22

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

Counts were made on customers that were disconnected at any point during May 2023.

Zip Code	Non-Residential	Residential
97002	0	3
97003	0	35
97004	0	4
97005	0	35
97006	0	53
97007	0	26
97008	0	17
97009	0	7
97011	0	1
97013	0	3
97015	0	17
97017	0	1
97019	0	2
97020	0	3
97022	0	1
97023	0	11
97024	0	18
97026	0	1
97027	0	9
97030	1	76
97032	0	4
97034	0	8
97035	1	15
97038	0	8
97042	0	2
97045	0	40
97049	0	3
97055	1	26
97060	0	25
97062	0	26
97067	1	2
97068	1	12
97070	0	17
97071	1	33
97078	0	31
97080	0	52
97086	0	22
97089	0	4
97101	0	2
97106	0	3
97111	0	1

97113	1	21
97114	0	6
97115	0	7
97116	0	1
97119	1	9
97123	4	52
97124	0	33
97127	0	5
97132	0	13
97133	1	5
97137	0	1
97140	1	4
97148	0	1
97201	0	13
97202	1	35
97203	0	53
97204	0	2
97205	0	8
97206	0	38
97209	0	29
97210	0	7
97213	0	3
97214	0	27
97215	0	7
97216	0	8
97217	1	35
97219	0	25
97221	0	3
97222	0	30
97223	0	48
97224	0	27
97225	0	15
97229	0	38
97230	1	59
97231	0	4
97232	0	8
97233	0	111
97236	1	88
97239	0	14
97266	1	69
97267	0	26
97301	1	94
97302	1	40
97303	0	16
97304	0	1
97305	2	66
97306	1	31

97317	1	24
97325	0	1
97347	0	1
97352	0	1
97378	0	4
97381	0	5
97385	0	1
97392	0	3
97396	0	2

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 May 2023.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002	0	0	0	0	1	0	0	0
97003	0	0	0	0	13	0	2	0
97004	0	0	0	0	0	1	0	0
97005	0	0	0	0	4	1	0	0
97006	0	0	0	0	16	2	1	0
97007	0	0	0	0	5	1	1	0
97008	0	0	0	0	4	0	0	0
97009	0	0	0	0	4	1	0	0
97011	0	0	0	0	0	0	0	0
97013	0	0	0	0	1	0	0	0
97015	0	0	0	0	3	0	0	0
97017	0	0	0	0	0	0	0	0
97019	0	0	0	0	0	0	0	0
97020	0	0	0	0	0	1	0	0
97022	0	0	0	0	0	0	0	0
97023	0	0	0	0	3	0	1	0
97024	0	0	0	0	1	0	0	0
97026	0	0	0	0	0	0	0	0
97027	0	0	0	0	4	0	0	0
97030	1	0	0	0	13	1	6	0
97032	0	0	0	0	3	0	0	0
97034	0	0	0	0	0	0	0	0
97035	1	0	0	0	3	0	0	0
97038	0	0	0	0	3	0	0	0
97042	0	0	0	0	1	0	0	0
97045	0	0	0	0	9	2	2	0
97049	0	0	0	0	0	0	0	0
97055	0	0	0	0	6	2	0	0

97060	0	0	0	0	3	1	0	0
97062	0	0	0	0	6	2	1	0
97067	0	0	0	0	0	0	0	0
97068	0	0	0	0	3	1	0	0
97070	0	0	0	0	2	0	0	0
97071	0	0	0	0	5	1	0	0
97078	0	0	0	0	6	3	1	0
97080	0	0	0	0	14	2	0	0
97086	0	0	0	0	3	1	0	0
97089	0	0	0	0	3	0	1	0
97101	0	0	0	0	0	0	0	0
97106	0	0	0	0	1	0	0	0
97111	0	0	0	0	0	0	0	0
97113	0	0	0	0	4	0	0	0
97114	0	0	0	0	0	0	0	0
97115	0	0	0	0	4	0	0	0
97116	0	0	0	0	0	0	0	0
97119	0	0	0	0	2	0	0	0
97123	1	0	0	0	6	0	1	0
97124	0	0	0	0	7	1	0	0
97127	0	0	0	0	1	0	0	0
97132	0	0	0	0	4	0	0	0
97133	0	0	0	0	1	0	0	0
97137	0	0	0	0	1	0	0	0
97140	0	1	0	0	0	0	0	0
97148	0	0	0	0	0	0	0	0
97201	0	0	0	0	0	0	1	0
97202	0	1	0	0	6	0	2	0
97203	0	0	0	0	12	3	3	0
97204	0	0	0	0	0	0	0	0
97205	0	0	0	0	1	0	0	0
97206	0	0	0	0	6	3	0	0
97209	0	0	0	0	3	0	0	0
97210	0	0	0	0	1	0	0	0

97396

0

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0

0

Month	Disconnect Count	Customer Count	Percent Disconnected
201806	0	103,396	0.00%
201807	0	103,383	0.00%
201808	0	103,699	0.00%
201809	0	103,797	0.00%
201810	0	103,764	0.00%
201811	1	103,759	0.00%
201812	0	103,844	0.00%
201901	1	103,870	0.00%
201902	167	103,924	0.16%
201903	157	103,731	0.15%
201904	109	103,625	0.11%
201905	93	103,652	0.09%
201906	51	103,676	0.05%
201907	57	103,961	0.05%
201908	37	103,999	0.04%
201909	45	103,986	0.04%
201910	50	104,134	0.05%
201911	54	104,263	0.05%
201912	40	104,145	0.04%
202001	68	104,306	0.07%
202002	48	104,429	0.05%
202003	28	104,516	0.03%
202004	0	104,549	0.00%
202005	0	104,603	0.00%
202006	0	104,617	0.00%
202007	0	104,643	0.00%
202008	0	104,674	0.00%
202009	0	104,747	0.00%
202010	1	104,928	0.00%
202011	0	105,021	0.00%
202012	7	105,154	0.01%
202101	3	105,242	0.00%
202102	2	105,272	0.00%
202103	28	105,307	0.03%
202104	64	105,413	0.06%
202105	45	105,419	0.04%
202106	69	105,457	0.07%
202107	46	105,579	0.04%
202108	46	105,689	0.04%
202109	56	105,821	0.05%
202110	31	105,856	0.03%
202111	41	105,918	0.04%
202112	28	105,871	0.03%
202201	50	105,975	0.05%
202202	55	106,034	0.05%
202203	39	106,114	0.04%

202204	32	106,319	0.03%
202205	54	106,475	0.05%
202206	64	106,638	0.06%
202207	49	106,686	0.05%
202208	68	106,721	0.06%
202209	36	106,723	0.03%
202210	50	106,735	0.05%
202211	26	106,851	0.02%
202212	32	106,900	0.03%
202301	39	106,879	0.04%
202302	11	106,916	0.01%
202303	29	106,967	0.03%
202304	10	107,150	0.01%
202305	25	107,226	0.02%