



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

March 22, 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.

Attached is the PGE monthly COVID-19 report for February 2021. 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
Enclosures

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

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

Zip Code	Non-Residential	Residential
97002	933	2,240
97003	759	11,123
97004	446	1,779
97005	2,514	11,905
97006	1,640	18,642
97007	903	18,190
97008	1,176	11,984
97009	1,100	3,388
97010	1	2
97011	80	502
97013	810	2,393
97015	2,013	8,960
97017	233	1,110
97019	264	1,225
97020	77	376
97022	403	1,451
97023	1,035	4,638
97024	501	4,596
97026	285	1,157
97027	473	4,953
97028	144	727
97030	2,178	15,108
97032	478	1,748
97034	918	8,459
97035	1,335	11,195
97036	19	2
97038	1,147	6,340
97041	7	
97042	337	1,216
97045	3,444	22,082
97049	163	1,758
97051	5	
97055	1,494	7,918
97056	7	31
97060	1,082	7,892
97062	2,028	11,352
97067	400	1,257
97068	1,217	11,669
97070	1,852	11,333
97071	1,627	9,603
97078	543	9,349
97079	3	
97080	906	16,267
97086	907	12,651
97089	768	4,817
97101	342	1,557
97106	349	1,558
97109	18	81
97111	341	1,453
97113	662	4,860
97114	540	1,776
97115	324	1,725
97116	294	846
97117	67	264
97119	366	1,624

97123	2,638	17,490
97124	3,234	21,755
97125	6	19
97127	92	1,440
97128	163	493
97132	1,913	11,773
97133	454	2,255
97137	277	489
97140	1,608	9,520
97148	340	1,281
97201	733	7,372
97202	2,598	20,093
97203	1,431	12,849
97204	626	419
97205	307	2,795
97206	1,625	21,591
97208	7	
97209	2,130	14,710
97210	1,876	7,941
97211	5	
97212	2	
97213	262	3,081
97214	2,920	15,301
97215	525	7,627
97216	501	4,192
97217	1,699	12,697
97218	1	
97219	1,338	17,512
97221	325	5,559
97222	1,974	15,583
97223	2,451	20,814
97224	1,647	15,828
97225	1,165	11,618
97227	55	419
97229	1,540	27,726
97230	2,079	15,541
97231	546	2,021
97232	799	5,127
97233	1,174	15,025
97236	994	13,873
97239	766	9,658
97251	3	
97258	1	
97266	1,524	13,269
97267	1,094	12,850
97280	1	
97291	1	
97301	2,959	18,795
97302	2,749	17,054
97303	1,185	10,744
97304	280	1,324
97305	1,847	15,244
97306	797	13,709
97310	31	
97311	1	
97312	3	
97317	1,190	8,384
97325	64	165
97338	78	247
97347	197	799
97352	33	124
97362	301	1,504
97371	45	108

97373	1	
97375	113	518
97378	555	2,808
97381	1,171	6,426
97385	52	160
97392	362	1,860
97396	237	1,350
97424		1
97438	3	

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

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

Zip Code	Non-Residential	Residential
97002	109	0
97003	73	0
97004	59	0
97005	345	0
97006	235	0
97007	91	0
97008	190	0
97009	209	0
97011	2	0
97013	101	0
97015	311	0
97017	54	0
97019	32	0
97020	12	0
97022	54	0
97023	139	0
97024	24	0
97026	32	0
97027	59	0
97028		0
97030	307	0
97032	65	0
97034	81	0
97035	128	0
97038	180	0
97042	40	0
97045	381	0
97049		0
97055	206	0
97056		0
97060	87	0
97062	242	0
97067	1	0
97068	90	0
97070	51	0
97071	110	0
97078	84	0
97080	136	0
97086	182	0
97089	121	0
97101	27	0
97106	31	0
97109	2	0
97111	32	0
97113	82	0
97114	67	0
97115	34	0
97116	44	0
97117	10	0
97119	41	0
97123	250	0
97124	159	0
97125	1	0
97127	15	0
97128	22	0

97132	186	0
97133	9	0
97137	20	0
97140	233	0
97148	23	0
97201	84	0
97202	431	0
97203	221	0
97204	87	0
97205	47	0
97206	286	0
97209	328	0
97210	210	0
97213	17	0
97214	517	0
97215	48	0
97216	68	0
97217	253	0
97219	158	0
97221	41	0
97222	212	0
97223	265	0
97224	199	0
97225	105	0
97227	6	0
97229	215	0
97230	112	0
97231	43	0
97232	112	0
97233	208	0
97236	172	0
97239	84	0
97266	245	0
97267	67	0
97301	406	0
97302	306	0
97303	110	0
97304	3	0
97305	257	0
97306	86	0
97312	0	0
97317	167	0
97325	6	0
97338		0
97347	21	0
97352	3	0
97362	37	0
97371		0
97375	12	0
97378	128	0
97381	158	0
97385	6	0
97392	47	0
97396	25	0

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

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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 February 28, 2021, have close dates after February 28, 2021, and have a "TPA Success" c Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	29
97003	2	225
97004	5	21
97005	3	292
97006	1	309
97007	2	184
97008		208
97009	8	69
97011		8
97013	4	33
97015	9	233
97017	1	21
97019		19
97020		11
97022	4	47
97023	7	98
97024	5	139
97026	4	31
97027	2	127
97028		1
97030	5	527
97032	5	41
97034		31
97035	4	89
97038	7	157
97042	2	24
97045	10	411
97049	2	20
97055	8	157
97060	5	224
97062	8	188
97067	4	24
97068	2	111
97070	3	153
97071	5	215
97078	1	188
97080	4	398
97086	2	193
97089	2	73
97101		37
97106	4	17
97111	2	33
97113	4	100
97114	2	47
97115	4	20
97116	10	11
97117		4
97119	2	40
97123	26	277
97124	5	269
97127	1	41
97128		10
97132	7	188
97133	1	17
97137		5

97140	5	111
97148	1	25
97201	3	43
97202	15	146
97203	9	222
97204	4	3
97205	2	17
97206	14	302
97209	17	85
97210	5	35
97213		35
97214	23	96
97215		62
97216	1	77
97217	4	162
97219	7	147
97221	2	40
97222	8	282
97223	14	285
97224	2	174
97225	3	106
97227		1
97229	4	194
97230	6	437
97231	1	19
97232	1	29
97233	18	582
97236	7	508
97239	2	66
97266	18	340
97267	6	225
97301	14	612
97302	19	313
97303	2	262
97304	1	13
97305	20	509
97306	1	250
97317	6	219
97325		3
97338		3
97347		28
97352		4
97362		28
97371		1
97375	1	14
97378	5	87
97381	3	103
97392	11	37
97396		38

*May include customers with TPAs prior to March 17th, 2020

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of Active

Attachment A subpart d - The number of customers enrolling in a new TPA*

Data reflects customers that enrolled in a TPA during February 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		2
97003		18
97005	1	24
97006		34
97007		14
97008		11
97009	3	3
97011		2
97013	1	5
97015	3	21
97017		1
97019		6
97020		1
97022		3
97023		9
97024		14
97026		9
97027		11
97030	1	38
97032		7
97034		3
97035		6
97038	4	17
97042		4
97045	2	44
97049		3
97055	3	13
97060		23
97062	1	15
97067		3
97068		17
97070	1	17
97071		27
97078		16
97080		31
97086		21
97089		10
97101		6
97106	1	3
97111		4
97113	1	13
97114		1
97115		2
97119		4
97123	1	30
97124		37
97127		4
97128		2
97132	2	17
97133		1
97140		9
97148		4
97201		4
97202	5	13
97203	3	24

97206	4	37
97209	2	8
97210		4
97213		2
97214	2	9
97215		4
97216		11
97217		12
97219		16
97221		4
97222	1	36
97223	3	23
97224		13
97225	1	5
97229		17
97230	1	42
97233	1	54
97236		35
97239		8
97266	1	32
97267	2	20
97301		51
97302	2	28
97303		24
97304		2
97305	3	55
97306		40
97317		18
97325		1
97338		1
97347		2
97362		2
97378	2	7
97381		10
97392	11	5
97396		3

*New TPAs entered into during current month

Attachment A subpart j (Count) - Total number of residential customers and small commercial (based on Utility 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 February 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	150	31	62	54	7	14
97003	682	296	609	40	8	9
97004	79	15	43	27	3	11
97005	839	375	747	150	28	35
97006	964	377	820	140	13	5
97007	748	263	451	79	6	4
97008	741	263	548	52	6	10
97009	138	48	112	70	19	29
97011	16	3	17	1	1	1
97013	103	29	57	40	10	10
97015	646	232	508	116	36	24
97017	64	22	47	9	7	5
97019	40	4	37	5	2	4
97020	23	8	14	9	1	1
97022	31	28	81	5	8	6
97023	149	83	172	40	19	16
97024	240	115	271	12	2	3
97026	55	31	47	7	1	4
97027	200	40	277	11	2	6
97028	7		6	7	1	1
97030	1,175	499	1,078	143	31	35
97032	94	36	63	18	3	2
97034	159	42	69	18	10	7
97035	292	87	193	46	7	8
97038	454	166	283	73	18	28
97041						1
97042	56	11	46	15	6	6
97045	990	312	799	149	34	49
97049	35	23	26	8	2	1
97055	290	77	301	33	13	37
97056			2			
97060	417	157	293	38	16	9
97062	532	221	497	112	17	6
97067	31	12	29	10		1
97068	270	108	178	36	8	19
97070	398	155	326	52	8	7
97071	493	180	300	51	9	22
97078	592	238	536	46	13	11
97080	1,022	389	770	45	17	9
97086	786	267	476	69	10	14
97089	272	78	117	55	18	18
97101	94	21	47	11	3	3
97106	53	10	31	5	2	1
97109	1	1	1			
97111	46	17	35	7	1	2
97113	213	96	206	22	3	7
97114	69	26	89	20	4	7
97115	44	6	50	11		7
97116	19	9	17	6	2	10
97117	14	3	5	3		1
97119	66	23	48	15	6	4
97123	738	271	668	84	25	52
97124	775	301	720	133	13	31
97125					1	

97127	79	22	63	4	1	3
97128	19	12	12	7	4	3
97132	292	123	394	45	9	16
97133	51	25	35	14	5	5
97137	23	5	12	10		2
97140	442	110	197	145	30	22
97148	42	14	39	7	2	5
97201	269	144	304	45	10	7
97202	880	364	692	130	36	52
97203	821	362	637	108	17	29
97204	36	13	35	40	7	7
97205	133	51	105	13	7	6
97206	842	416	883	82	32	40
97209	696	286	642	105	21	37
97210	331	114	298	72	29	17
97212						1
97213	152	65	115	10	2	4
97214	952	314	556	234	36	53
97215	352	85	193	15	8	6
97216	203	93	191	18	7	10
97217	637	260	516	118	22	34
97219	518	196	419	50	11	17
97221	148	56	114	20	4	
97222	599	235	734	25	7	25
97223	1,168	391	939	121	28	34
97224	680	234	473	94	13	23
97225	297	106	306	40	4	20
97227	13	7	8	5	1	
97229	568	183	604	77	11	25
97230	837	405	924	78	14	10
97231	66	28	40	18	5	6
97232	246	94	373	43	20	17
97233	1,252	627	1,518	73	22	29
97236	1,090	452	1,137	47	26	31
97239	320	106	249	30	2	10
97266	1,002	397	1,005	96	25	40
97267	450	200	505	18	20	18
97301	1,332	708	1,358	174	43	38
97302	770	298	630	62	33	37
97303	397	155	374	22	5	19
97304	39	11	16	13	3	5
97305	1,142	315	1,077	70	13	32
97306	583	211	439	19	6	3
97310					1	
97317	574	192	397	62	19	21
97325	8	1	4	4		1
97338	8	1	9	1	1	
97347	45	9	57	1	2	
97352	6	5	3			
97362	179	36	53	18	3	4
97371	1			1		
97375	45	10	12	7	2	2
97378	268	64	167	62	15	11
97381	430	99	172	73	17	12
97385	8	2	8	3		
97392	92	17	43	21	2	6
97396	69	13	66	5		6

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

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one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket

Attachment A subpart j (Amount) - Total number of residential customers and small commercial (based on Utilities' t 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 February 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 30,936	\$ 11,934	\$ 87,891	\$ 14,044	\$ 5,925	\$ 9,964
97003	\$ 76,709	\$ 73,164	\$ 486,613	\$ 11,189	\$ 7,812	\$ 4,549
97004	\$ 15,246	\$ 6,786	\$ 60,228	\$ 6,757	\$ 3,487	\$ 3,820
97005	\$ 92,129	\$ 88,199	\$ 550,117	\$ 37,652	\$ 9,931	\$ 22,537
97006	\$ 111,836	\$ 93,386	\$ 657,082	\$ 60,087	\$ 9,955	\$ 2,081
97007	\$ 87,332	\$ 69,291	\$ 425,062	\$ 23,044	\$ 2,774	\$ 3,493
97008	\$ 91,124	\$ 74,946	\$ 502,093	\$ 20,215	\$ 3,994	\$ 4,825
97009	\$ 25,337	\$ 16,840	\$ 166,168	\$ 39,200	\$ 45,628	\$ 68,514
97011	\$ 2,735	\$ 695	\$ 23,692	\$ 39	\$ 100	\$ 246
97013	\$ 25,051	\$ 15,022	\$ 86,503	\$ 21,811	\$ 3,723	\$ 21,105
97015	\$ 82,420	\$ 61,091	\$ 503,505	\$ 53,268	\$ 18,152	\$ 56,353
97017	\$ 14,797	\$ 14,023	\$ 62,698	\$ 3,614	\$ 14,401	\$ 8,795
97019	\$ 8,169	\$ 1,445	\$ 63,280	\$ 422	\$ 1,773	\$ 10,321
97020	\$ 2,458	\$ 3,611	\$ 20,918	\$ 1,210	\$ 366	\$ 639
97022	\$ 3,831	\$ 6,992	\$ 118,057	\$ 4,986	\$ 560	\$ 1,522
97023	\$ 26,379	\$ 23,728	\$ 189,972	\$ 13,297	\$ 7,970	\$ 19,218
97024	\$ 26,591	\$ 33,256	\$ 273,730	\$ 484	\$ 797	\$ 3,309
97026	\$ 6,940	\$ 8,650	\$ 54,097	\$ 1,394	\$ 295	\$ 4,553
97027	\$ 20,952	\$ 11,428	\$ 241,066	\$ 976	\$ 311	\$ 6,297
97028	\$ 604		\$ 3,281	\$ 583	\$ 36	\$ 112
97030	\$ 147,575	\$ 145,158	\$ 1,049,645	\$ 42,345	\$ 13,236	\$ 51,414
97032	\$ 14,779	\$ 10,139	\$ 72,888	\$ 5,094	\$ 432	\$ 343
97034	\$ 18,735	\$ 10,075	\$ 90,292	\$ 1,523	\$ 2,178	\$ 1,151
97035	\$ 31,752	\$ 21,849	\$ 174,183	\$ 5,264	\$ 2,259	\$ 7,080
97038	\$ 77,666	\$ 55,846	\$ 364,254	\$ 10,239	\$ 4,127	\$ 16,086
97041						\$ 67
97042	\$ 10,187	\$ 5,483	\$ 79,660	\$ 8,102	\$ 2,403	\$ 3,386
97045	\$ 141,766	\$ 101,567	\$ 896,157	\$ 33,097	\$ 20,414	\$ 14,871
97049	\$ 5,064	\$ 8,476	\$ 35,348	\$ 434	\$ 4,204	\$ 140
97055	\$ 37,993	\$ 25,713	\$ 353,004	\$ 11,056	\$ 5,635	\$ 23,067
97056			\$ 4,370			
97060	\$ 51,250	\$ 43,051	\$ 290,513	\$ 4,706	\$ 6,055	\$ 13,195
97062	\$ 62,701	\$ 56,613	\$ 448,167	\$ 47,383	\$ 5,656	\$ 3,559
97067	\$ 5,223	\$ 3,535	\$ 40,513	\$ 1,478		\$ 100
97068	\$ 34,126	\$ 43,167	\$ 193,704	\$ 3,926	\$ 2,068	\$ 72,129
97070	\$ 40,069	\$ 36,447	\$ 275,173	\$ 23,486	\$ 8,250	\$ 4,407
97071	\$ 56,977	\$ 49,587	\$ 246,329	\$ 8,516	\$ 3,962	\$ 14,508
97078	\$ 65,925	\$ 63,192	\$ 452,049	\$ 11,572	\$ 4,514	\$ 4,356
97080	\$ 134,666	\$ 111,303	\$ 778,113	\$ 21,797	\$ 8,108	\$ 3,419
97086	\$ 101,076	\$ 78,043	\$ 456,265	\$ 18,275	\$ 5,473	\$ 15,112
97089	\$ 51,167	\$ 38,956	\$ 186,442	\$ 17,395	\$ 8,583	\$ 51,824
97101	\$ 14,815	\$ 7,704	\$ 67,098	\$ 1,397	\$ 4,859	\$ 1,703
97106	\$ 5,660	\$ 2,964	\$ 43,399	\$ 3,221	\$ 604	\$ 225
97109	\$ 124	\$ 442	\$ 755			
97111	\$ 5,987	\$ 8,818	\$ 41,883	\$ 1,071	\$ 112	\$ 492
97113	\$ 25,727	\$ 29,258	\$ 195,664	\$ 3,350	\$ 1,950	\$ 13,207
97114	\$ 15,677	\$ 10,187	\$ 124,655	\$ 7,626	\$ 494	\$ 16,571
97115	\$ 5,346	\$ 796	\$ 48,016	\$ 508		\$ 3,493
97116	\$ 3,404	\$ 5,927	\$ 26,741	\$ 2,566	\$ 1,436	\$ 11,683
97117	\$ 2,057	\$ 883	\$ 13,809	\$ 418		\$ 57
97119	\$ 10,576	\$ 13,188	\$ 62,507	\$ 7,926	\$ 1,070	\$ 1,532
97123	\$ 81,202	\$ 75,558	\$ 571,851	\$ 18,824	\$ 11,287	\$ 56,598
97124	\$ 91,552	\$ 85,312	\$ 616,436	\$ 25,719	\$ 18,595	\$ 20,138
97125				\$	67	

97127	\$ 8,663	\$ 8,070	\$ 72,564	\$ 308	\$ 452	\$ 4,277
97128	\$ 3,602	\$ 6,529	\$ 27,166	\$ 2,320	\$ 1,915	\$ 468
97132	\$ 37,191	\$ 31,311	\$ 366,328	\$ 8,039	\$ 3,350	\$ 14,934
97133	\$ 5,327	\$ 6,970	\$ 61,342	\$ 15,962	\$ 1,126	\$ 971
97137	\$ 3,368	\$ 2,750	\$ 21,026	\$ 3,892		\$ 313
97140	\$ 62,489	\$ 31,164	\$ 180,801	\$ 44,371	\$ 36,260	\$ 30,398
97148	\$ 7,283	\$ 6,677	\$ 69,255	\$ 355	\$ 488	\$ 2,256
97201	\$ 19,021	\$ 20,096	\$ 120,147	\$ 7,853	\$ 3,661	\$ 8,978
97202	\$ 91,205	\$ 71,456	\$ 441,068	\$ 47,277	\$ 28,952	\$ 44,694
97203	\$ 85,519	\$ 88,907	\$ 549,818	\$ 41,466	\$ 19,667	\$ 49,115
97204	\$ 2,106	\$ 1,497	\$ 9,496	\$ 31,187	\$ 26,056	\$ 19,121
97205	\$ 7,759	\$ 7,497	\$ 40,578	\$ 2,432	\$ 3,871	\$ 4,065
97206	\$ 102,020	\$ 79,050	\$ 778,784	\$ 22,884	\$ 6,053	\$ 24,731
97209	\$ 52,727	\$ 34,736	\$ 287,296	\$ 51,168	\$ 11,228	\$ 55,474
97210	\$ 19,385	\$ 17,227	\$ 102,700	\$ 17,520	\$ 13,043	\$ 22,013
97212						\$ 74
97213	\$ 15,100	\$ 12,728	\$ 76,184	\$ 2,056	\$ 952	\$ 1,114
97214	\$ 66,621	\$ 50,410	\$ 277,210	\$ 85,537	\$ 12,977	\$ 44,938
97215	\$ 36,884	\$ 17,634	\$ 162,220	\$ 966	\$ 7,401	\$ 3,830
97216	\$ 21,052	\$ 23,832	\$ 200,715	\$ 2,732	\$ 1,887	\$ 14,456
97217	\$ 63,812	\$ 51,781	\$ 385,795	\$ 51,817	\$ 7,324	\$ 37,695
97219	\$ 59,697	\$ 54,572	\$ 384,165	\$ 16,912	\$ 2,681	\$ 19,287
97221	\$ 15,046	\$ 11,523	\$ 83,106	\$ 11,994	\$ 481	
97222	\$ 61,501	\$ 55,032	\$ 666,780	\$ 4,893	\$ 1,360	\$ 15,194
97223	\$ 139,663	\$ 103,212	\$ 803,297	\$ 28,669	\$ 16,961	\$ 45,111
97224	\$ 79,197	\$ 55,573	\$ 392,071	\$ 36,572	\$ 11,740	\$ 11,487
97225	\$ 29,959	\$ 17,460	\$ 227,650	\$ 3,164	\$ 372	\$ 18,058
97227	\$ 976	\$ 2,797	\$ 2,996	\$ 1,507	\$ 4,658	
97229	\$ 56,774	\$ 40,656	\$ 463,255	\$ 9,231	\$ 5,158	\$ 11,966
97230	\$ 92,019	\$ 121,396	\$ 897,868	\$ 22,617	\$ 19,724	\$ 7,272
97231	\$ 10,578	\$ 6,728	\$ 43,967	\$ 2,275	\$ 554	\$ 4,248
97232	\$ 16,035	\$ 16,205	\$ 102,484	\$ 28,572	\$ 5,906	\$ 14,303
97233	\$ 156,979	\$ 178,065	\$ 1,425,984	\$ 12,823	\$ 12,454	\$ 20,919
97236	\$ 142,943	\$ 141,904	\$ 1,156,780	\$ 8,683	\$ 8,615	\$ 30,348
97239	\$ 23,763	\$ 16,098	\$ 151,582	\$ 14,760	\$ 471	\$ 26,229
97266	\$ 118,448	\$ 106,957	\$ 1,004,508	\$ 29,419	\$ 14,464	\$ 62,404
97267	\$ 55,452	\$ 49,549	\$ 452,044	\$ 4,653	\$ 7,183	\$ 13,112
97301	\$ 164,594	\$ 165,878	\$ 1,155,282	\$ 58,805	\$ 10,887	\$ 37,024
97302	\$ 90,835	\$ 76,792	\$ 568,365	\$ 32,786	\$ 22,688	\$ 43,664
97303	\$ 42,457	\$ 39,149	\$ 358,777	\$ 6,118	\$ 883	\$ 10,931
97304	\$ 4,853	\$ 4,518	\$ 23,543	\$ 1,411	\$ 412	\$ 658
97305	\$ 143,456	\$ 90,139	\$ 928,503	\$ 15,005	\$ 3,500	\$ 26,776
97306	\$ 65,693	\$ 62,016	\$ 428,796	\$ 2,485	\$ 3,935	\$ 882
97310					\$ 569	
97317	\$ 79,650	\$ 57,319	\$ 419,122	\$ 11,265	\$ 9,393	\$ 7,865
97325	\$ 1,443	\$ 533	\$ 6,167	\$ 247		\$ 2,178
97338	\$ 1,883	\$ 313	\$ 15,583	\$ 91	\$ 56	
97347	\$ 6,803	\$ 3,300	\$ 80,735	\$ 55	\$ 2,785	
97352	\$ 1,449	\$ 3,884	\$ 3,113			
97362	\$ 22,684	\$ 9,653	\$ 55,209	\$ 4,275	\$ 1,479	\$ 7,348
97371	\$ 93			\$ 147		
97375	\$ 6,793	\$ 8,889	\$ 19,426	\$ 1,081	\$ 81	\$ 329
97378	\$ 47,637	\$ 26,148	\$ 214,126	\$ 41,100	\$ 3,072	\$ 8,707
97381	\$ 66,519	\$ 29,735	\$ 179,494	\$ 14,825	\$ 4,767	\$ 5,185
97385	\$ 1,982	\$ 1,455	\$ 8,454	\$ 119		
97392	12362.61	7879.62	52296.11	9824.13	251.93	1852.46
97396	8797.28	4887.68	83132.36	179.08		1091.94

*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 oldest outstanding balance.

ariffs)

» bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their

Attachment A subpart j (Average) - Total number of residential customers and small commercial (based on Util 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 February 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 206	\$ 385	\$ 1,418	\$ 260	\$ 846	\$ 712
97003	\$ 112	\$ 247	\$ 799	\$ 280	\$ 976	\$ 505
97004	\$ 193	\$ 452	\$ 1,401	\$ 250	\$ 1,162	\$ 347
97005	\$ 110	\$ 235	\$ 736	\$ 251	\$ 355	\$ 644
97006	\$ 116	\$ 248	\$ 801	\$ 429	\$ 766	\$ 416
97007	\$ 117	\$ 263	\$ 942	\$ 292	\$ 462	\$ 873
97008	\$ 123	\$ 285	\$ 916	\$ 389	\$ 666	\$ 483
97009	\$ 184	\$ 351	\$ 1,484	\$ 560	\$ 2,401	\$ 2,363
97011	\$ 171	\$ 232	\$ 1,394	\$ 39	\$ 100	\$ 246
97013	\$ 243	\$ 518	\$ 1,518	\$ 545	\$ 372	\$ 2,110
97015	\$ 128	\$ 263	\$ 991	\$ 459	\$ 504	\$ 2,348
97017	\$ 231	\$ 637	\$ 1,334	\$ 402	\$ 2,057	\$ 1,759
97019	\$ 204	\$ 361	\$ 1,710	\$ 84	\$ 886	\$ 2,580
97020	\$ 107	\$ 451	\$ 1,494	\$ 134	\$ 366	\$ 639
97022	\$ 124	\$ 250	\$ 1,457	\$ 997	\$ 70	\$ 254
97023	\$ 177	\$ 286	\$ 1,104	\$ 332	\$ 419	\$ 1,201
97024	\$ 111	\$ 289	\$ 1,010	\$ 40	\$ 398	\$ 1,103
97026	\$ 126	\$ 279	\$ 1,151	\$ 199	\$ 295	\$ 1,138
97027	\$ 105	\$ 286	\$ 870	\$ 89	\$ 156	\$ 1,050
97028	\$ 86	\$ -	\$ 547	\$ 83	\$ 36	\$ 112
97030	\$ 126	\$ 291	\$ 974	\$ 296	\$ 427	\$ 1,469
97032	\$ 157	\$ 282	\$ 1,157	\$ 283	\$ 144	\$ 172
97034	\$ 118	\$ 240	\$ 1,309	\$ 85	\$ 218	\$ 164
97035	\$ 109	\$ 251	\$ 903	\$ 114	\$ 323	\$ 885
97038	\$ 171	\$ 336	\$ 1,287	\$ 140	\$ 229	\$ 574
97041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 67
97042	\$ 182	\$ 498	\$ 1,732	\$ 540	\$ 401	\$ 564
97045	\$ 143	\$ 326	\$ 1,122	\$ 222	\$ 600	\$ 303
97049	\$ 145	\$ 369	\$ 1,360	\$ 54	\$ 2,102	\$ 140
97055	\$ 131	\$ 334	\$ 1,173	\$ 335	\$ 433	\$ 623
97056	\$ -	\$ -	\$ 2,185	\$ -	\$ -	\$ -
97060	\$ 123	\$ 274	\$ 992	\$ 124	\$ 378	\$ 1,466
97062	\$ 118	\$ 256	\$ 902	\$ 423	\$ 333	\$ 593
97067	\$ 168	\$ 295	\$ 1,397	\$ 148	\$ -	\$ 100
97068	\$ 126	\$ 400	\$ 1,088	\$ 109	\$ 258	\$ 3,796
97070	\$ 101	\$ 235	\$ 844	\$ 452	\$ 1,031	\$ 630
97071	\$ 116	\$ 275	\$ 821	\$ 167	\$ 440	\$ 659
97078	\$ 111	\$ 266	\$ 843	\$ 252	\$ 347	\$ 396
97080	\$ 132	\$ 286	\$ 1,011	\$ 484	\$ 477	\$ 380
97086	\$ 129	\$ 292	\$ 959	\$ 265	\$ 547	\$ 1,079
97089	\$ 188	\$ 499	\$ 1,594	\$ 316	\$ 477	\$ 2,879
97101	\$ 158	\$ 367	\$ 1,428	\$ 127	\$ 1,620	\$ 568
97106	\$ 107	\$ 296	\$ 1,400	\$ 644	\$ 302	\$ 225
97109	\$ 124	\$ 442	\$ 755	\$ -	\$ -	\$ -
97111	\$ 130	\$ 519	\$ 1,197	\$ 153	\$ 112	\$ 246
97113	\$ 121	\$ 305	\$ 950	\$ 152	\$ 650	\$ 1,887
97114	\$ 227	\$ 392	\$ 1,401	\$ 381	\$ 124	\$ 2,367
97115	\$ 121	\$ 133	\$ 960	\$ 46	\$ -	\$ 499
97116	\$ 179	\$ 659	\$ 1,573	\$ 428	\$ 718	\$ 1,168
97117	\$ 147	\$ 294	\$ 2,762	\$ 139	\$ -	\$ 57
97119	\$ 160	\$ 573	\$ 1,302	\$ 528	\$ 178	\$ 383
97123	\$ 110	\$ 279	\$ 856	\$ 224	\$ 451	\$ 1,088
97124	\$ 118	\$ 283	\$ 856	\$ 193	\$ 1,430	\$ 650
97125	\$ -	\$ -	\$ -	\$ -	\$ 67	\$ -

97127	\$	110	\$	367	\$	1,152	\$	77	\$	452	\$	1,426
97128	\$	190	\$	544	\$	2,264	\$	331	\$	479	\$	156
97132	\$	127	\$	255	\$	930	\$	179	\$	372	\$	933
97133	\$	104	\$	279	\$	1,753	\$	1,140	\$	225	\$	194
97137	\$	146	\$	550	\$	1,752	\$	389	\$	-	\$	157
97140	\$	141	\$	283	\$	918	\$	306	\$	1,209	\$	1,382
97148	\$	173	\$	477	\$	1,776	\$	51	\$	244	\$	451
97201	\$	71	\$	140	\$	395	\$	175	\$	366	\$	1,283
97202	\$	104	\$	196	\$	637	\$	364	\$	804	\$	860
97203	\$	104	\$	246	\$	863	\$	384	\$	1,157	\$	1,694
97204	\$	59	\$	115	\$	271	\$	780	\$	3,722	\$	2,732
97205	\$	58	\$	147	\$	386	\$	187	\$	553	\$	677
97206	\$	121	\$	190	\$	882	\$	279	\$	189	\$	618
97209	\$	76	\$	121	\$	448	\$	487	\$	535	\$	1,499
97210	\$	59	\$	151	\$	345	\$	243	\$	450	\$	1,295
97212	\$	-	\$	-	\$	-	\$	-	\$	-	\$	74
97213	\$	99	\$	196	\$	662	\$	206	\$	476	\$	278
97214	\$	70	\$	161	\$	499	\$	366	\$	360	\$	848
97215	\$	105	\$	207	\$	841	\$	64	\$	925	\$	638
97216	\$	104	\$	256	\$	1,051	\$	152	\$	270	\$	1,446
97217	\$	100	\$	199	\$	748	\$	439	\$	333	\$	1,109
97219	\$	115	\$	278	\$	917	\$	338	\$	244	\$	1,135
97221	\$	102	\$	206	\$	729	\$	600	\$	120	\$	-
97222	\$	103	\$	234	\$	908	\$	196	\$	194	\$	608
97223	\$	120	\$	264	\$	855	\$	237	\$	606	\$	1,327
97224	\$	116	\$	237	\$	829	\$	389	\$	903	\$	499
97225	\$	101	\$	165	\$	744	\$	79	\$	93	\$	903
97227	\$	75	\$	400	\$	374	\$	301	\$	4,658	\$	-
97229	\$	100	\$	222	\$	767	\$	120	\$	469	\$	479
97230	\$	110	\$	300	\$	972	\$	290	\$	1,409	\$	727
97231	\$	160	\$	240	\$	1,099	\$	126	\$	111	\$	708
97232	\$	65	\$	172	\$	275	\$	664	\$	295	\$	841
97233	\$	125	\$	284	\$	939	\$	176	\$	566	\$	721
97236	\$	131	\$	314	\$	1,017	\$	185	\$	331	\$	979
97239	\$	74	\$	152	\$	609	\$	492	\$	235	\$	2,623
97266	\$	118	\$	269	\$	1,000	\$	306	\$	579	\$	1,560
97267	\$	123	\$	248	\$	895	\$	258	\$	359	\$	728
97301	\$	124	\$	234	\$	851	\$	338	\$	253	\$	974
97302	\$	118	\$	258	\$	902	\$	529	\$	688	\$	1,180
97303	\$	107	\$	253	\$	959	\$	278	\$	177	\$	575
97304	\$	124	\$	411	\$	1,471	\$	109	\$	137	\$	132
97305	\$	126	\$	286	\$	862	\$	214	\$	269	\$	837
97306	\$	113	\$	294	\$	977	\$	131	\$	656	\$	294
97317	\$	-	\$	-	\$	-	\$	-	\$	569	\$	-
97325	\$	139	\$	299	\$	1,056	\$	182	\$	494	\$	375
97338	\$	180	\$	533	\$	1,542	\$	62	\$	-	\$	2,178
97347	\$	235	\$	313	\$	1,731	\$	91	\$	56	\$	-
97352	\$	151	\$	367	\$	1,416	\$	55	\$	1,393	\$	-
97362	\$	241	\$	777	\$	1,038	\$	-	\$	-	\$	-
97371	\$	127	\$	268	\$	1,042	\$	237	\$	493	\$	1,837
97375	\$	93	\$	-	\$	-	\$	147	\$	-	\$	-
97378	\$	151	\$	889	\$	1,619	\$	154	\$	40	\$	165
97381	\$	178	\$	409	\$	1,282	\$	663	\$	205	\$	792
97385	\$	155	\$	300	\$	1,044	\$	203	\$	280	\$	432
97392	\$	248	\$	727	\$	1,057	\$	40	\$	-	\$	-
97396	\$	134	\$	464	\$	1,216	\$	468	\$	126	\$	309

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

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one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket

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

Data reflects customers that were disconnected during February 2021.

Zip Code	Non-Residential	Residential	No Longer Operating
97217	1	0	0
97232	1	0	0

Attachment A subpart m - Total number of service reconnections, segmented by 24-hour reconnect, 48-hour reconnect, and more than seven-day reconnect

Data reflects customers that were reconnected during February 2021.

Zip Code	24-hour	Non-Residential		Residential			No Longer Operating
		48-hour	<7 days	>7 days	24-hour	48-hour	

connect, less than seven-