



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

January 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 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 2023. The AMP activity information for December 2022 is included on the "Program Participation" tab. The updated response for IR 040 with data for December 2022 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](mailto: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 December 2022.

Zip Code	Non-Residential	Residential
97002	948	2,250
97003	779	11,152
97004	464	1,788
97005	2,530	12,319
97006	1,675	19,106
97007	949	18,867
97008	1,180	12,002
97009	1,130	3,410
97011	70	492
97013	830	2,379
97015	2,038	9,186
97017	226	1,124
97019	272	1,230
97020	77	375
97022	415	1,453
97023	1,075	4,970
97024	537	4,664
97026	288	1,211
97027	484	4,953
97028	146	805
97030	2,218	15,531
97032	493	1,758
97034	889	8,473
97035	1,345	11,410
97036	21	2
97038	1,189	6,398
97041	7	
97042	337	1,224
97045	3,521	22,361
97049	168	1,642
97051	5	
97055	1,546	8,039
97056	8	29
97060	1,121	8,150
97062	2,055	11,405
97067	413	1,363
97068	1,206	11,733
97070	1,872	11,529
97071	1,670	10,348
97078	513	9,160
97079	1	
97080	912	16,635

97086	1,026	13,158
97089	787	5,026
97101	342	1,561
97106	359	1,594
97109	20	82
97111	353	1,502
97113	662	5,400
97114	547	1,794
97115	342	1,734
97116	293	847
97117	69	266
97119	374	1,632
97123	2,701	18,570
97124	3,263	21,755
97125	6	18
97127	99	1,533
97128	171	497
97132	1,958	12,127
97133	479	2,360
97137	286	489
97140	1,674	9,564
97148	332	1,360
97201	729	7,381
97202	2,617	20,256
97203	1,448	13,169
97204	608	414
97205	315	3,278
97206	1,616	22,144
97208	1	
97209	2,152	15,435
97210	1,867	7,985
97211	12	7
97212	1	
97213	263	3,120
97214	2,930	15,502
97215	530	7,739
97216	483	4,243
97217	1,715	13,044
97218	4	
97219	1,350	17,580
97221	325	5,573
97222	1,958	15,657
97223	2,463	21,139
97224	1,658	16,054
97225	1,165	11,626
97227	58	425
97229	1,561	28,471

97230	2,090	15,680
97231	538	2,003
97232	822	5,344
97233	1,167	15,350
97236	998	13,979
97239	783	10,026
97251	12	
97266	1,484	13,409
97267	1,098	12,879
97280	1	
97291	1	
97301	3,053	19,261
97302	2,785	17,319
97303	1,100	10,754
97304	285	1,346
97305	1,889	15,747
97306	823	13,954
97310	31	
97311	1	
97312	3	
97317	1,256	8,466
97325	62	162
97338	82	250
97347	205	798
97352	33	124
97362	308	1,533
97371	44	106
97373	1	
97375	117	524
97378	558	2,847
97381	1,198	6,497
97385	56	162
97392	370	1,960
97396	241	1,373
97240	1	
97286	1	
97294	1	
97404		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 2022.

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97002	86	259
97003	99	1671
97004	60	204
97005	315	2183
97006	241	2624
97007	90	1941
97008	115	1639
97009	160	474
97011	13	69
97013	139	310
97015	234	1356
97017	33	162
97019	29	156
97020	4	54
97022	64	240
97023	155	829
97024	68	875
97026	48	239
97027	56	769
97028	5	53
97030	261	2799
97032	62	317
97034	92	744
97035	188	1199
97036	2	
97038	159	1054
97042	44	174
97045	445	3056
97049	31	183
97055	211	1238
97060	155	1444
97062	254	1489
97067	26	159
97068	124	1188
97070	282	1465
97071	237	1598
97078	58	1403
97080	145	2427
97086	149	1705
97089	106	573
97101	43	234

97106	47	203
97109	2	8
97111	43	189
97113	119	867
97114	102	313
97115	48	195
97116	39	118
97117	12	40
97119	55	225
97123	435	2466
97124	405	2814
97125	2	
97127	32	285
97128	28	69
97132	220	1422
97133	58	241
97137	12	58
97140	243	987
97148	37	191
97201	106	1075
97202	399	2620
97203	210	1881
97204	110	117
97205	50	579
97206	232	3021
97209	295	2751
97210	211	1081
97211		3
97213	29	450
97214	352	2378
97215	73	863
97216	95	781
97217	243	1948
97218	1	
97219	190	2091
97221	52	616
97222	279	2452
97223	307	2664
97224	140	1573
97225	147	1282
97227	7	51
97229	144	2538
97230	402	2733
97231	60	220
97232	118	903
97233	246	3058
97236	181	2435

97239	157	1310
97251	3	
97266	295	2639
97267	153	1715
97301	363	3394
97302	407	2474
97303	169	1534
97304	42	138
97305	333	2847
97306	117	1843
97317	141	1142
97325	12	12
97338	10	27
97347	25	145
97352	1	19
97362	40	194
97371	4	7
97375	11	90
97378	105	500
97381	146	786
97385	5	17
97392	46	201
97396	43	247

\*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, 2022, have close dates after September 30, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		73
97003		539
97004		48
97005	2	605
97006		770
97007		463
97008		493
97009	2	124
97011		20
97013	1	73
97015	1	435
97017		33
97019		38
97020		20
97022	1	87
97023		225
97024		308
97026		70
97027		250
97028		1
97030		1088
97032		87
97034		63
97035		182
97038	2	338
97042		40
97045	2	867
97049		33
97055		359
97060		420
97062	1	410
97067		39
97068		214
97070		345
97071	1	379
97078		438
97080		801
97086		456
97089	1	125



97101		53
97106	1	39
97109		2
97111		44
97113	1	204
97114		73
97115		45
97116		20
97117		7
97119	2	68
97123		621
97124	1	678
97127		83
97128		20
97132		393
97133		44
97137		20
97140		217
97148		59
97201		171
97202		437
97203		505
97204		23
97205		82
97206		739
97209	3	403
97210		117
97213		74
97214	1	326
97215		124
97216		177
97217		404
97219		342
97221		96
97222		661
97223		760
97224	2	422
97225	1	248
97227		6
97229		526
97230		916
97231		28
97232		130
97233	1	1330
97236		1064
97239		169
97266		826

97267		462
97301	2	1329
97302		670
97303		476
97304		25
97305		997
97306		567
97317		442
97325		7
97338		9
97347		39
97352		4
97362		57
97371		3
97375		18
97378		169
97381		199
97385		6
97392		59
97396		80
NULL	3	23

\*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 2022 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		6
97003		78
97004		6
97005	1	91
97006		97
97007		44
97008		49
97009		14
97011		3
97013	1	11
97015		54
97019		4
97020		2
97022		14
97023		32
97024		40
97026		13
97027		37
97030		144
97032		11
97034		9
97035		27
97038		45
97042		3
97045	1	128
97049		3
97055		49
97060		53
97062		55
97067		4
97068		25
97070		62
97071		68
97078		61
97080		80
97086		71
97089		15
97101		6
97106		6
97111		7
97113		32

97114		8
97115		5
97116		3
97117		1
97119	1	9
97123		76
97124	1	96
97127		14
97128		1
97132		66
97133		6
97137		3
97140		16
97148		7
97201		22
97202		60
97203		67
97205		16
97206		101
97209		56
97210		18
97213		8
97214		51
97215		23
97216		23
97217		50
97219		46
97221		21
97222		97
97223		94
97224	2	53
97225		30
97227		1
97229		71
97230		118
97231		4
97232		13
97233		163
97236		142
97239		28
97266		114
97267		61
97301		226
97302		99
97303		57
97304		4
97305		155

97306		91
97317		66
97325		1
97338		2
97347		6
97362		7
97371		1
97375		1
97378		26
97381		25
97385		1
97392		10
97396		12
NULL	2	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 30, 2022, have close dates at any point between October 1, 2022 and December 31, 2022, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002		8
97003		161
97004		9
97005		193
97006		220
97007		135
97008		146
97009		29
97011		7
97013		18
97015		121
97017		9
97019		6
97020		6
97022		15
97023	1	58
97024	1	77
97026		15
97027		71
97030	1	260
97032		8
97034		15
97035		49
97038		82
97042		6
97045	1	231
97049		8
97055	1	74
97060		97
97062		90
97067		12
97068		39
97070		110
97071		109
97078		132
97080		174
97086	1	123
97089		37
97101		15

97106		9
97111		10
97113		59
97114		21
97115		9
97116	1	5
97117	1	1
97119		17
97123		189
97124		190
97127		17
97128		1
97132		78
97133		6
97137		1
97140		59
97148		9
97201		28
97202	1	129
97203		126
97204		2
97205		13
97206		228
97209		89
97210		28
97213		24
97214	2	80
97215	1	32
97216		56
97217		99
97219		96
97221		28
97222		180
97223		247
97224		128
97225		65
97229		173
97230		231
97231		7
97232	1	27
97233	1	359
97236		286
97239		37
97266		216
97267	1	133
97301	1	356
97302		163

97303	109
97304	1
97305	274
97306	130
97317	116
97325	4
97338	5
97347	13
97352	1
97362	12
97375	5
97378	36
97381	52
97385	2
97392	11
97396	19
NULL	339



## **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 30, 2022, have close dates at any point between October 1, 2022 and December 31, 2022, and have a "TPA Success" of Renegotiated.

<b>Zip Code</b>	<b>Non-Residential</b>	<b>Residential</b>
97003		2
97005		1
97006		2
97007		1
97008		1
97013		1
97015		2
97024		1
97030		6
97038		1
97045		4
97060		1
97062		2
97070		2
97071		1
97078		3
97080		2
97086		1
97115		1
97123		1
97124		2
97127		1
97202		3
97203		3
97205		1
97206		4
97209		4
97217		2
97219		2
97223		3
97224		3
97225		1
97229		2
97230		5
97233		5
97236		5
97239		2
97266		6
97267		2

97301	6
97302	1
97305	5
97306	2
97317	2
97381	1
NULL	5

**Attachment A subpart g - The number of customers taking service at the bill payment assistance program developed in this Term Sheet**

<b>Zip Code</b>	<b>50/50 Payment</b>	<b>Customer Assistance</b>	<b>Payment Match</b>	<b>Reconnect Service Assistance</b>	<b>TPA Relief</b>
97002	17	26	17	3	43
97003	116	269	127	46	219
97004	21	21	6	1	21
97005	176	370	184	74	305
97006	145	334	192	56	312
97007	101	211	122	27	188
97008	130	230	145	49	240
97009	32	37	14	6	53
97011	5	5	3	2	5
97013	20	21	17	1	32
97015	102	220	113	53	245
97017	12	16	3	1	26
97019	10	12	7		20
97020	3	5	4	3	11
97022	12	34	22	7	55
97023	35	77	35	9	99
97024	78	182	67	21	161
97026	14	31	9	1	38
97027	75	130	50	15	128
97028	1	2			1
97030	258	608	295	124	593
97032	22	33	12	6	44
97034	18	33	23	4	35
97035	31	74	67	7	101
97038	82	132	80	24	160
97042	6	18	2	1	26
97045	201	411	199	57	450
97049	14	17	8		17
97055	75	122	64	19	181
97060	114	199	77	27	217
97062	105	193	118	47	184
97067	10	16	5	4	19
97068	47	91	61	9	104
97070	79	175	104	30	161
97071	153	208	115	29	230
97078	110	211	110	30	202
97080	189	341	205	48	388
97086	107	259	112	47	204
97089	37	42	31	14	74
97101	8	22	13	3	29
97106	10	23	9		23

97111	14	10	9	3	18
97113	42	104	52	8	105
97114	15	24	11	5	45
97115	14	16	6	3	25
97116	4	7	1		8
97117		3	3	1	7
97119	11	14	10	5	28
97123	189	355	141	38	316
97124	144	297	156	62	279
97127	24	37	8	2	23
97128	3	3	1		11
97132	90	165	87	26	167
97133	7	12	4	2	17
97137	1	5	2	2	6
97140	54	81	59	12	78
97148	15	15	7	1	32
97201	38	85	68	17	47
97202	119	215	184	41	203
97203	187	391	160	58	271
97204	7	7	8	3	11
97205	18	46	29	3	20
97206	232	434	227	76	388
97209	79	182	145	39	114
97210	20	69	44	17	33
97213	21	50	41	6	32
97214	97	188	124	28	105
97215	35	74	49	12	65
97216	46	128	51	7	92
97217	89	222	113	32	189
97219	117	234	91	36	173
97221	24	59	27	6	50
97222	187	420	174	51	355
97223	150	379	244	91	394
97224	106	199	126	41	188
97225	56	117	88	15	116
97227	1	3	2	2	1
97229	99	245	107	41	227
97230	234	617	237	90	572
97231	9	16	8	2	26
97232	30	58	46	5	38
97233	366	982	328	148	763
97236	266	742	244	103	592
97239	53	82	72	8	63
97266	247	581	240	92	465
97267	117	258	109	37	242
97301	316	717	343	115	650
97302	150	348	149	52	309

97303	81	244	107	19	214
97304	9	10	6		11
97305	268	579	252	100	559
97306	89	252	123	28	259
97317	94	210	98	22	163
97325	2	2			6
97338	2	4	1		4
97347	16	15	13	7	25
97352	1	2	2		4
97362	17	26	15	4	27
97371					1
97375	2	4	4	2	8
97378	28	77	22	10	83
97381	45	70	39	11	92
97385	2	3		1	2
97392	9	17	13	3	23
97396	17	30	16	8	34

**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, 2022, have close dates at any point on or after October 1, 2022, 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		1
97005		8
97006		9
97007		5
97008		6
97009		5
97015		6
97017		1
97020		1
97022		2
97023		7
97024		7
97026		1
97027		5
97030		16
97032		1
97035		3
97038		6
97042		3
97045		12
97055		6
97060		7
97062		4
97067		2
97068		7
97070		6
97071		5
97078		5
97080		9
97086		12
97089		5
97101		2
97106		4
97113		2
97114		2
97115		1
97117		1
97123		8

97124	16
97127	2
97128	1
97132	10
97140	1
97148	2
97201	1
97202	1
97203	11
97205	2
97206	14
97209	2
97213	3
97214	3
97215	1
97216	2
97217	3
97219	5
97222	17
97223	12
97224	3
97225	1
97227	1
97229	6
97230	21
97233	32
97236	24
97239	2
97266	14
97267	7
97301	16
97302	11
97303	7
97305	10
97306	9
97317	10
97338	1
97347	1
97362	1
97378	7
97381	1
97396	2

## 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, 2022 and December 31, 2022, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97002		1
97003		3
97005		2
97006		6
97008		2
97013		1
97015		2
97020		1
97022		3
97023		2
97024		6
97027		5
97030		13
97035		1
97038		3
97045		4
97055		5
97060		4
97062		6
97068		1
97070		4
97071		5
97078		3
97080		4
97086		6
97113		1
97114		1
97123		5
97124		6
97132		4
97133		1
97140		3
97202		3
97203		2
97206		5
97209		1
97210		1
97216		4
97217		3



97219	1
97221	2
97222	13
97223	5
97224	5
97225	3
97229	2
97230	18
97232	1
97233	15
97236	18
97239	2
97266	9
97267	5
97301	18
97302	6
97303	4
97305	13
97306	3
97317	5
97347	1
97375	1
97378	2

**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 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	92	37	12	24	5	9
97003	771	286	119	44	6	7
97004	57	13	5	17	6	13
97005	1,072	408	231	84	28	30
97006	1,212	494	221	40	28	10
97007	764	257	106	16	3	1
97008	776	350	145	42	8	5
97009	212	51	23	40	26	13
97011	37	11	6	8	3	1
97013	78	13	7	14	11	13
97015	665	247	103	99	24	23
97017	38	9	7	7	1	5
97019	98	23	10	10	7	1
97020	16	7	4	3		
97022	138	32	15	19	10	9
97023	395	86	45	46	16	16
97024	287	136	65	6	11	15
97026	62	13	4	9	1	5
97027	431	163	64	28	5	8
97028	21	12	4	6	6	1
97030	1,303	494	267	69	15	27
97032	166	47	20	29	5	4
97034	140	52	29	15	4	8
97035	347	108	66	33	7	4
97038	478	129	80	57	15	17
97041						1
97042	35	11	8	10	2	7
97045	1,459	433	242	152	55	50
97049	81	32	12	11	4	7
97055	657	210	70	85	16	34
97060	439	120	88	16	14	18
97062	639	233	88	72	24	9
97067	94	24	15	13	2	7
97068	241	95	47	18	11	9
97070	591	223	118	55	20	11
97071	514	259	102	77	57	27
97078	690	233	82	15	5	5
97079				1		

97080	1,091	371	148	37	5	15
97086	801	294	178	63	15	14
97089	249	58	29	40	11	14
97101	57	25	16	6	7	4
97106	36	7	3	8	4	2
97109	3					
97111	63	9	16	7	2	2
97113	240	60	41	16	7	10
97114	80	17	5	14	3	2
97115	120	23	12	17	6	3
97116	25	6	1	3	4	6
97117	8	3		1	1	2
97119	54	15	8	13	5	5
97123	764	254	188	46	19	48
97124	915	411	156	67	23	33
97125					1	
97127	81	11	11	2	1	3
97128	17	6	1	10	3	3
97132	773	209	79	97	27	33
97133	113	31	11	27	9	7
97137	15	6		5	1	
97140	404	140	56	80	35	17
97148	51	9	3	7	1	3
97201	331	195	214	20	6	10
97202	1,117	428	295	143	33	40
97203	874	323	179	63	10	14
97204	46	18	39	32	6	6
97205	164	105	120	6	5	3
97206	1,410	557	297	71	41	25
97209	899	464	500	52	21	30
97210	327	181	187	42	12	17
97211			2	1		
97212						1
97213	189	64	42	5	2	4
97214	892	423	378	113	33	36
97215	334	110	86	18	5	7
97216	212	83	72	12	4	5
97217	783	305	260	62	14	25
97219	540	190	134	35	17	18
97221	180	54	50	8	5	
97222	1,380	486	245	128	34	25
97223	1,251	416	247	116	22	34
97224	698	247	107	30	9	12
97225	561	214	108	69	18	9
97227	20	4	6	5		2
97229	1,311	480	219	71	9	7
97230	875	407	237	29	28	22

97231	91	29	9	25	7	11
97232	365	154	143	37	11	4
97233	1,373	605	355	42	20	34
97236	1,078	441	274	44	9	36
97239	395	186	141	22	5	15
97240					1	
97266	1,043	369	255	90	28	25
97267	909	302	134	66	12	16
97286				1		
97301	1,731	725	374	130	36	33
97302	786	292	187	69	20	19
97303	917	277	123	58	12	6
97304	22	15	7		7	4
97305	1,625	603	266	121	29	25
97306	587	211	78	12	6	3
97310				2		
97317	500	199	80	46	19	20
97325	8	2		1	3	2
97338	4	2				
97347	84	21	23	10	2	4
97352	3	1	4			
97362	100	21	15	19	2	2
97371	3					
97375	34	8	5	2	4	2
97378	225	76	38	25	12	17
97381	364	79	48	54	10	21
97385	5	1		1	1	
97392	72	19	8	12	7	3
97396	156	38	11	25	5	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\***

Amounts were made on customers that had a balance on the last Friday of December 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 13,179	\$ 9,135	\$ 3,968	\$ 2,304	\$ 1,131	\$ 2,077
97003	\$ 78,950	\$ 61,373	\$ 31,650	\$ 3,393	\$ 964	\$ 2,013
97004	\$ 7,632	\$ 3,214	\$ 1,245	\$ 3,406	\$ 6,044	\$ 4,092
97005	\$ 91,312	\$ 76,726	\$ 58,061	\$ 23,650	\$ 7,053	\$ 12,990
97006	\$ 122,293	\$ 93,978	\$ 57,238	\$ 9,326	\$ 5,361	\$ 4,183
97007	\$ 77,774	\$ 54,134	\$ 32,691	\$ 1,212	\$ 462	\$ 400
97008	\$ 88,135	\$ 71,122	\$ 39,869	\$ 11,481	\$ 1,582	\$ 1,616
97009	\$ 43,014	\$ 13,787	\$ 17,527	\$ 14,807	\$ 33,387	\$ 5,307
97011	\$ 8,361	\$ 2,473	\$ 2,935	\$ 1,134	\$ 2,110	\$ 61
97013	\$ 13,743	\$ 3,968	\$ 3,097	\$ 9,756	\$ 5,666	\$ 5,730
97015	\$ 83,027	\$ 53,204	\$ 33,246	\$ 34,172	\$ 13,730	\$ 17,512
97017	\$ 5,974	\$ 2,729	\$ 3,904	\$ 3,620	\$ 350	\$ 4,337
97019	\$ 20,698	\$ 5,780	\$ 3,703	\$ 7,993	\$ 7,361	\$ 41
97020	\$ 1,126	\$ 2,559	\$ 1,705	\$ 10		
97022	\$ 31,032	\$ 12,683	\$ 6,727	\$ 6,645	\$ 26,384	\$ 8,124
97023	\$ 61,663	\$ 24,753	\$ 14,393	\$ 22,102	\$ 7,373	\$ 9,465
97024	\$ 28,975	\$ 22,104	\$ 19,814	\$ 443	\$ 995	\$ 11,411
97026	\$ 6,137	\$ 2,978	\$ 1,033	\$ 902	\$ 630	\$ 6,553
97027	\$ 55,600	\$ 34,653	\$ 19,619	\$ 4,125	\$ 1,126	\$ 4,227
97028	\$ 2,141	\$ 2,277	\$ 1,917	\$ 1,300	\$ 958	\$ 76
97030	\$ 149,261	\$ 107,819	\$ 84,242	\$ 16,514	\$ 6,306	\$ 18,841
97032	\$ 28,810	\$ 12,132	\$ 8,749	\$ 7,011	\$ 2,730	\$ 1,260
97034	\$ 15,603	\$ 8,301	\$ 4,312	\$ 870	\$ 456	\$ 3,006
97035	\$ 39,080	\$ 16,110	\$ 14,157	\$ 6,070	\$ 1,471	\$ 718
97038	\$ 70,770	\$ 30,549	\$ 19,836	\$ 13,199	\$ 10,541	\$ 3,772
97041						\$ 71
97042	\$ 6,582	\$ 4,308	\$ 3,648	\$ 5,497	\$ 1,057	\$ 1,044
97045	\$ 191,611	\$ 105,440	\$ 73,943	\$ 43,938	\$ 32,769	\$ 18,848
97049	\$ 18,273	\$ 7,885	\$ 5,679	\$ 1,340	\$ 712	\$ 2,738
97055	\$ 115,889	\$ 55,724	\$ 20,512	\$ 44,222	\$ 21,716	\$ 27,085
97060	\$ 46,812	\$ 21,735	\$ 19,537	\$ 4,609	\$ 10,347	\$ 6,959
97062	\$ 66,832	\$ 41,296	\$ 20,848	\$ 9,306	\$ 8,544	\$ 2,226
97067	\$ 17,706	\$ 6,530	\$ 4,603	\$ 2,557	\$ 2,035	\$ 2,742
97068	\$ 26,151	\$ 19,224	\$ 12,258	\$ 5,968	\$ 7,552	\$ 3,444
97070	\$ 62,757	\$ 38,124	\$ 27,497	\$ 18,928	\$ 3,928	\$ 5,584
97071	\$ 64,938	\$ 38,003	\$ 24,974	\$ 18,991	\$ 42,321	\$ 44,043
97078	\$ 73,395	\$ 46,337	\$ 21,176	\$ 8,887	\$ 888	\$ 1,820
97079				\$ 0		
97080	\$ 131,401	\$ 81,174	\$ 49,937	\$ 9,806	\$ 3,111	\$ 18,019

97086	\$ 93,139	\$ 62,526	\$ 54,812	\$ 15,003	\$ 6,247	\$ 13,023
97089	\$ 38,415	\$ 20,980	\$ 11,513	\$ 14,538	\$ 2,416	\$ 8,092
97101	\$ 13,178	\$ 5,897	\$ 8,500	\$ 637	\$ 8,844	\$ 422
97106	\$ 3,866	\$ 1,483	\$ 895	\$ 538	\$ 931	\$ 499
97109	\$ 429					
97111	\$ 9,391	\$ 2,219	\$ 4,113	\$ 598	\$ 1,360	\$ 184
97113	\$ 25,527	\$ 10,131	\$ 7,910	\$ 2,366	\$ 773	\$ 1,442
97114	\$ 10,912	\$ 5,499	\$ 2,589	\$ 2,985	\$ 232	\$ 303
97115	\$ 16,867	\$ 5,818	\$ 4,014	\$ 5,006	\$ 2,440	\$ 735
97116	\$ 3,852	\$ 2,080	\$ 67	\$ 159	\$ 3,766	\$ 8,225
97117	\$ 1,911	\$ 679		\$ 104	\$ 688	\$ 243
97119	\$ 6,520	\$ 4,767	\$ 3,702	\$ 496	\$ 2,646	\$ 1,907
97123	\$ 73,537	\$ 35,864	\$ 40,784	\$ 9,723	\$ 4,010	\$ 17,787
97124	\$ 95,795	\$ 75,495	\$ 37,885	\$ 26,839	\$ 7,040	\$ 24,714
97125					\$ 239	
97127	\$ 8,464	\$ 3,104	\$ 2,448	\$ 844	\$ 51	\$ 2,032
97128	\$ 2,693	\$ 2,340	\$ 111	\$ 1,159	\$ 2,359	\$ 1,023
97132	\$ 105,196	\$ 50,388	\$ 25,736	\$ 48,054	\$ 12,464	\$ 12,650
97133	\$ 19,562	\$ 8,496	\$ 5,276	\$ 6,644	\$ 1,695	\$ 2,055
97137	\$ 1,976	\$ 2,045		\$ 570	\$ 41	
97140	\$ 49,484	\$ 31,306	\$ 15,128	\$ 41,622	\$ 16,788	\$ 16,748
97148	\$ 6,006	\$ 2,341	\$ 1,338	\$ 1,880	\$ 230	\$ 5,999
97201	\$ 20,259	\$ 21,608	\$ 41,240	\$ 7,200	\$ 1,848	\$ 18,586
97202	\$ 98,360	\$ 65,551	\$ 62,697	\$ 38,597	\$ 19,824	\$ 15,247
97203	\$ 78,175	\$ 56,377	\$ 46,510	\$ 11,606	\$ 2,095	\$ 17,055
97204	\$ 1,840	\$ 1,798	\$ 6,792	\$ 21,010	\$ 3,487	\$ 9,910
97205	\$ 8,841	\$ 10,194	\$ 20,769	\$ 1,037	\$ 3,793	\$ 1,254
97206	\$ 158,086	\$ 103,130	\$ 75,217	\$ 20,467	\$ 18,437	\$ 11,285
97209	\$ 51,896	\$ 48,440	\$ 93,714	\$ 59,090	\$ 22,678	\$ 23,026
97210	\$ 18,158	\$ 18,053	\$ 35,835	\$ 19,941	\$ 4,467	\$ 8,053
97211			\$ 302	\$ 52		
97212						\$ 73
97213	\$ 14,429	\$ 8,947	\$ 9,543	\$ 337	\$ 487	\$ 1,873
97214	\$ 58,624	\$ 48,736	\$ 62,313	\$ 37,685	\$ 26,969	\$ 16,470
97215	\$ 28,326	\$ 15,733	\$ 16,473	\$ 2,002	\$ 1,291	\$ 2,188
97216	\$ 17,133	\$ 16,140	\$ 20,295	\$ 1,437	\$ 1,072	\$ 1,633
97217	\$ 60,578	\$ 43,515	\$ 52,760	\$ 11,596	\$ 6,599	\$ 11,643
97219	\$ 46,639	\$ 34,675	\$ 31,236	\$ 6,897	\$ 2,942	\$ 6,434
97221	\$ 14,186	\$ 8,526	\$ 10,235	\$ 383	\$ 5,192	
97222	\$ 174,049	\$ 106,151	\$ 83,479	\$ 25,193	\$ 9,048	\$ 28,427
97223	\$ 123,459	\$ 77,160	\$ 60,926	\$ 22,656	\$ 12,140	\$ 6,817
97224	\$ 68,783	\$ 50,534	\$ 33,202	\$ 6,014	\$ 8,936	\$ 8,173
97225	\$ 60,736	\$ 38,836	\$ 31,243	\$ 10,436	\$ 4,443	\$ 1,931
97227	\$ 1,259	\$ 764	\$ 708	\$ 388		\$ 305
97229	\$ 135,834	\$ 96,023	\$ 62,061	\$ 20,790	\$ 3,852	\$ 1,423
97230	\$ 90,828	\$ 71,751	\$ 69,484	\$ 14,385	\$ 8,577	\$ 22,083
97231	\$ 13,155	\$ 8,047	\$ 1,581	\$ 2,601	\$ 2,164	\$ 2,983

97232	\$ 19,805	\$ 15,756	\$ 24,769	\$ 13,098	\$ 29,658	\$ 2,506
97233	\$ 138,838	\$ 118,012	\$ 101,469	\$ 7,481	\$ 9,213	\$ 18,399
97236	\$ 113,862	\$ 99,335	\$ 93,684	\$ 9,475	\$ 6,233	\$ 29,251
97239	\$ 27,268	\$ 21,847	\$ 28,877	\$ 3,494	\$ 1,906	\$ 10,732
97240					\$ 189	
97266	\$ 108,546	\$ 73,441	\$ 90,996	\$ 28,326	\$ 7,856	\$ 12,124
97267	\$ 124,463	\$ 69,078	\$ 38,644	\$ 18,462	\$ 6,779	\$ 7,648
97286				\$ 78		
97301	\$ 187,955	\$ 157,590	\$ 103,844	\$ 60,858	\$ 14,551	\$ 11,895
97302	\$ 79,232	\$ 55,428	\$ 47,579	\$ 10,220	\$ 85,085	\$ 16,595
97303	\$ 120,544	\$ 64,027	\$ 41,799	\$ 20,827	\$ 10,605	\$ 2,113
97304	\$ 2,742	\$ 1,663	\$ 1,576		\$ 280	\$ 828
97305	\$ 199,744	\$ 132,920	\$ 84,599	\$ 53,655	\$ 12,284	\$ 15,294
97306	\$ 55,959	\$ 45,997	\$ 27,349	\$ 467	\$ 386	\$ 360
97310				\$ 251		
97317	\$ 58,915	\$ 42,760	\$ 25,010	\$ 10,393	\$ 4,282	\$ 4,848
97325	\$ 1,965	\$ 368		\$ 1	\$ 383	\$ 403
97338	\$ 789	\$ 484				
97347	\$ 15,664	\$ 4,957	\$ 12,769	\$ 1,220	\$ 188	\$ 1,333
97352	\$ 206	\$ 271	\$ 444			
97362	\$ 11,938	\$ 5,007	\$ 4,305	\$ 4,714	\$ 779	\$ 495
97371	\$ 277					
97375	\$ 5,517	\$ 3,555	\$ 2,494	\$ 478	\$ 1,064	\$ 372
97378	\$ 34,313	\$ 21,051	\$ 17,786	\$ 9,489	\$ 2,196	\$ 4,919
97381	\$ 43,680	\$ 18,236	\$ 14,818	\$ 9,855	\$ 3,694	\$ 11,042
97385	\$ 1,516	\$ 19		\$ 54	\$ 66	
97392	\$ 7,748	\$ 8,149	\$ 2,928	\$ 727	\$ 5,868	\$ 957
97396	\$ 30,190	\$ 10,443	\$ 3,302	\$ 9,172	\$ 1,229	\$ 166

\*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 December 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 143	\$ 247	\$ 331	\$ 96	\$ 226	\$ 231
97003	\$ 102	\$ 215	\$ 266	\$ 77	\$ 161	\$ 288
97004	\$ 134	\$ 247	\$ 249	\$ 200	\$ 1,007	\$ 315
97005	\$ 85	\$ 188	\$ 251	\$ 282	\$ 252	\$ 433
97006	\$ 101	\$ 190	\$ 259	\$ 233	\$ 191	\$ 418
97007	\$ 102	\$ 211	\$ 308	\$ 76	\$ 154	\$ 400
97008	\$ 114	\$ 203	\$ 275	\$ 273	\$ 198	\$ 323
97009	\$ 203	\$ 270	\$ 762	\$ 370	\$ 1,284	\$ 408
97011	\$ 226	\$ 225	\$ 489	\$ 142	\$ 703	\$ 61
97013	\$ 176	\$ 305	\$ 442	\$ 697	\$ 515	\$ 441
97015	\$ 125	\$ 215	\$ 323	\$ 345	\$ 572	\$ 761
97017	\$ 157	\$ 303	\$ 558	\$ 517	\$ 350	\$ 867
97019	\$ 211	\$ 251	\$ 370	\$ 799	\$ 1,052	\$ 41
97020	\$ 70	\$ 366	\$ 426	\$ 3	\$ -	\$ -
97022	\$ 225	\$ 396	\$ 448	\$ 350	\$ 2,638	\$ 903
97023	\$ 156	\$ 288	\$ 320	\$ 480	\$ 461	\$ 592
97024	\$ 101	\$ 163	\$ 305	\$ 74	\$ 90	\$ 761
97026	\$ 99	\$ 229	\$ 258	\$ 100	\$ 630	\$ 1,311
97027	\$ 129	\$ 213	\$ 307	\$ 147	\$ 225	\$ 528
97028	\$ 102	\$ 190	\$ 479	\$ 217	\$ 160	\$ 76
97030	\$ 115	\$ 218	\$ 316	\$ 239	\$ 420	\$ 698
97032	\$ 174	\$ 258	\$ 437	\$ 242	\$ 546	\$ 315
97034	\$ 111	\$ 160	\$ 149	\$ 58	\$ 114	\$ 376
97035	\$ 113	\$ 149	\$ 214	\$ 184	\$ 210	\$ 180
97038	\$ 148	\$ 237	\$ 248	\$ 232	\$ 703	\$ 222
97041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 71
97042	\$ 188	\$ 392	\$ 456	\$ 550	\$ 528	\$ 149
97045	\$ 131	\$ 244	\$ 306	\$ 289	\$ 596	\$ 377
97049	\$ 226	\$ 246	\$ 473	\$ 122	\$ 178	\$ 391
97055	\$ 176	\$ 265	\$ 293	\$ 520	\$ 1,357	\$ 797
97060	\$ 107	\$ 181	\$ 222	\$ 288	\$ 739	\$ 387
97062	\$ 105	\$ 177	\$ 237	\$ 129	\$ 356	\$ 247
97067	\$ 188	\$ 272	\$ 307	\$ 197	\$ 1,018	\$ 392
97068	\$ 109	\$ 202	\$ 261	\$ 332	\$ 687	\$ 383
97070	\$ 106	\$ 171	\$ 233	\$ 344	\$ 196	\$ 508
97071	\$ 126	\$ 147	\$ 245	\$ 247	\$ 742	\$ 1,631
97078	\$ 106	\$ 199	\$ 258	\$ 592	\$ 178	\$ 364
97079	\$ -	\$ -	\$ -	\$ 0	\$ -	\$ -
97080	\$ 120	\$ 219	\$ 337	\$ 265	\$ 622	\$ 1,201

97086	\$	116	\$	213	\$	308	\$	238	\$	416	\$	930
97089	\$	154	\$	362	\$	397	\$	363	\$	220	\$	578
97101	\$	231	\$	236	\$	531	\$	106	\$	1,263	\$	106
97106	\$	107	\$	212	\$	298	\$	67	\$	233	\$	249
97109	\$	143	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	149	\$	247	\$	257	\$	85	\$	680	\$	92
97113	\$	106	\$	169	\$	193	\$	148	\$	110	\$	144
97114	\$	136	\$	323	\$	518	\$	213	\$	77	\$	151
97115	\$	141	\$	253	\$	335	\$	294	\$	407	\$	245
97116	\$	154	\$	347	\$	67	\$	53	\$	942	\$	1,371
97117	\$	239	\$	226	\$	-	\$	104	\$	688	\$	122
97119	\$	121	\$	318	\$	463	\$	38	\$	529	\$	381
97123	\$	96	\$	141	\$	217	\$	211	\$	211	\$	371
97124	\$	105	\$	184	\$	243	\$	401	\$	306	\$	749
97125	\$	-	\$	-	\$	-	\$	-	\$	239	\$	-
97127	\$	104	\$	282	\$	223	\$	422	\$	51	\$	677
97128	\$	158	\$	390	\$	111	\$	116	\$	786	\$	341
97132	\$	136	\$	241	\$	326	\$	495	\$	462	\$	383
97133	\$	173	\$	274	\$	480	\$	246	\$	188	\$	294
97137	\$	132	\$	341	\$	-	\$	114	\$	41	\$	-
97140	\$	122	\$	224	\$	270	\$	520	\$	480	\$	985
97148	\$	118	\$	260	\$	446	\$	269	\$	230	\$	2,000
97201	\$	61	\$	111	\$	193	\$	360	\$	308	\$	1,859
97202	\$	88	\$	153	\$	213	\$	270	\$	601	\$	381
97203	\$	89	\$	175	\$	260	\$	184	\$	210	\$	1,218
97204	\$	40	\$	100	\$	174	\$	657	\$	581	\$	1,652
97205	\$	54	\$	97	\$	173	\$	173	\$	759	\$	418
97206	\$	112	\$	185	\$	253	\$	288	\$	450	\$	451
97209	\$	58	\$	104	\$	187	\$	1,136	\$	1,080	\$	768
97210	\$	56	\$	100	\$	192	\$	475	\$	372	\$	474
97211	\$	-	\$	-	\$	151	\$	52	\$	-	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	-	\$	73
97213	\$	76	\$	140	\$	227	\$	67	\$	244	\$	468
97214	\$	66	\$	115	\$	165	\$	333	\$	817	\$	457
97215	\$	85	\$	143	\$	192	\$	111	\$	258	\$	313
97216	\$	81	\$	194	\$	282	\$	120	\$	268	\$	327
97217	\$	77	\$	143	\$	203	\$	187	\$	471	\$	466
97219	\$	86	\$	183	\$	233	\$	197	\$	173	\$	357
97221	\$	79	\$	158	\$	205	\$	48	\$	1,038	\$	-
97222	\$	126	\$	218	\$	341	\$	197	\$	266	\$	1,137
97223	\$	99	\$	185	\$	247	\$	195	\$	552	\$	200
97224	\$	99	\$	205	\$	310	\$	200	\$	993	\$	681
97225	\$	108	\$	181	\$	289	\$	151	\$	247	\$	215
97227	\$	63	\$	191	\$	118	\$	78	\$	-	\$	153
97229	\$	104	\$	200	\$	283	\$	293	\$	428	\$	203
97230	\$	104	\$	176	\$	293	\$	496	\$	306	\$	1,004
97231	\$	145	\$	277	\$	176	\$	104	\$	309	\$	271

97232	\$	54	\$	102	\$	173	\$	354	\$	2,696	\$	626
97233	\$	101	\$	195	\$	286	\$	178	\$	461	\$	541
97236	\$	106	\$	225	\$	342	\$	215	\$	693	\$	813
97239	\$	69	\$	117	\$	205	\$	159	\$	381	\$	715
97240	\$	-	\$	-	\$	-	\$	-	\$	189	\$	-
97266	\$	104	\$	199	\$	357	\$	315	\$	281	\$	485
97267	\$	137	\$	229	\$	288	\$	280	\$	565	\$	478
97286	\$	-	\$	-	\$	-	\$	78	\$	-	\$	-
97301	\$	109	\$	217	\$	278	\$	468	\$	404	\$	360
97302	\$	101	\$	190	\$	254	\$	148	\$	4,254	\$	873
97303	\$	131	\$	231	\$	340	\$	359	\$	884	\$	352
97304	\$	125	\$	111	\$	225	\$	-	\$	40	\$	207
97305	\$	123	\$	220	\$	318	\$	443	\$	424	\$	612
97306	\$	95	\$	218	\$	351	\$	39	\$	64	\$	120
97310	\$	-	\$	-	\$	-	\$	125	\$	-	\$	-
97317	\$	118	\$	215	\$	313	\$	226	\$	225	\$	242
97325	\$	246	\$	184	\$	-	\$	1	\$	128	\$	202
97338	\$	197	\$	242	\$	-	\$	-	\$	-	\$	-
97347	\$	186	\$	236	\$	555	\$	122	\$	94	\$	333
97352	\$	69	\$	271	\$	111	\$	-	\$	-	\$	-
97362	\$	119	\$	238	\$	287	\$	248	\$	390	\$	247
97371	\$	92	\$	-	\$	-	\$	-	\$	-	\$	-
97375	\$	162	\$	444	\$	499	\$	239	\$	266	\$	186
97378	\$	153	\$	277	\$	468	\$	380	\$	183	\$	289
97381	\$	120	\$	231	\$	309	\$	182	\$	369	\$	526
97385	\$	303	\$	19	\$	-	\$	54	\$	66	\$	-
97392	\$	108	\$	429	\$	366	\$	61	\$	838	\$	319
97396	\$	194	\$	275	\$	300	\$	367	\$	246	\$	166

\*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, 2022 and December 31, 2022.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	84	51	505	409	53
97003	75	52	3,006	2,884	310
97004	38	35	382	268	38
97005	299	198	3,108	3,069	323
97006	131	98	4,135	4,112	551
97007	74	47	3,173	2,737	418
97008	74	37	2,774	2,637	305
97009	184	154	903	656	100
97011	9	9	108	78	10
97013	88	56	517	340	50
97015	227	185	2,365	2,199	263
97017	23	28	360	286	23
97019	29	20	289	237	37
97020	2	2	113	85	13
97022	58	39	535	409	43
97023	153	123	1,468	1,106	143
97024	67	46	1,613	1,580	146
97026	27	17	390	328	49
97027	54	21	1,427	1,164	128
97028	21	4	48	14	9
97030	277	206	5,161	5,186	546
97032	49	32	559	480	45
97034	51	27	805	523	208
97035	132	76	1,429	1,227	310
97038	101	74	2,021	1,798	170
97042	28	22	326	248	29
97045	336	277	5,461	4,783	645
97049	19	21	301	221	32
97055	206	156	2,242	1,751	220
97056			4	4	1
97060	160	100	2,416	2,156	239
97062	248	123	2,442	2,308	278
97067	30	32	258	202	39
97068	89	71	1,798	1,298	283
97070	238	115	2,162	1,986	302
97071	286	192	2,658	2,116	264
97078	61	34	2,536	2,386	267

97080	101	84	4,674	4,120	484
97086	119	99	2,807	2,603	364
97089	85	67	1,101	785	132
97101	27	26	404	318	64
97106	31	17	319	235	42
97109			10	5	3
97111	24	17	350	261	28
97113	45	42	1,408	1,126	166
97114	55	38	530	374	61
97115	39	20	328	234	34
97116	24	19	174	109	13
97117	6	6	63	48	7
97119	26	24	427	334	43
97123	343	277	4,228	3,690	449
97124	336	239	4,240	3,855	548
97125	1	1			1
97127	20	10	493	369	31
97128	28	17	137	92	12
97132	192	162	2,359	1,747	304
97133	48	37	367	263	55
97137	23	15	103	86	16
97140	215	177	1,677	1,317	196
97148	14	6	357	280	28
97201	98	57	987	1,125	202
97202	428	263	3,005	2,558	503
97203	230	164	2,919	2,741	350
97204	142	110	103	134	13
97205	48	30	437	529	113
97206	266	220	4,476	4,040	498
97209	318	237	2,265	2,673	457
97210	224	155	812	837	200
97211	1		2	1	3
97213	13	6	532	469	64
97214	381	249	2,221	2,248	424
97215	62	43	1,014	813	173
97216	74	42	1,112	934	111
97217	224	128	2,526	2,271	335
97219	174	103	2,778	2,175	416
97221	37	13	761	640	145
97222	225	132	3,851	3,418	418
97223	293	180	4,246	3,943	522
97224	166	116	2,426	2,225	366
97225	98	64	1,735	1,423	289
97227	10	3	47	36	15
97229	96	62	3,666	3,246	594
97230	410	250	4,712	4,419	500
97231	36	30	298	204	37

97232	94	57	742	799	155
97233	194	171	6,130	6,219	516
97236	193	157	4,961	4,839	419
97239	108	70	1,212	1,154	268
97251	2	2			
97266	249	184	4,226	4,077	414
97267	142	102	2,983	2,453	337
97286	3	3			
97301	481	276	6,098	5,858	637
97302	326	204	3,770	3,316	522
97303	78	65	2,642	2,328	284
97304	19	14	257	192	31
97305	217	144	5,343	4,597	485
97306	56	20	2,894	2,507	342
97310	1				
97317	114	78	2,358	2,153	256
97325	2	2	30	22	3
97338	2	1	41	44	4
97347	11	7	279	231	29
97352	3	1	24	15	2
97362	41	34	347	272	41
97371	2	2	15	18	3
97375	5	4	123	91	24
97378	80	62	906	805	82
97381	116	83	1,249	1,036	190
97385			30	26	9
97392	35	26	375	270	52
97396	19	2	417	279	57

## 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 2022.

Zip Code	Non-Residential	Residential
97002	0	3
97003	1	31
97005	1	44
97006	0	45
97007	0	21
97008	0	25
97009	2	5
97011	0	1
97013	0	2
97015	0	19
97019	0	1
97022	0	5
97023	2	8
97024	0	15
97026	0	3
97027	1	9
97030	2	49
97032	0	4
97035	0	3
97038	1	9
97045	1	39
97055	2	10
97060	0	14
97062	0	21
97067	0	2
97068	0	3
97070	0	22
97071	2	21
97078	0	20
97080	0	31
97086	0	30
97089	2	6
97101	0	4
97113	0	10
97114	0	2
97115	0	3
97119	0	1
97123	1	28
97124	0	30
97132	1	25
97133	0	2

97140	1	5
97148	0	1
97201	0	8
97202	0	22
97203	0	11
97205	0	3
97206	2	28
97209	0	15
97210	0	10
97213	0	3
97214	0	25
97215	0	5
97216	0	4
97217	1	15
97219	0	18
97221	0	8
97222	0	29
97223	1	42
97224	0	11
97225	0	8
97229	0	22
97230	0	32
97231	0	2
97232	0	5
97233	1	45
97236	0	28
97239	0	3
97266	3	30
97267	2	18
97301	1	83
97302	0	26
97303	0	9
97305	1	65
97306	0	12
97317	0	13
97347	0	3
97362	0	3
97378	0	3
97381	0	8
97385	0	1
97392	0	0
97396	0	3

**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 2022.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					1			
97003				1	22	2	2	
97005	1				25	6	2	2
97006					34	3		
97007					17			
97008					19	2		
97009			1		5			
97013					2			
97015					13	2	1	
97019					1			
97022					4	1		
97023		1			5			
97024					8	1	2	
97026					1	1		1
97027					7	1		
97030		1			32	4	4	1
97032					2			
97035					2		1	
97038					4	4		
97045					23	6	2	1
97055					10			
97060					13		1	
97062					13	4	1	
97067						1	1	
97068					1	1		
97070					14	1	2	1
97071	2				14	3	1	1
97078					14		2	
97080					21	2	2	
97086					23	1		
97089					5			
97101					4			
97113					8		1	
97114					1			
97115					2		1	
97119					1			
97123	1				24	1	1	
97124					22	2	1	1

97132	1			14	4	3	
97133				1	1		
97140				4		1	
97148				1			
97201				5	1		
97202				13	1	2	
97203				7	1	1	
97205				1	1		
97206	1	1		20	2		1
97209				11		2	
97210				2	4		
97213				2			1
97214				10	3	6	
97215				3	1		
97216				4			
97217			1	11	2	1	
97219				7	2	3	
97221				6			
97222				18		4	
97223		1		33	5	1	
97224				5	1	1	
97225				3	1	1	1
97229				18			
97230				18	3	8	
97231				1			
97232				1			
97233	1			20	6	7	1
97236				16	3	4	
97239				1		1	
97266	2	1		15	4	2	
97267				11	3	2	
97301		1		49	10	10	
97302				13	2	4	1
97303				5		1	
97305				42	6	8	
97306				10		1	
97317				10		2	
97347				2			
97362				2			1
97378				2			
97381				5		1	
97396				3			
97385				1			
97011							1

## AMP activity for December 2022 & Program Close

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

Program:	December	Total
• 50/50	0	9,816
• Three-Month Payment Match	0	7,993
• Extended Match	119	15,283
• Customer Assistance	1	16,767
• Reconnect Assistance	0	2,564
<b>Total number of recipients:</b>	120	52,423

The 50/50, Three-Month Payment Match, Customer Assistance and Reconnect 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	\$0	\$3,541,855
• Three-Month Payment Match	\$0	\$1,944,619
• Extended Match	\$13,177	\$9,992,345
• Customer Assistance	\$39	\$6,536,513
• Reconnect Assistance	\$0	\$1,230,628
<b>Total funds expended:</b>	\$13,216	\$23,245,960

### 3. Total funds unallocated:

PGE beginning tranche: \$17,557,000

PGE second tranche: \$6,000,000

<b>Total funds unallocated:</b>	\$311,040
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	Total
Total funds spent:	\$23,245,960
Total funds reserved:	\$0
<b>Total funds allocated:</b>	<b>\$23,245,960</b>

The Bill Assistance Program ended at the end of 2022. In total, PGE provided \$23,245,960 of the \$23,557,000 allotment.

### 4. Average customer payments per option:

Program:	December	Total
• 50/50	N/A	\$338
• Three-Month Payment Match	N/A	\$132
• Extended Match	\$111	\$165
• Customer Assistance	N/A	\$373
• Reconnect Assistance	\$39	\$474



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 do 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	0.03%
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%