



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

September 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) – Investigation into the Effects of the COVID-19 Pandemic on Utility Customers. PGE Report of COVID-19 related late payment fees, time payment agreements, arrearages, disconnects and reconnects

Dear Filing Center:

On November 5, 2020 the Commission issued Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers formally approving Staff's recommendation. The Staff Report approved by Order 20-401 included a recommendation that the Commission approve the Stipulated Agreement on the Effects of COVID-19 Pandemic on Energy Utility Customers. Attachment A of the Stipulation requires that each energy utility (utility) report certain information on a monthly basis for the prior month through December 2023. The first monthly report was due November 1, 2020 for October 2020, with subsequent monthly reports due the 20th day of the following month.

Attachment A of the Commission approved Stipulation in UM 2114 requires that each energy utility report certain information on a monthly basis for the prior month through December 2023 with monthly reports due the 20th day of the following month. Further, Commission Order 21- 057 included the requirement that the utilities that signed the UM 2114 Stipulated Agreement report on a monthly basis the number of recipients per Arrearage Management Program (AMP) option, total funds expended, total funds available, funds expended per option and average customer payments per option.

Attached is the PGE monthly COVID-19 report for August 2021. The AMP activity information for August 2021 is included on the "Program Participation" tab. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-7805. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Jay Tinker

Jay Tinker
Director, Rates and Regulatory Affairs

JT/np

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

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

Zip Code	Non-Residential	Residential
97002	933	2,238
97003	770	11,221
97004	449	1,785
97005	2,521	11,986
97006	1,647	18,667
97007	914	18,453
97008	1,170	11,982
97009	1,115	3,388
97010	1	2
97011	81	500
97013	822	2,384
97015	2,013	9,110
97017	233	1,124
97019	269	1,224
97020	76	376
97022	407	1,449
97023	1,049	4,715
97024	504	4,596
97026	283	1,165
97027	474	4,938
97028	144	725
97030	2,176	15,286
97032	483	1,750
97034	909	8,453
97035	1,336	11,383
97036	18	2
97038	1,159	6,332
97041	7	
97042	337	1,217
97045	3,460	22,203
97049	169	1,764
97051	5	
97055	1,503	7,941
97056	7	29
97060	1,087	7,956
97062	2,027	11,340
97067	403	1,262
97068	1,219	11,669
97070	1,861	11,434
97071	1,630	9,731
97078	547	9,437
97079	4	
97080	904	16,277

97086	909	12,768
97089	771	4,828
97101	338	1,556
97106	354	1,560
97109	19	81
97111	343	1,477
97113	665	5,002
97114	537	1,783
97115	325	1,727
97116	299	845
97117	68	263
97119	365	1,618
97123	2,637	17,661
97124	3,242	21,759
97125	6	19
97127	92	1,446
97128	163	492
97132	1,934	11,851
97133	460	2,286
97137	279	486
97140	1,613	9,466
97148	335	1,329
97201	736	7,369
97202	2,600	19,978
97203	1,442	12,868
97204	625	419
97205	316	2,959
97206	1,639	21,637
97208	7	
97209	2,136	15,088
97210	1,869	7,942
97211	5	
97212	2	
97213	262	3,095
97214	2,918	15,300
97215	527	7,616
97216	499	4,186
97217	1,706	12,800
97218	1	
97219	1,336	17,481
97221	325	5,553
97222	1,959	15,583
97223	2,452	20,808
97224	1,659	15,859
97225	1,161	11,614
97227	56	419
97229	1,550	27,904

97230	2,092	15,532
97231	542	2,006
97232	799	5,300
97233	1,212	15,087
97236	991	13,837
97239	761	9,698
97251	3	
97258	1	
97266	1,529	13,270
97267	1,094	12,839
97280	1	
97291	1	
97301	2,961	18,795
97302	2,776	17,155
97303	1,184	10,721
97304	283	1,334
97305	1,863	15,486
97306	803	13,781
97310	31	
97311	1	
97312	3	
97317	1,203	8,386
97325	64	162
97338	79	248
97347	199	792
97352	33	124
97362	303	1,516
97371	44	107
97373	1	
97375	117	519
97378	554	2,807
97381	1,177	6,450
97385	53	160
97392	369	1,943
97396	238	1,348
97424		1
97438	2	
98086		2
97346	1	
97463		1
58419		1

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

Data reflects customers that had late pay charges during August 2021.

Zip Code	Non-Residential	Residential
97002	107	0
97003	93	0
97004	57	0
97005	311	0
97006	206	0
97007	64	0
97008	96	0
97009	152	0
97011	11	0
97013	80	0
97015	222	0
97017	42	0
97019	21	0
97020	7	0
97022	57	0
97023	131	0
97024	62	0
97026	43	0
97027	41	0
97028	5	0
97030	257	0
97032	61	0
97034	64	0
97035	185	0
97038	189	0
97042	39	0
97045	378	0
97049	26	0
97055	178	0
97060	133	0
97062	292	0
97067	61	0
97068	129	0
97070	177	0
97071	190	0
97078	65	0
97080	110	0
97086	114	0
97089	125	0
97101	35	0
97106	46	0
97109	2	0

97111	34	0
97113	74	0
97114	147	0
97115	54	0
97116	41	0
97117	11	0
97119	38	0
97123	328	0
97124	319	0
97125	1	0
97127	22	0
97128	22	0
97132	203	0
97133	67	0
97137	18	0
97140	188	0
97148	24	0
97201	64	0
97202	302	0
97203	162	0
97204	64	0
97205	33	0
97206	232	0
97209	252	0
97210	173	0
97213	19	0
97214	341	0
97215	52	0
97216	52	0
97217	204	0
97219	145	0
97221	35	0
97222	161	0
97223	257	0
97224	132	0
97225	122	0
97227	1	0
97229	151	0
97230	289	0
97231	57	0
97232	84	0
97233	202	0
97236	178	0
97239	74	0
97266	219	0
97267	126	0
97301	331	0

97302	276	0
97303	109	0
97304	46	0
97305	219	0
97306	72	0
97317	143	0
97325	5	0
97338	12	0
97347	15	0
97352	2	0
97362	35	0
97371	1	0
97375	11	0
97378	95	0
97381	117	0
97385	4	0
97392	54	0
97396	30	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 August 31, 2021, have close dates after August 31, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	1	49
97003	3	239
97004	6	26
97005	4	288
97006		330
97007	2	193
97008	1	238
97009	7	73
97011		17
97013	6	40
97015	4	259
97017	2	30
97019	1	33
97020		12
97022	3	58
97023	5	143
97024	4	162
97026	1	45
97027	1	130
97028		2
97030	7	621
97032	2	47
97034		42
97035	1	104
97038	5	176
97042	3	31
97045	14	481
97049	2	23
97055	6	191
97060	4	226
97062	7	193
97067	3	24
97068	2	111
97070	2	164
97071	5	243
97078		202
97080	4	430
97086	2	217
97089	10	88

97101		42
97106	2	18
97111	2	29
97113	5	107
97114	1	55
97115	4	26
97116	8	6
97117		5
97119	1	42
97123	11	302
97124	11	298
97127	2	32
97128		13
97132	4	194
97133		19
97137		13
97140	5	113
97148	3	39
97201	2	51
97202	13	195
97203	13	250
97204	3	7
97205	1	17
97206	8	342
97209	15	120
97210	3	37
97213		33
97214	11	107
97215	2	58
97216		93
97217	6	196
97219	5	168
97221	1	45
97222	4	338
97223	13	360
97224	4	198
97225	1	114
97227		2
97229	1	228
97230	5	480
97231	2	21
97232	2	35
97233	18	677
97236	12	550
97239	4	65
97266	16	405
97267	6	252

97301	17	666
97302	14	326
97303	4	260
97304		13
97305	11	551
97306		299
97317	5	224
97325		5
97338		5
97347	1	27
97352		3
97362	1	28
97375	1	13
97378	6	94
97381	4	108
97385		1
97392	1	35
97396		39

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

Zip Code	Non-Residential	Residential
97002		8
97003		20
97004		2
97005		21
97006		34
97007		10
97008		30
97009		3
97011		1
97013	3	1
97015		16
97017		1
97019		1
97020		1
97022		5
97023		12
97024		13
97027		12
97030	1	34
97032		3
97034		2
97035		4
97038		18
97045		47
97049	1	2
97055		17
97060		10
97062		16
97068		4
97070		11
97071		8
97078		15
97080		26
97086	1	14
97089	1	8
97101		3
97111		3
97113		5
97115		2
97123		20
97124	1	25

97127		2
97132		14
97137		4
97140		4
97201		8
97202		25
97203		16
97204		2
97205		2
97206		33
97209	1	11
97210	1	4
97213		2
97214	1	11
97215		5
97216		6
97217	1	17
97219	1	6
97221		2
97222		21
97223		41
97224		13
97225		10
97229		25
97230	1	40
97231		3
97232		4
97233	1	53
97236	2	35
97239		3
97266		25
97267		27
97301	1	38
97302		19
97303		22
97304		1
97305	1	37
97306		16
97317		12
97338		2
97347		1
97362		1
97375		2
97378	2	6
97381		9
97392		1
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 August 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	89	24	39	31	9	10
97003	629	211	431	24	6	5
97004	45	12	28	15	9	13
97005	801	269	588	94	24	15
97006	885	281	623	92	15	5
97007	691	174	279	13	6	7
97008	635	216	380	31	4	8
97009	196	52	76	71	14	11
97011	14	2	9	1	1	1
97013	87	15	33	18	10	10
97015	510	184	401	97	27	22
97017	58	9	26	12	4	4
97019	35		30	6	1	3
97020	15	7	4	2	2	
97022	115	30	43	26	8	7
97023	238	65	135	43	13	17
97024	232	91	200	22	13	4
97026	63	16	21	9	3	3
97027	352	73	183	24	2	5
97028	6	6	4	4	2	1
97030	1,048	378	786	68	25	22
97032	62	11	56	15		6
97034	157	45	53	28	2	6
97035	406	78	152	36	17	7
97038	397	128	188	75	20	18
97041					1	
97042	39	9	21	9	2	8
97045	872	235	601	94	44	33
97049	42	17	16	3	1	4
97055	327	98	216	45	13	25
97056	2		1			
97060	402	125	231	30	9	8
97062	506	186	336	78	20	7
97067	36	14	19	5		2
97068	249	86	125	26	17	11
97070	410	119	269	24	2	3
97071	412	109	227	45	11	9
97078	489	170	337	24	6	7
97080	902	266	521	44	10	10

97086	638	175	384	39	7	11
97089	225	62	81	53	10	16
97101	83	20	32	4	4	2
97106	34	13	24	4	2	1
97109	2				1	
97111	49	11	31	5	6	4
97113	193	61	104	11	8	3
97114	67	27	43	26	2	5
97115	46	7	31	11		2
97116	15	5	12	8	10	4
97117	7	3	3	1		1
97119	44	14	38	5	6	3
97123	611	202	458	54	20	37
97124	708	251	515	70	12	16
97127	57	15	40	7	3	4
97128	13	8	9	7	1	2
97132	511	112	269	49	9	27
97133	62	14	23	10	5	3
97137	10	6	7	5	2	
97140	306	91	127	78	21	16
97148	37	9	18	5		2
97201	297	131	315	25	5	5
97202	976	380	495	117	30	35
97203	767	268	465	50	11	12
97204	32	13	53	20	4	4
97205	143	62	145	8	2	1
97206	1,354	417	697	120	24	25
97209	727	371	680	55	11	14
97210	330	155	212	27	14	6
97211				1		
97212					1	
97213	168	68	95	6	1	4
97214	783	320	557	101	47	29
97215	298	84	186	14	11	5
97216	207	61	148	18	5	2
97217	647	212	436	70	21	16
97219	468	181	325	34	20	11
97221	146	63	110	9	4	2
97222	626	134	597	29	3	21
97223	1,020	324	631	100	15	23
97224	590	173	307	46	9	21
97225	532	142	230	35	12	8
97227	9	3	6	3	1	
97229	624	155	517	32	4	29
97230	711	312	737	39	12	9
97231	51	19	31	14	6	4
97232	233	96	198	35	9	4

97233	1,064	483	1,161	45	17	20
97236	916	347	809	41	21	17
97239	331	126	222	12	8	3
97266	829	328	726	66	33	20
97267	601	199	335	41	6	12
97301	1,537	531	974	104	24	30
97302	625	237	493	56	18	16
97303	397	90	278	25	1	14
97304	34	6	11	7	2	4
97305	1,295	435	729	64	12	20
97306	461	152	280	10	10	3
97317	460	133	241	50	12	12
97325	6	1	8	1		2
97338	6	3	4	1		
97347	29	6	40	2		5
97352	6		1	2	1	
97362	73	21	49	13	6	4
97371	1	2				
97375	34	7	7	2	2	6
97378	182	51	113	33	11	12
97381	308	89	112	37	14	15
97385	8	2	3	2		
97392	59	15	20	9	1	4
97396	96	28	50	10	6	1

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

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

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

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$11,186	\$10,086	\$34,661	\$7,513	\$1,428	\$2,274
97003	\$63,229	\$40,349	\$360,352	\$6,174	\$8,218	\$1,192
97004	\$6,229	\$6,954	\$28,918	\$3,167	\$1,714	\$3,476
97005	\$72,689	\$48,649	\$460,191	\$18,532	\$16,290	\$6,256
97006	\$89,686	\$56,063	\$506,844	\$21,830	\$5,962	\$2,185
97007	\$74,844	\$36,435	\$270,072	\$2,565	\$929	\$2,456
97008	\$58,328	\$39,735	\$340,515	\$3,771	\$1,155	\$1,912
97009	\$36,027	\$13,978	\$139,294	\$48,128	\$12,843	\$8,830
97011	\$1,103	\$2,227	\$7,196	\$28	\$87	\$82
97013	\$12,925	\$5,134	\$34,708	\$2,411	\$15,854	\$1,946
97015	\$53,969	\$46,972	\$381,545	\$24,950	\$37,057	\$20,052
97017	\$7,768	\$2,888	\$36,611	\$1,610	\$597	\$736
97019	\$3,475		\$36,521	\$7,724	\$4,408	\$593
97020	\$2,317	\$2,300	\$12,363	\$48	\$269	
97022	\$19,889	\$6,656	\$52,326	\$8,108	\$1,008	\$1,365
97023	\$34,698	\$18,857	\$129,126	\$18,301	\$8,486	\$22,026
97024	\$25,849	\$23,356	\$205,283	\$1,412	\$4,511	\$406
97026	\$9,139	\$3,802	\$20,090	\$2,218	\$855	\$1,274
97027	\$45,070	\$16,262	\$162,699	\$5,086	\$1,648	\$792
97028	\$418	\$1,068	\$2,340	\$630	\$1,928	\$197
97030	\$114,272	\$85,106	\$778,616	\$15,030	\$7,988	\$15,365
97032	\$7,892	\$2,856	\$48,542	\$2,099		\$1,786
97034	\$13,302	\$8,729	\$65,132	\$1,309	\$360	\$709
97035	\$25,051	\$13,715	\$127,741	\$3,367	\$3,212	\$1,766
97038	\$58,032	\$35,405	\$210,667	\$11,716	\$11,736	\$4,736
97041					\$46	
97042	\$5,638	\$3,728	\$43,432	\$1,101	\$101	\$1,023
97045	\$99,103	\$59,627	\$575,998	\$26,087	\$18,651	\$15,847
97049	\$4,154	\$4,252	\$13,462	\$71	\$57	\$396
97055	\$44,236	\$22,367	\$215,510	\$12,745	\$11,513	\$9,808
97056	\$271		\$4,779			
97060	\$39,050	\$26,731	\$185,241	\$6,863	\$2,020	\$16,895
97062	\$49,954	\$34,866	\$298,518	\$19,412	\$16,162	\$1,782
97067	\$3,203	\$3,354	\$11,212	\$436		\$273
97068	\$23,827	\$16,197	\$115,431	\$3,642	\$39,775	\$2,631
97070	\$36,303	\$20,837	\$214,569	\$3,868	\$1,296	\$346
97071	\$37,395	\$25,608	\$152,146	\$7,513	\$3,241	\$1,718
97078	\$46,272	\$37,828	\$289,185	\$3,480	\$1,063	\$1,211
97080	\$113,047	\$65,839	\$479,156	\$19,870	\$1,621	\$1,858

97086	\$72,707	\$45,546	\$366,198	\$8,697	\$3,457	\$2,780
97089	\$38,936	\$23,154	\$129,337	\$18,268	\$5,879	\$16,518
97101	\$16,422	\$4,019	\$41,958	\$2,245	\$8,721	\$1,104
97106	\$3,697	\$3,512	\$38,676	\$126	\$196	\$243
97109	\$83				\$154	
97111	\$5,622	\$3,675	\$42,572	\$1,143	\$724	\$690
97113	\$17,501	\$17,971	\$98,187	\$719	\$2,337	\$314
97114	\$8,428	\$6,719	\$57,178	\$13,087	\$117	\$520
97115	\$4,960	\$1,055	\$37,196	\$888		\$491
97116	\$1,586	\$1,483	\$21,130	\$1,304	\$17,590	\$613
97117	\$1,175	\$1,545	\$11,698	\$27		\$189
97119	\$4,686	\$3,449	\$41,148	\$177	\$1,796	\$1,082
97123	\$58,166	\$37,177	\$415,018	\$9,412	\$2,613	\$25,810
97124	\$66,881	\$46,093	\$489,385	\$22,811	\$13,343	\$4,085
97127	\$6,424	\$4,144	\$54,142	\$662	\$239	\$1,182
97128	\$2,280	\$3,709	\$12,330	\$546	\$96	\$319
97132	\$61,628	\$24,218	\$278,377	\$7,976	\$1,877	\$11,744
97133	\$8,802	\$2,886	\$33,825	\$13,113	\$834	\$431
97137	\$1,915	\$1,585	\$15,683	\$235	\$2,753	
97140	\$39,520	\$20,895	\$141,872	\$13,636	\$16,233	\$10,003
97148	\$3,808	\$3,463	\$29,881	\$183		\$1,109
97201	\$17,309	\$12,863	\$122,845	\$5,460	\$3,089	\$3,729
97202	\$80,399	\$55,049	\$323,738	\$49,127	\$19,576	\$25,600
97203	\$64,189	\$50,809	\$376,330	\$23,287	\$6,587	\$21,297
97204	\$1,505	\$1,237	\$16,737	\$12,033	\$943	\$5,925
97205	\$6,267	\$7,129	\$50,585	\$2,518	\$162	\$244
97206	\$137,258	\$82,905	\$599,140	\$45,996	\$12,175	\$10,356
97209	\$36,052	\$36,352	\$297,066	\$17,208	\$18,332	\$6,252
97210	\$17,169	\$12,215	\$84,501	\$3,805	\$11,819	\$12,671
97211				\$52		
97212					\$37	
97213	\$12,053	\$10,539	\$67,037	\$225	\$126	\$763
97214	\$47,689	\$32,711	\$259,800	\$36,010	\$16,290	\$8,610
97215	\$22,296	\$13,613	\$133,487	\$4,852	\$10,985	\$2,859
97216	\$19,553	\$12,594	\$156,233	\$2,064	\$3,312	\$332
97217	\$48,792	\$33,321	\$285,183	\$18,776	\$16,342	\$4,551
97219	\$39,520	\$32,643	\$288,351	\$2,266	\$3,165	\$4,332
97221	\$13,244	\$14,017	\$62,099	\$4,426	\$332	\$257
97222	\$54,190	\$22,775	\$472,565	\$3,728	\$1,271	\$5,312
97223	\$98,786	\$60,214	\$554,081	\$21,178	\$6,834	\$40,926
97224	\$59,855	\$29,851	\$259,088	\$7,147	\$3,772	\$3,484
97225	\$49,106	\$24,527	\$189,672	\$10,320	\$4,561	\$10,854
97227	\$390	\$268	\$4,497	\$330	\$24	
97229	\$64,407	\$28,551	\$376,206	\$5,406	\$1,488	\$10,271
97230	\$69,093	\$69,084	\$714,213	\$13,852	\$8,340	\$5,830
97231	\$4,605	\$4,092	\$44,372	\$2,343	\$528	\$669
97232	\$14,472	\$9,909	\$80,185	\$5,428	\$5,140	\$2,300

97233	\$104,634	\$97,441	\$1,084,773	\$10,714	\$9,131	\$7,455
97236	\$104,050	\$79,326	\$832,441	\$6,030	\$7,157	\$13,417
97239	\$20,770	\$15,485	\$126,661	\$895	\$2,422	\$612
97266	\$75,186	\$71,191	\$705,811	\$13,182	\$16,752	\$13,775
97267	\$71,672	\$45,675	\$309,964	\$6,463	\$1,952	\$5,134
97301	\$148,360	\$109,473	\$825,942	\$28,797	\$9,615	\$11,608
97302	\$61,633	\$50,567	\$424,269	\$20,136	\$10,140	\$32,432
97303	\$39,588	\$22,762	\$247,369	\$3,002	\$136	\$2,613
97304	\$4,479	\$2,259	\$10,935	\$391	\$81	\$636
97305	\$132,745	\$98,880	\$647,567	\$11,800	\$6,909	\$7,331
97306	\$47,435	\$35,972	\$255,099	\$563	\$847	\$3,183
97317	\$48,646	\$30,824	\$238,357	\$8,710	\$2,734	\$2,589
97325	\$530	\$804	\$11,128	\$38		\$933
97338	\$2,771	\$563	\$5,696	\$46		
97347	\$3,242	\$2,013	\$59,622	\$81		\$799
97352	\$789		\$229	\$3,000	\$259	
97362	\$7,574	\$4,101	\$55,445	\$5,163	\$1,176	\$4,454
97371	\$0	\$358				
97375	\$3,249	\$2,735	\$12,070	\$29	\$228	\$1,862
97378	\$24,677	\$17,457	\$127,843	\$8,991	\$1,599	\$3,742
97381	\$39,574	\$18,622	\$102,230	\$4,871	\$2,357	\$3,192
97385	\$996	\$626	\$4,532	\$105		
97392	\$7,870	\$3,641	\$23,296	\$426	\$174	\$696
97396	\$10,590	\$6,179	\$51,737	\$1,292	\$437	\$164

*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 August 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 126	\$ 420	\$ 889	\$ 242	\$ 159	\$ 227
97003	\$ 101	\$ 191	\$ 836	\$ 257	\$ 1,370	\$ 238
97004	\$ 138	\$ 579	\$ 1,033	\$ 211	\$ 190	\$ 267
97005	\$ 91	\$ 181	\$ 783	\$ 197	\$ 679	\$ 417
97006	\$ 101	\$ 200	\$ 814	\$ 237	\$ 397	\$ 437
97007	\$ 108	\$ 209	\$ 968	\$ 197	\$ 155	\$ 351
97008	\$ 92	\$ 184	\$ 896	\$ 122	\$ 289	\$ 239
97009	\$ 184	\$ 269	\$ 1,833	\$ 678	\$ 917	\$ 803
97011	\$ 79	\$ 1,114	\$ 800	\$ 28	\$ 87	\$ 82
97013	\$ 149	\$ 342	\$ 1,052	\$ 134	\$ 1,585	\$ 195
97015	\$ 106	\$ 255	\$ 951	\$ 257	\$ 1,372	\$ 911
97017	\$ 134	\$ 321	\$ 1,408	\$ 134	\$ 149	\$ 184
97019	\$ 99	\$ -	\$ 1,217	\$ 1,287	\$ 4,408	\$ 198
97020	\$ 154	\$ 329	\$ 3,091	\$ 24	\$ 135	\$ -
97022	\$ 173	\$ 222	\$ 1,217	\$ 312	\$ 126	\$ 195
97023	\$ 146	\$ 290	\$ 956	\$ 426	\$ 653	\$ 1,296
97024	\$ 111	\$ 257	\$ 1,026	\$ 64	\$ 347	\$ 101
97026	\$ 145	\$ 238	\$ 957	\$ 246	\$ 285	\$ 425
97027	\$ 128	\$ 223	\$ 889	\$ 212	\$ 824	\$ 158
97028	\$ 70	\$ 178	\$ 585	\$ 157	\$ 964	\$ 197
97030	\$ 109	\$ 225	\$ 991	\$ 221	\$ 320	\$ 698
97032	\$ 127	\$ 260	\$ 867	\$ 140	\$ -	\$ 298
97034	\$ 85	\$ 194	\$ 1,229	\$ 47	\$ 180	\$ 118
97035	\$ 62	\$ 176	\$ 840	\$ 94	\$ 189	\$ 252
97038	\$ 146	\$ 277	\$ 1,121	\$ 156	\$ 587	\$ 263
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 145	\$ 414	\$ 2,068	\$ 122	\$ 51	\$ 128
97045	\$ 114	\$ 254	\$ 958	\$ 278	\$ 424	\$ 480
97049	\$ 99	\$ 250	\$ 841	\$ 24	\$ 57	\$ 99
97055	\$ 135	\$ 228	\$ 998	\$ 283	\$ 886	\$ 392
97056	\$ 136	\$ -	\$ 4,779	\$ -	\$ -	\$ -
97060	\$ 97	\$ 214	\$ 802	\$ 229	\$ 224	\$ 2,112
97062	\$ 99	\$ 187	\$ 888	\$ 249	\$ 808	\$ 255
97067	\$ 89	\$ 240	\$ 590	\$ 87	\$ -	\$ 137
97068	\$ 96	\$ 188	\$ 923	\$ 140	\$ 2,340	\$ 239
97070	\$ 89	\$ 175	\$ 798	\$ 161	\$ 648	\$ 115
97071	\$ 91	\$ 235	\$ 670	\$ 167	\$ 295	\$ 191
97078	\$ 95	\$ 223	\$ 858	\$ 145	\$ 177	\$ 173
97080	\$ 125	\$ 248	\$ 920	\$ 452	\$ 162	\$ 186

97086	\$	114	\$	260	\$	954	\$	223	\$	494	\$	253
97089	\$	173	\$	373	\$	1,597	\$	345	\$	588	\$	1,032
97101	\$	198	\$	201	\$	1,311	\$	561	\$	2,180	\$	552
97106	\$	109	\$	270	\$	1,611	\$	31	\$	98	\$	243
97109	\$	42	\$	-	\$	-	\$	-	\$	154	\$	-
97111	\$	115	\$	334	\$	1,373	\$	229	\$	121	\$	172
97113	\$	91	\$	295	\$	944	\$	65	\$	292	\$	105
97114	\$	126	\$	249	\$	1,330	\$	503	\$	58	\$	104
97115	\$	108	\$	151	\$	1,200	\$	81	\$	-	\$	245
97116	\$	106	\$	297	\$	1,761	\$	163	\$	1,759	\$	153
97117	\$	168	\$	515	\$	3,899	\$	27	\$	-	\$	189
97119	\$	107	\$	246	\$	1,083	\$	35	\$	299	\$	361
97123	\$	95	\$	184	\$	906	\$	174	\$	131	\$	698
97124	\$	94	\$	184	\$	950	\$	326	\$	1,112	\$	255
97127	\$	113	\$	276	\$	1,354	\$	95	\$	80	\$	295
97128	\$	175	\$	464	\$	1,370	\$	78	\$	96	\$	160
97132	\$	121	\$	216	\$	1,035	\$	163	\$	209	\$	435
97133	\$	142	\$	206	\$	1,471	\$	1,311	\$	167	\$	144
97137	\$	191	\$	264	\$	2,240	\$	47	\$	1,376	\$	-
97140	\$	129	\$	230	\$	1,117	\$	175	\$	773	\$	625
97148	\$	103	\$	385	\$	1,660	\$	37	\$	-	\$	555
97201	\$	58	\$	98	\$	390	\$	218	\$	618	\$	746
97202	\$	82	\$	145	\$	654	\$	420	\$	653	\$	731
97203	\$	84	\$	190	\$	809	\$	466	\$	599	\$	1,775
97204	\$	47	\$	95	\$	316	\$	602	\$	236	\$	1,481
97205	\$	44	\$	115	\$	349	\$	315	\$	81	\$	244
97206	\$	101	\$	199	\$	860	\$	383	\$	507	\$	414
97209	\$	50	\$	98	\$	437	\$	313	\$	1,667	\$	447
97210	\$	52	\$	79	\$	399	\$	141	\$	844	\$	2,112
97211	\$	-	\$	-	\$	-	\$	52	\$	-	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	72	\$	155	\$	706	\$	38	\$	126	\$	191
97214	\$	61	\$	102	\$	466	\$	357	\$	347	\$	297
97215	\$	75	\$	162	\$	718	\$	347	\$	999	\$	572
97216	\$	94	\$	206	\$	1,056	\$	115	\$	662	\$	166
97217	\$	75	\$	157	\$	654	\$	268	\$	778	\$	284
97219	\$	84	\$	180	\$	887	\$	67	\$	158	\$	394
97221	\$	91	\$	222	\$	565	\$	492	\$	83	\$	129
97222	\$	87	\$	170	\$	792	\$	129	\$	424	\$	253
97223	\$	97	\$	186	\$	878	\$	212	\$	456	\$	1,779
97224	\$	101	\$	173	\$	844	\$	155	\$	419	\$	166
97225	\$	92	\$	173	\$	825	\$	295	\$	380	\$	1,357
97227	\$	43	\$	89	\$	749	\$	110	\$	24	\$	-
97229	\$	103	\$	184	\$	728	\$	169	\$	372	\$	354
97230	\$	97	\$	221	\$	969	\$	355	\$	695	\$	648
97231	\$	90	\$	215	\$	1,431	\$	167	\$	88	\$	167
97232	\$	62	\$	103	\$	405	\$	155	\$	571	\$	575

97233	\$	98	\$	202	\$	934	\$	238	\$	537	\$	373
97236	\$	114	\$	229	\$	1,029	\$	147	\$	341	\$	789
97239	\$	63	\$	123	\$	571	\$	75	\$	303	\$	204
97266	\$	91	\$	217	\$	972	\$	200	\$	508	\$	689
97267	\$	119	\$	230	\$	925	\$	158	\$	325	\$	428
97301	\$	97	\$	206	\$	848	\$	277	\$	401	\$	387
97302	\$	99	\$	213	\$	861	\$	360	\$	563	\$	2,027
97303	\$	100	\$	253	\$	890	\$	120	\$	136	\$	187
97304	\$	132	\$	377	\$	994	\$	56	\$	41	\$	159
97305	\$	103	\$	227	\$	888	\$	184	\$	576	\$	367
97306	\$	103	\$	237	\$	911	\$	56	\$	85	\$	1,061
97317	\$	106	\$	232	\$	989	\$	174	\$	228	\$	216
97325	\$	88	\$	804	\$	1,391	\$	38	\$	-	\$	467
97338	\$	462	\$	188	\$	1,424	\$	46	\$	-	\$	-
97347	\$	112	\$	336	\$	1,491	\$	40	\$	-	\$	160
97352	\$	132	\$	-	\$	229	\$	1,500	\$	259	\$	-
97362	\$	104	\$	195	\$	1,132	\$	397	\$	196	\$	1,113
97371	\$	0	\$	179	\$	-	\$	-	\$	-	\$	-
97375	\$	96	\$	391	\$	1,724	\$	15	\$	114	\$	310
97378	\$	136	\$	342	\$	1,131	\$	272	\$	145	\$	312
97381	\$	128	\$	209	\$	913	\$	132	\$	168	\$	213
97385	\$	124	\$	313	\$	1,511	\$	53	\$	-	\$	-
97392	\$	133	\$	243	\$	1,165	\$	47	\$	174	\$	174
97396	\$	110	\$	221	\$	1,035	\$	129	\$	73	\$	164

*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 August 1, 2021 and August 31, 2021. For this period, we sent Bill Due Notices only for Residential customers and Disconnect Notices to Small Commercial customers.

Zip Code	Disconnect Notice Small Commercial		Bill Due Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	27	23	210	148	23
97003	26	17	1247	1274	125
97004	13	13	141	102	15
97005	102	73	1275	1496	110
97006	51	36	1607	1792	196
97007	26	16	1226	1091	198
97008	20	11	1065	1093	107
97009	42	39	339	341	35
97011			29	40	3
97013	30	21	197	149	17
97015	72	64	1017	1026	91
97017	8	6	134	120	7
97019	7	10	108	184	12
97020	2	1	46	24	3
97022	8	12	182	271	9
97023	38	56	478	569	54
97024	22	12	836	644	65
97026	13	12	172	142	13
97027	12	20	612	922	60
97028	12	3	11	8	7
97030	90	54	2198	2285	188
97032	14	13	210	205	11
97034	7	5	352	232	70
97035	72	22	662	483	81
97038	39	35	737	731	74
97042	7	3	119	80	8
97045	95	91	2130	2132	245
97049	4	2	78	85	3
97055	47	45	779	1019	80
97056			3	4	
97060	67	30	1453	872	115
97062	84	45	1094	1016	111
97067	6	2	83	81	3
97068	49	18	1050	556	183
97070	59	33	904	903	99
97071	65	41	1087	972	118
97078	17	9	1046	960	99
97080	20	15	1844	1756	170
97086	26	19	1099	996	170
97089	31	29	390	315	51
97101	6	9	169	135	20
97106	7	7	132	113	10
97109			2	3	
97111	9	5	176	121	17
97113	15	10	612	429	57
97114	47	27	213	185	12
97115	12	14	133	186	16

97116	2	2	66	51	1
97117	2	2	25	17	2
97119	7	6	166	122	11
97123	150	64	2342	1506	247
97124	102	59	2211	1666	278
97127	13	5	261	150	29
97128	4	2	57	38	4
97132	37	51	960	1256	123
97133	18	9	149	118	15
97137	17	12	35	40	6
97140	52	34	619	518	103
97148	5	3	113	92	2
97201	30	26	435	540	72
97202	146	108	1185	1368	174
97203	66	45	1309	1245	134
97204	42	33	45	58	7
97205	9	8	149	189	25
97206	89	94	1774	2426	189
97209	85	44	862	1069	200
97210	59	33	321	344	52
97213	4	2	191	196	27
97214	99	64	894	1009	145
97215	18	17	406	398	54
97216	21	13	426	420	40
97217	76	45	937	936	122
97219	80	40	1622	1006	206
97221	11	11	377	332	61
97222	54	56	1553	2111	145
97223	88	52	1640	1702	191
97224	45	28	970	893	142
97225	23	39	612	909	88
97227			21	11	3
97229	30	34	1459	1868	241
97230	117	62	2579	2050	226
97231	11	6	111	94	12
97232	28	13	274	307	52
97233	64	52	2712	2856	196
97236	64	48	2153	2204	147
97239	14	8	540	567	66
97266	83	73	1794	1901	158
97267	28	24	1187	1338	108
97301	118	84	2401	2879	245
97302	115	57	2043	1439	220
97303	30	26	1015	1183	95
97304	9	2	106	80	14
97305	72	74	2151	2824	198
97306	17	6	1125	986	132
97317	36	23	954	817	102
97325			16	15	1
97338	2	1	19	16	4
97347	4	6	103	117	11
97352	2	3	7	3	2
97362	11	9	145	116	9
97371			3	5	
97375	1	1	45	40	5
97378	20	22	348	345	28

97381	33	19	506	416	52
97385			10	11	1
97392	24	23	141	112	10
97396	3	4	149	234	20

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

Data reflects customers that were disconnected from August 1, 2021 through August 31, 2021.

Zip Code	Non-Residential	Residential
97006		1
97007		1
97009		2
97013	1	1
97015	3	
97017	1	
97019	1	
97023	2	
97027		1
97028		1
97030		1
97035	2	1
97038	2	
97042	1	
97045		1
97068		1
97071	2	
97078	1	1
97089	1	
97113		1
97114		1
97116	2	2
97119	1	1
97123	1	1
97124		2
97127		1
97132	2	2
97133	1	1
97201	1	
97202	1	
97203	1	1
97206	1	
97209	2	
97210	3	
97217		1
97224		1
97230	1	
97233	2	8
97236	2	9
97266	1	7
97267		1
97301	2	3
97302	2	

97303		1
97304		1
97305	1	3
97317	1	2
97362	1	
97392		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 disconnected from August 1, 2021 through August 31, 2021.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97006					1			
97007					1			
97013	1							
97015		3						
97017		1						
97019	1							
97023	1	1						
97027					1			
97028					1			
97030								1
97035	1		1		1			
97038			1					
97042				1				
97045					1			
97068							1	
97071	1			1				
97078						1		
97113					1			
97114					1			
97116					1			
97119			1		1			
97123		1			1			
97124					2			
97127					1			
97132	1				1	1		
97133		1			1			
97201	1							
97202	1							
97203		1				1		
97206	1							
97209	2							
97210	1	1	1					
97217					1			
97224					1			
97230	1							
97233	1				4	1	1	1
97236	1				6		2	
97266		1			2	3	1	
97301	2						1	
97302		1						

97303				1			
97304				1			
97305			1	1		1	1
97317	1			2			
97392				1			

AMP activity for August 2021

1. Number of customers enrolled:

Program:	August	Total
• 50/50	1,347	11,339
• Three-Month Payment Match	357	12,175
• Extended Match	2,031	11,806
Total number enrolled:	3,735	35,320

Number of recipients per option:

Program:	August	Total
• 50/50	1,197	10,394
• Three-Month Payment Match	342	7,592 *
• Extended Match	2,009	8,796 *
• Customer Assistance	245	2,279
Total number of recipients:	3,793	29,061

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. The asterick * indicates an update from the previous reports to include each recipient once even though they may have received multiple adjustments.

2. Funds expended by program and total:

Program:	August	Total
• 50/50	\$406,277	\$3,499,991
• Three-Month Payment Match	\$139,566	\$1,815,483
• Extended Match	\$916,168	\$3,969,750
• Customer Assistance	\$78,158	\$673,766
Total funds expended:	\$1,540,169	\$9,958,990

3. Total funds unallocated:

PGE beginning allocation: \$17,557,000

Total funds unallocated:	(\$1,500,078)
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	Total
Total funds spent:	\$9,959,490
Total funds reserved:	\$9,097,588
Total funds allocated:	\$19,057,078

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:	August	Total
• 50/50	\$329	\$337
• Three-Month Payment Match	\$127	\$132
• Extended Match	\$173	\$178
• Customer Assistance	\$319	\$284

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.