



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

June 21, 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) – PGE Report of COVID-19 related late payment fees, time payment agreements, arrearages, disconnects and reconnects, and monthly Arrearage Management Program status

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.

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 May 2021. The AMP activity information for May 2021 is included in the new 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 & Regulatory Affairs

**Attachment A subpart a - The number of customers, by customer class.
Data reflects customers as of the last business day of May 2021.**

Zip Code	Non-Residential	Residential
97002	928	2,236
97003	766	11,198
97004	451	1,785
97005	2,520	11,941
97006	1,643	18,651
97007	914	18,371
97008	1,171	11,985
97009	1,111	3,389
97010	1	2
97011	82	501
97013	814	2,389
97015	2,010	9,014
97017	234	1,116
97019	267	1,225
97020	77	376
97022	408	1,452
97023	1,035	4,682
97024	503	4,594
97026	284	1,161
97027	472	4,945
97028	144	727
97030	2,184	15,291
97032	480	1,753
97034	915	8,448
97035	1,345	11,396
97036	19	2
97038	1,153	6,338
97041	7	
97042	335	1,214
97045	3,443	22,111
97049	166	1,762
97051	5	
97055	1,499	7,941
97056	7	30
97060	1,083	7,904
97062	2,031	11,353
97067	400	1,257
97068	1,219	11,670
97070	1,860	11,403
97071	1,625	9,650
97078	545	9,381
97079	4	
97080	902	16,263
97086	907	12,690
97089	775	4,813
97101	340	1,560
97106	349	1,557

97109	19	81
97111	341	1,466
97113	660	4,946
97114	539	1,776
97115	325	1,726
97116	296	845
97117	67	264
97119	365	1,624
97123	2,645	17,573
97124	3,248	21,759
97125	6	19
97127	92	1,446
97128	163	491
97132	1,930	11,827
97133	458	2,272
97137	280	487
97140	1,608	9,473
97148	340	1,300
97201	730	7,362
97202	2,590	19,945
97203	1,434	12,823
97204	624	420
97205	302	2,789
97206	1,624	21,627
97208	7	
97209	2,138	14,973
97210	1,868	7,923
97211	5	
97212	2	
97213	263	3,076
97214	2,906	15,301
97215	525	7,632
97216	500	4,183
97217	1,701	12,704
97218	1	
97219	1,332	17,493
97221	322	5,562
97222	1,960	15,583
97223	2,456	20,799
97224	1,651	15,832
97225	1,164	11,612
97227	55	419
97229	1,542	27,796
97230	2,090	15,548
97231	543	2,014
97232	797	5,316
97233	1,176	15,055
97236	988	13,846
97239	766	9,674
97251	3	
97258	1	
97266	1,521	13,269
97267	1,090	12,852

97280	1	
97291	1	
97301	2,958	18,788
97302	2,747	17,111
97303	1,185	10,729
97304	281	1,331
97305	1,842	15,330
97306	803	13,754
97310	31	
97311	1	
97312	3	
97317	1,192	8,387
97325	64	166
97338	77	248
97347	197	797
97352	32	125
97362	299	1,508
97371	45	106
97373	1	
97375	115	518
97378	556	2,805
97381	1,178	6,439
97385	52	160
97392	366	1,912
97396	241	1,347
97424		1
97438	2	
98086		2

Attachment A subpart b - The number of customers, by customer class, assessed late payment fees or charges during the period. Data reflects customers that had late pay charges during May 2021.

Zip Code	Non-Residential	Residential
97002	101	0
97003	60	0
97004	63	0
97005	232	0
97006	153	0
97007	65	0
97008	93	0
97009	152	0
97011	10	0
97013	90	0
97015	179	0
97017	47	0
97019	27	0
97020	10	0
97022	56	0
97023	120	0
97024	44	0
97026	34	0
97027	39	0
97028	5	0
97030	235	0
97032	44	0
97034	74	0
97035	129	0
97036	2	0
97038	172	0
97042	49	0
97045	336	0
97049	22	0
97055	187	0
97056		0
97060	128	0
97062	188	0
97067	25	0
97068	79	0
97070	180	0
97071	176	0
97078	58	0
97080	88	0
97086	92	0
97089	99	0
97101	24	0
97106	30	0
97109		0
97111	33	0
97113	63	0

97114	49	0
97115	37	0
97116	30	0
97117	11	0
97119	47	0
97123	253	0
97124	213	0
97125	3	0
97127	13	0
97128	26	0
97132	213	0
97133	45	0
97137	17	0
97140	156	0
97148	37	0
97201	50	0
97202	278	0
97203	160	0
97204	60	0
97205	28	0
97206	201	0
97209	213	0
97210	173	0
97213	16	0
97214	309	0
97215	46	0
97216	58	0
97217	187	0
97219	99	0
97221	22	0
97222	157	0
97223	198	0
97224	151	0
97225	98	0
97227	5	0
97229	190	0
97230	184	0
97231	46	0
97232	77	0
97233	168	0
97236	141	0
97239	69	0
97266	190	0
97267	114	0
97301	271	0
97302	218	0
97303	112	0
97304	43	0
97305	176	0
97306	66	0
97317	157	0
97325	11	0
97338	7	0

97347	13	0
97352	4	0
97362	27	0
97371	2	0
97375	14	0
97378	98	0
97381	133	0
97385	4	0
97392	42	0
97396	28	0

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

Attachment A subpart c - The number of customers, by customer class, enrolled in a current Time Payment Arrangement (TPA)* Data reflects customers that enrolled in a TPA on or before May 31, 2021, have close dates after May 31, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	40
97003		219
97004	5	26
97005	5	283
97006		297
97007	2	176
97008	1	199
97009	12	64
97011		10
97013	2	38
97015	10	243
97017	1	28
97019	2	29
97020		10
97022	3	47
97023	8	122
97024	4	151
97026	1	38
97027	1	118
97028		2
97030	13	561
97032	4	44
97034		39
97035	2	95
97038	8	159
97042	1	26
97045	16	438
97049	2	19
97055	9	170
97060	10	237
97062	8	192
97067	2	21
97068	3	100
97070	2	154
97071	6	237
97078		176
97080	6	413
97086	3	190
97089	6	78
97101		40
97106	2	21
97111	2	23
97113	4	109
97114	2	56

97115	4	23
97116	9	9
97117		5
97119	2	43
97123	10	286
97124	8	271
97127	1	34
97128	1	11
97132	5	194
97133		15
97137		5
97140	12	117
97148	3	38
97201	2	46
97202	19	155
97203	15	245
97204	3	6
97205	1	16
97206	15	308
97209	19	97
97210	4	31
97213		34
97214	19	91
97215	1	63
97216		87
97217	3	171
97219	3	156
97221	1	37
97222	7	335
97223	15	316
97224	5	176
97225	2	98
97227		1
97229	5	182
97230	5	442
97231	1	21
97232	1	32
97233	24	625
97236	10	534
97239	3	64
97266	16	377
97267	6	234
97301	22	627
97302	15	298
97303	2	251
97304		12
97305	18	529
97306		265
97317	4	227
97325		5

97338		2
97347		24
97352		4
97362	2	27
97375	1	13
97378	7	85
97381	5	106
97385		1
97392	1	35
97396		40

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

Zip Code	Non-Residential	Residential
97002		6
97003		22
97004		1
97005	1	25
97006		31
97007		21
97008		29
97009	3	6
97011		4
97013		3
97015	1	30
97017		1
97019	1	5
97022		5
97023	3	12
97024		20
97026		7
97027		20
97028		1
97030	1	66
97032	2	4
97034		7
97035	1	9
97038	1	18
97042		1
97045	2	49
97049		2
97055	1	24
97060		31
97062		19
97067		3
97068	1	14
97070		13
97071	1	22
97078		21
97080	2	42
97086		18
97089	2	6
97101		3
97106		3
97111		2
97113		16
97114		6
97115		3

97117		1
97119		3
97123	1	38
97124	1	33
97127	1	2
97128		1
97132	3	14
97133		2
97137		1
97140	2	13
97148		8
97201		2
97202	4	20
97203	4	32
97204		3
97205		1
97206	2	37
97209	1	16
97210	1	5
97213		2
97214	2	10
97215	1	3
97216		15
97217	1	19
97219		24
97221		2
97222	1	44
97223	1	38
97224		12
97225		11
97229	4	17
97230		70
97231		3
97232		6
97233	1	89
97236	1	51
97239		12
97266		40
97267	2	26
97301	1	74
97302	4	34
97303		21
97304		3
97305	2	59
97306		19
97317		19
97325		2
97347		4
97362		3
97375		1

97378	4	7
97381	1	11
97392		2
97396		5

*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 May 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	92	28	56	49	10	7
97003	624	235	478	11	10	6
97004	63	13	29	15	8	14
97005	871	294	613	98	25	29
97006	909	315	720	97	6	9
97007	677	186	368	17	10	4
97008	669	212	479	31	10	5
97009	207	48	95	73	16	10
97011	17	2	15	1	1	
97013	89	26	39	37	10	10
97015	561	191	408	84	14	21
97017	48	11	33	13	5	4
97019	25	15	21	9		3
97020	25	7	4	3	2	1
97022	106	23	71	26	6	3
97023	290	43	147	45	13	13
97024	220	87	217	7	3	3
97026	59	20	37	5	3	2
97027	347	54	196	27		3
97028	6	3	4	2	1	2
97030	1,238	349	860	86	37	19
97032	75	28	54	13	2	1
97034	149	27	69	20		12
97035	498	85	164	29	13	10
97036						2
97038	411	134	245	64	19	21
97041						1
97042	39	7	33	16	3	7
97045	878	291	635	113	30	25
97049	36	15	25	13	2	1
97055	381	88	216	100	11	15
97056			1			
97060	405	150	231	22	9	11
97062	557	171	389	81	4	13
97067	25	11	30	6	4	4
97068	233	78	156	29	4	16
97070	422	132	290	17	3	7
97071	440	119	254	47	19	10
97078	533	181	411	13	3	9
97080	920	286	594	46	15	5
97086	607	223	413	28	8	18
97089	234	71	98	44	11	18
97101	68	22	44	6	1	3
97106	35	19	29	6	4	2
97109		2				
97111	45	17	37	12	1	2

97113	170	69	152	9	3	3
97114	65	13	58	6	5	4
97115	63	16	29	8		2
97116	15	8	15	4		5
97117	11	1	5	5		2
97119	55	21	39	7	6	5
97123	628	273	571	60	32	31
97124	776	253	584	46	16	23
97127	61	19	46	4	1	3
97128	19	6	11	3		1
97132	535	124	316	82	8	9
97133	52	16	36	3	1	5
97137	7	7	18	2	2	
97140	346	98	153	70	22	19
97148	56	10	28	13	1	2
97201	407	156	279	18	10	4
97202	1,049	275	554	131	22	33
97203	720	246	536	40	13	10
97204	41	6	47	17	2	3
97205	116	63	114	9	3	
97206	1,357	370	785	92	39	25
97209	826	280	569	53	15	17
97210	328	108	186	39	11	8
97212					1	
97213	169	66	95	4		3
97214	956	286	534	114	26	35
97215	295	100	184	12	1	12
97216	182	63	158	14	3	4
97217	646	228	467	64	20	27
97219	462	157	386	29	13	18
97221	152	51	101	4		3
97222	588	227	531	36	12	15
97223	1,056	354	752	86	15	21
97224	604	171	389	56	13	16
97225	609	101	247	55	4	13
97227	14	7	5	1	1	
97229	684	211	482	56	12	15
97230	759	299	791	41	12	11
97231	48	18	36	19	3	8
97232	233	125	254	29	6	6
97233	1,107	463	1,282	39	14	19
97236	955	324	866	44	16	25
97239	301	112	224	13	7	4
97266	838	327	821	64	30	26
97267	628	176	389	28	5	19
97301	1,516	572	1,066	106	34	27
97302	710	203	554	56	21	18
97303	386	123	295	16	4	10
97304	35	8	16	9	2	7
97305	1,441	316	810	67	25	17
97306	517	153	360	23	4	3
97310					1	
97317	505	130	299	56	16	21

97325	9	2	4	4	1	
97338	4	2	8			1
97347	43	18	38	4	1	1
97352	4		2	2		
97362	83	25	55	14	5	2
97371	1					1
97375	33	2	13	3	1	6
97378	191	53	136	38	6	10
97381	319	83	134	52	13	12
97385	4	1	7	2		
97392	72	18	29	11	1	4
97396	126	8	59	15		3

*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.

Attachment A subpart j (Amount) - Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage balances, segmented by 30-60 days; 61-90 days; 91+ days* Data reflects customers that had a past due balance on the last Friday of May 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$11,497	\$5,941	\$83,146	\$14,411	\$5,205	\$1,694
97003	\$62,113	\$49,618	\$472,459	\$615	\$2,907	\$2,685
97004	\$9,767	\$4,864	\$49,538	\$3,585	\$1,525	\$2,441
97005	\$81,723	\$57,561	\$553,639	\$40,702	\$5,703	\$10,290
97006	\$83,365	\$64,755	\$679,965	\$13,748	\$391	\$18,783
97007	\$62,947	\$42,465	\$417,305	\$2,885	\$1,357	\$1,836
97008	\$67,915	\$48,693	\$515,809	\$10,171	\$1,688	\$1,668
97009	\$36,580	\$16,255	\$193,903	\$27,013	\$4,319	\$3,276
97011	\$1,498	\$283	\$30,069	\$16	\$93	
97013	\$13,620	\$9,359	\$68,018	\$4,606	\$3,777	\$6,221
97015	\$53,576	\$45,832	\$466,623	\$19,040	\$12,496	\$6,115
97017	\$8,815	\$8,103	\$59,059	\$459	\$7,299	\$659
97019	\$3,858	\$4,668	\$53,561	\$3,623		\$1,399
97020	\$2,747	\$2,011	\$14,781	\$185	\$430	\$349
97022	\$20,283	\$8,097	\$140,065	\$10,269	\$4,135	\$1,033
97023	\$50,698	\$15,600	\$203,809	\$12,346	\$1,995	\$5,348
97024	\$25,253	\$20,788	\$266,196	\$445	\$157	\$183
97026	\$7,537	\$5,545	\$54,021	\$5,720	\$453	\$1,145
97027	\$39,429	\$12,173	\$222,119	\$5,451		\$1,453
97028	\$384	\$805	\$4,973	\$197	\$199	\$147
97030	\$138,827	\$78,780	\$1,006,072	\$13,636	\$9,379	\$24,848
97032	\$8,986	\$7,153	\$75,007	\$1,666	\$1,046	\$346
97034	\$15,448	\$4,727	\$91,152	\$1,827		\$1,749
97035	\$39,260	\$18,055	\$186,215	\$1,374	\$2,264	\$2,235
97036						\$1,717
97038	\$60,817	\$40,733	\$339,833	\$7,892	\$3,863	\$4,836
97041						\$46
97042	\$6,841	\$2,428	\$64,887	\$2,141	\$253	\$1,170
97045	\$108,983	\$69,743	\$831,353	\$16,684	\$8,036	\$5,830
97049	\$5,100	\$4,204	\$37,429	\$1,260	\$89	\$64
97055	\$47,788	\$25,800	\$341,811	\$13,567	\$1,803	\$5,496
97056			\$4,351			
97060	\$46,405	\$35,023	\$276,749	\$2,746	\$1,768	\$3,620
97062	\$49,973	\$35,478	\$409,320	\$15,667	\$1,706	\$7,031
97067	\$2,171	\$4,712	\$46,292	\$1,096	\$322	\$1,175
97068	\$30,234	\$14,305	\$199,980	\$1,918	\$895	\$3,679
97070	\$34,321	\$24,599	\$281,824	\$1,584	\$4,664	\$1,097
97071	\$44,486	\$27,314	\$222,783	\$5,417	\$5,453	\$1,637
97078	\$48,787	\$39,441	\$424,248	\$1,571	\$846	\$5,085
97080	\$101,289	\$70,138	\$712,909	\$7,361	\$2,538	\$959
97086	\$63,448	\$53,145	\$491,466	\$2,581	\$4,813	\$2,961
97089	\$34,928	\$21,946	\$176,085	\$5,549	\$1,993	\$20,490
97101	\$8,939	\$5,269	\$72,511	\$553	\$135	\$666
97106	\$4,172	\$6,729	\$48,490	\$535	\$188	\$221
97109		\$188				

97111	\$12,702	\$5,012	\$55,016	\$669	\$40	\$977
97113	\$18,604	\$19,248	\$175,187	\$615	\$1,273	\$4,163
97114	\$10,393	\$7,861	\$109,787	\$474	\$1,206	\$684
97115	\$6,896	\$3,024	\$51,269	\$663		\$395
97116	\$2,401	\$3,199	\$29,418	\$2,101		\$881
97117	\$2,233	\$1,186	\$17,873	\$250		\$125
97119	\$11,894	\$7,697	\$55,690	\$734	\$569	\$1,690
97123	\$58,163	\$64,226	\$596,373	\$8,414	\$13,105	\$12,947
97124	\$71,038	\$52,701	\$677,639	\$3,764	\$4,483	\$12,846
97127	\$6,089	\$4,569	\$80,144	\$178	\$73	\$4,334
97128	\$3,007	\$2,962	\$23,910	\$10		\$477
97132	\$60,195	\$27,811	\$396,704	\$10,976	\$1,002	\$2,900
97133	\$5,408	\$3,443	\$71,465	\$43	\$147	\$1,084
97137	\$418	\$1,579	\$37,264	\$67	\$3,902	
97140	\$39,081	\$25,026	\$170,874	\$11,935	\$12,123	\$8,071
97148	\$12,738	\$4,965	\$64,078	\$634	\$203	\$776
97201	\$20,764	\$18,755	\$139,771	\$1,136	\$3,415	\$3,300
97202	\$91,125	\$47,164	\$437,132	\$19,835	\$8,932	\$16,648
97203	\$63,280	\$45,420	\$541,247	\$5,603	\$4,551	\$6,432
97204	\$2,104	\$633	\$15,307	\$5,345	\$211	\$2,977
97205	\$6,080	\$5,896	\$53,523	\$2,022	\$1,122	
97206	\$136,130	\$71,991	\$836,544	\$21,837	\$13,005	\$6,588
97209	\$42,584	\$32,202	\$316,531	\$13,993	\$3,839	\$11,562
97210	\$18,358	\$15,464	\$97,929	\$6,623	\$2,872	\$7,527
97212					\$37	
97213	\$12,324	\$9,953	\$81,473	\$159		\$693
97214	\$53,261	\$41,329	\$289,343	\$27,799	\$4,572	\$10,428
97215	\$23,295	\$16,982	\$173,251	\$2,149	\$43	\$3,895
97216	\$19,281	\$16,589	\$196,633	\$1,507	\$122	\$548
97217	\$50,964	\$38,726	\$402,379	\$8,177	\$7,796	\$11,374
97219	\$43,543	\$32,958	\$402,017	\$2,576	\$3,588	\$8,316
97221	\$13,565	\$10,226	\$81,584	\$1,941		\$369
97222	\$57,867	\$51,616	\$612,635	\$4,840	\$3,251	\$4,317
97223	\$96,761	\$76,400	\$785,711	\$12,196	\$5,569	\$6,284
97224	\$52,551	\$35,932	\$377,098	\$7,933	\$2,380	\$31,419
97225	\$59,969	\$18,942	\$242,782	\$8,426	\$347	\$7,020
97227	\$1,490	\$688	\$2,870	\$0	\$780	
97229	\$63,272	\$40,660	\$465,363	\$2,204	\$1,367	\$3,681
97230	\$81,667	\$77,400	\$892,511	\$9,241	\$3,055	\$3,545
97231	\$4,857	\$10,008	\$46,799	\$1,181	\$152	\$2,290
97232	\$13,004	\$12,924	\$97,502	\$5,087	\$1,416	\$1,758
97233	\$116,328	\$110,768	\$1,455,375	\$5,690	\$3,103	\$6,120
97236	\$109,671	\$83,246	\$1,109,722	\$10,453	\$4,739	\$12,628
97239	\$20,262	\$18,144	\$147,743	\$827	\$5,006	\$2,373
97266	\$83,738	\$70,294	\$989,446	\$13,310	\$12,050	\$8,624
97267	\$70,435	\$38,722	\$439,650	\$2,729	\$3,571	\$8,826
97301	\$154,385	\$118,258	\$1,143,310	\$30,304	\$9,875	\$8,904
97302	\$73,217	\$48,789	\$583,227	\$24,863	\$11,034	\$7,848
97303	\$36,950	\$30,963	\$354,246	\$1,579	\$424	\$2,482
97304	\$5,350	\$2,881	\$25,686	\$259	\$322	\$1,316
97305	\$165,066	\$69,378	\$878,838	\$10,599	\$10,527	\$5,394
97306	\$53,772	\$36,970	\$410,308	\$1,728	\$2,945	\$875
97310					\$475	

97317	\$54,992	\$29,086	\$392,350	\$4,691	\$3,546	\$10,489
97325	\$826	\$1,074	\$6,924	\$182	\$282	
97338	\$487	\$650	\$13,644			\$185
97347	\$5,332	\$9,190	\$77,001	\$175	\$62	\$208
97352	\$311		\$791	\$448		
97362	\$7,733	\$5,430	\$66,221	\$3,929	\$45,250	\$135
97371	\$70					\$182
97375	\$6,320	\$547	\$24,866	\$486	\$97	\$1,736
97378	\$30,644	\$15,686	\$206,043	\$5,994	\$1,197	\$2,763
97381	\$40,997	\$15,907	\$155,150	\$5,470	\$2,670	\$2,466
97385	\$501	\$117	\$10,434	\$337		
97392	\$9,074	\$6,207	\$52,339	\$541	\$45	\$731
97396	\$18,592	\$1,417	\$94,563	\$1,728		\$1,005

*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 May 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 125	\$ 212	\$ 1,485	\$ 294	\$ 520	\$ 242
97003	\$ 100	\$ 211	\$ 988	\$ 56	\$ 291	\$ 447
97004	\$ 155	\$ 374	\$ 1,708	\$ 239	\$ 191	\$ 174
97005	\$ 94	\$ 196	\$ 903	\$ 415	\$ 228	\$ 355
97006	\$ 92	\$ 206	\$ 944	\$ 142	\$ 65	\$ 2,087
97007	\$ 93	\$ 228	\$ 1,134	\$ 170	\$ 136	\$ 459
97008	\$ 102	\$ 230	\$ 1,077	\$ 328	\$ 169	\$ 334
97009	\$ 177	\$ 339	\$ 2,041	\$ 370	\$ 270	\$ 328
97011	\$ 88	\$ 142	\$ 2,005	\$ 16	\$ 93	\$ -
97013	\$ 153	\$ 360	\$ 1,744	\$ 124	\$ 378	\$ 622
97015	\$ 96	\$ 240	\$ 1,144	\$ 227	\$ 893	\$ 291
97017	\$ 184	\$ 737	\$ 1,790	\$ 35	\$ 1,460	\$ 165
97019	\$ 154	\$ 311	\$ 2,551	\$ 403	\$ -	\$ 466
97020	\$ 110	\$ 287	\$ 3,695	\$ 62	\$ 215	\$ 349
97022	\$ 191	\$ 352	\$ 1,973	\$ 395	\$ 689	\$ 344
97023	\$ 175	\$ 363	\$ 1,386	\$ 274	\$ 153	\$ 411
97024	\$ 115	\$ 239	\$ 1,227	\$ 64	\$ 52	\$ 61
97026	\$ 128	\$ 277	\$ 1,460	\$ 1,144	\$ 151	\$ 572
97027	\$ 114	\$ 225	\$ 1,133	\$ 202	\$ -	\$ 484
97028	\$ 64	\$ 268	\$ 1,243	\$ 98	\$ 199	\$ 73
97030	\$ 112	\$ 226	\$ 1,170	\$ 159	\$ 253	\$ 1,308
97032	\$ 120	\$ 255	\$ 1,389	\$ 128	\$ 523	\$ 346
97034	\$ 104	\$ 175	\$ 1,321	\$ 91	\$ -	\$ 146
97035	\$ 79	\$ 212	\$ 1,135	\$ 47	\$ 174	\$ 224
97036	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 859
97038	\$ 148	\$ 304	\$ 1,387	\$ 123	\$ 203	\$ 230
97041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 46
97042	\$ 175	\$ 347	\$ 1,966	\$ 134	\$ 84	\$ 167
97045	\$ 124	\$ 240	\$ 1,309	\$ 148	\$ 268	\$ 233
97049	\$ 142	\$ 280	\$ 1,497	\$ 97	\$ 44	\$ 64
97055	\$ 125	\$ 293	\$ 1,582	\$ 136	\$ 164	\$ 366
97056	\$ -	\$ -	\$ 4,351	\$ -	\$ -	\$ -
97060	\$ 115	\$ 233	\$ 1,198	\$ 125	\$ 196	\$ 329
97062	\$ 90	\$ 207	\$ 1,052	\$ 193	\$ 426	\$ 541
97067	\$ 87	\$ 428	\$ 1,543	\$ 183	\$ 80	\$ 294
97068	\$ 130	\$ 183	\$ 1,282	\$ 66	\$ 224	\$ 230
97070	\$ 81	\$ 186	\$ 972	\$ 93	\$ 1,555	\$ 157
97071	\$ 101	\$ 230	\$ 877	\$ 115	\$ 287	\$ 164
97078	\$ 92	\$ 218	\$ 1,032	\$ 121	\$ 282	\$ 565
97080	\$ 110	\$ 245	\$ 1,200	\$ 160	\$ 169	\$ 192
97086	\$ 105	\$ 238	\$ 1,190	\$ 92	\$ 602	\$ 165
97089	\$ 149	\$ 309	\$ 1,797	\$ 126	\$ 181	\$ 1,138
97101	\$ 131	\$ 240	\$ 1,648	\$ 92	\$ 135	\$ 222
97106	\$ 119	\$ 354	\$ 1,672	\$ 89	\$ 47	\$ 111
97109	\$ -	\$ 94	\$ -	\$ -	\$ -	\$ -
97111	\$ 282	\$ 295	\$ 1,487	\$ 56	\$ 40	\$ 489

97113	\$	109	\$	279	\$	1,153	\$	68	\$	424	\$	1,388
97114	\$	160	\$	605	\$	1,893	\$	79	\$	241	\$	171
97115	\$	109	\$	189	\$	1,768	\$	83	\$	-	\$	197
97116	\$	160	\$	400	\$	1,961	\$	525	\$	-	\$	176
97117	\$	203	\$	1,186	\$	3,575	\$	50	\$	-	\$	62
97119	\$	216	\$	367	\$	1,428	\$	105	\$	95	\$	338
97123	\$	93	\$	235	\$	1,044	\$	140	\$	410	\$	418
97124	\$	92	\$	208	\$	1,160	\$	82	\$	280	\$	559
97127	\$	100	\$	240	\$	1,742	\$	44	\$	73	\$	1,445
97128	\$	158	\$	494	\$	2,174	\$	3	\$	-	\$	477
97132	\$	113	\$	224	\$	1,255	\$	134	\$	125	\$	322
97133	\$	104	\$	215	\$	1,985	\$	14	\$	147	\$	217
97137	\$	60	\$	226	\$	2,070	\$	34	\$	1,951	\$	-
97140	\$	113	\$	255	\$	1,117	\$	170	\$	551	\$	425
97148	\$	227	\$	496	\$	2,288	\$	49	\$	203	\$	388
97201	\$	51	\$	120	\$	501	\$	63	\$	341	\$	825
97202	\$	87	\$	172	\$	789	\$	151	\$	406	\$	504
97203	\$	88	\$	185	\$	1,010	\$	140	\$	350	\$	643
97204	\$	51	\$	106	\$	326	\$	314	\$	106	\$	992
97205	\$	52	\$	94	\$	470	\$	225	\$	374	\$	-
97206	\$	100	\$	195	\$	1,066	\$	237	\$	333	\$	264
97209	\$	52	\$	115	\$	556	\$	264	\$	256	\$	680
97210	\$	56	\$	143	\$	526	\$	170	\$	261	\$	941
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	73	\$	151	\$	858	\$	40	\$	-	\$	231
97214	\$	56	\$	145	\$	542	\$	244	\$	176	\$	298
97215	\$	79	\$	170	\$	942	\$	179	\$	43	\$	325
97216	\$	106	\$	263	\$	1,245	\$	108	\$	41	\$	137
97217	\$	79	\$	170	\$	862	\$	128	\$	390	\$	421
97219	\$	94	\$	210	\$	1,041	\$	89	\$	276	\$	462
97221	\$	89	\$	201	\$	808	\$	485	\$	-	\$	123
97222	\$	98	\$	227	\$	1,154	\$	134	\$	271	\$	288
97223	\$	92	\$	216	\$	1,045	\$	142	\$	371	\$	299
97224	\$	87	\$	210	\$	969	\$	142	\$	183	\$	1,964
97225	\$	98	\$	188	\$	983	\$	153	\$	87	\$	540
97227	\$	106	\$	98	\$	574	\$	0	\$	780	\$	-
97229	\$	93	\$	193	\$	965	\$	39	\$	114	\$	245
97230	\$	108	\$	259	\$	1,128	\$	225	\$	255	\$	322
97231	\$	101	\$	556	\$	1,300	\$	62	\$	51	\$	286
97232	\$	56	\$	103	\$	384	\$	175	\$	236	\$	293
97233	\$	105	\$	239	\$	1,135	\$	146	\$	222	\$	322
97236	\$	115	\$	257	\$	1,281	\$	238	\$	296	\$	505
97239	\$	67	\$	162	\$	660	\$	64	\$	715	\$	593
97266	\$	100	\$	215	\$	1,205	\$	208	\$	402	\$	332
97267	\$	112	\$	220	\$	1,130	\$	97	\$	714	\$	465
97301	\$	102	\$	207	\$	1,073	\$	286	\$	290	\$	330
97302	\$	103	\$	240	\$	1,053	\$	444	\$	525	\$	436
97303	\$	96	\$	252	\$	1,201	\$	99	\$	106	\$	248
97304	\$	153	\$	360	\$	1,605	\$	29	\$	161	\$	188
97305	\$	115	\$	220	\$	1,085	\$	158	\$	421	\$	317
97306	\$	104	\$	242	\$	1,140	\$	75	\$	736	\$	292
97310	\$	-	\$	-	\$	-	\$	-	\$	475	\$	-
97317	\$	109	\$	224	\$	1,312	\$	84	\$	222	\$	499

97325	\$	92	\$	537	\$	1,731	\$	45	\$	282	\$	-
97338	\$	122	\$	325	\$	1,705	\$	-	\$	-	\$	185
97347	\$	124	\$	511	\$	2,026	\$	44	\$	62	\$	208
97352	\$	78	\$	-	\$	396	\$	224	\$	-	\$	-
97362	\$	93	\$	217	\$	1,204	\$	281	\$	9,050	\$	67
97371	\$	70	\$	-	\$	-	\$	-	\$	-	\$	182
97375	\$	192	\$	273	\$	1,913	\$	162	\$	97	\$	289
97378	\$	160	\$	296	\$	1,515	\$	158	\$	200	\$	276
97381	\$	129	\$	192	\$	1,158	\$	105	\$	205	\$	206
97385	\$	125	\$	117	\$	1,491	\$	168	\$	-	\$	-
97392	\$	126	\$	345	\$	1,805	\$	49	\$	45	\$	183
97396	\$	148	\$	177	\$	1,603	\$	115	\$	-	\$	335

*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.

**Attachment A subpart I - Total number of service disconnections for non-payment.
Data reflects customers that were disconnected during May 2021.**

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

Attachment A subpart m - Total number of service reconnections, segmented by 24-hour reconnect, 48-hour reconnect, less than seven-day reconnect, and more than seven-day reconnect. Data reflects customers that were reconnected during May 2021.

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

AMP activity for May 2021

1. Number of customers enrolled:

Program:	May	Total
• 50/50	1,602	6,795
• Three-Month Payment Match	1,665	10,731
• Extended Match	1,351	6,542
Total number enrolled:	4,618	24,068

Number of recipients per option:

Program:	May	Total
• 50/50	1,406	6,343
• Three-Month Payment Match	3,264	7,975
• Extended Match	3,709	8,485
• Customer Assistance	501	1,605
Total number of recipients:	8,880	24,408

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:	May	Total
• 50/50	\$489,528	\$2,262,947
• Three-Month Payment Match	\$411,811	\$1,106,758
• Extended Match	\$649,898	\$1,632,210
• Customer Assistance	\$145,477	\$446,360
Total funds expended:	\$1,696,713	\$5,448,275

3. Total funds unallocated:

PGE beginning allocation: \$17,557,000

Total funds unallocated:	\$5,693,193
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	May	Total
Total funds spent:	\$1,696,713	\$5,448,275
Total funds reserved:	\$68,291	\$6,415,532
Total funds allocated:	\$1,765,004	\$11,863,807

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:	May	Total
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• 50/50	\$349	\$357
• Three-Month Payment Match	\$127	\$139
• Extended Match	\$176	\$193
• Customer Assistance	\$291	\$279

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.