



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

June 17, 2022

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 June 2022. The AMP activity information for May 2022 is included on the "Program Participation" tab. Program Participation values for May 2022 have been updated to reflect that the Three-Month Payment match program has ended and only "participants" are reflected without customers "enrolled" but not participating. The updated response for IR 040 with data for May 2022 is also included as a separate tab. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-8172. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Jay Tinker

Jay Tinker
Director, Rates and Regulatory Affairs

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

Counts were made on customers on the last business day of May 2022.

Zip Code	Non-Residential	Residential
97002	937	2,248
97003	771	11,135
97004	461	1,780
97005	2,538	12,336
97006	1,670	19,061
97007	945	18,770
97008	1,179	11,993
97009	1,120	3,414
97011	72	494
97013	815	2,369
97015	2,040	9,079
97017	228	1,123
97019	274	1,232
97020	77	374
97022	411	1,452
97023	1,077	4,921
97024	531	4,649
97026	286	1,185
97027	486	4,953
97028	143	728
97030	2,216	15,394
97032	482	1,750
97034	899	8,433
97035	1,346	11,415
97036	21	2
97038	1,173	6,351
97041	7	
97042	337	1,224
97045	3,477	22,213
97049	170	1,775
97051	5	
97055	1,515	7,996
97056	8	29
97060	1,110	8,099
97062	2,050	11,348
97067	414	1,270
97068	1,210	11,709
97070	1,866	11,507
97071	1,643	9,932
97078	512	9,141
97079	1	
97080	909	16,456

97086	1,016	13,009
97089	787	5,019
97101	337	1,559
97106	356	1,561
97109	19	81
97111	349	1,486
97113	657	5,279
97114	543	1,785
97115	329	1,730
97116	293	849
97117	70	265
97119	370	1,629
97123	2,687	18,318
97124	3,250	21,752
97125	6	18
97127	101	1,483
97128	165	495
97132	1,956	12,027
97133	466	2,293
97137	284	489
97140	1,657	9,514
97148	337	1,358
97201	727	7,368
97202	2,599	20,134
97203	1,434	12,945
97204	630	415
97205	317	3,269
97206	1,629	21,962
97208	1	
97209	2,136	15,138
97210	1,880	7,975
97211	13	22
97212	1	
97213	261	3,111
97214	2,919	15,354
97215	527	7,645
97216	494	4,229
97217	1,708	12,922
97218	4	
97219	1,346	17,532
97221	323	5,556
97222	1,954	15,617
97223	2,453	21,030
97224	1,653	15,955
97225	1,160	11,635
97227	58	426
97229	1,553	28,253

97230	2,096	15,574
97231	543	2,003
97232	823	5,317
97233	1,170	15,312
97236	1,003	13,867
97239	776	10,007
97251	12	
97266	1,472	13,412
97267	1,099	12,836
97280	1	
97291	1	
97301	3,048	19,139
97302	2,793	17,233
97303	1,099	10,749
97304	284	1,343
97305	1,880	15,702
97306	817	13,888
97310	31	
97311	1	
97312	3	
97317	1,242	8,464
97325	62	164
97338	84	247
97347	204	799
97352	33	124
97362	307	1,515
97371	44	105
97373	1	
97375	118	523
97378	555	2,834
97381	1,184	6,477
97385	55	162
97392	372	1,958
97396	237	1,361
97048	2	
97240	1	
97286	1	
97294	1	
97431	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 May 2022.

Zip Code	Non-Residential	Residential
97002	89	0
97003	68	0
97004	68	0
97005	322	0
97006	131	0
97007	107	0
97008	99	0
97009	149	0
97011	16	0
97013	105	0
97015	202	0
97017	50	0
97019	20	0
97020	6	0
97022	63	0
97023	144	0
97024	103	0
97026	37	0
97027	64	0
97028	4	0
97030	230	0
97032	58	0
97034	69	0
97035	127	0
97038	167	0
97042	50	0
97045	385	0
97048	2	
97049	25	0
97051	2	
97055	206	0
97056		0
97060	120	0
97062	190	0
97067	154	0
97068	106	0
97070	237	0
97071	213	0
97078	55	0
97080	132	0
97086	94	0

97089	119	0
97101	44	0
97106	58	0
97109		0
97111	38	0
97113	98	0
97114	104	0
97115	51	0
97116	35	0
97117	6	0
97119	48	0
97123	358	0
97124	336	0
97125	2	
97127	14	0
97128	26	0
97132	206	0
97133	56	0
97137	13	0
97140	213	0
97148	32	0
97201	54	0
97202	347	0
97203	170	0
97204	65	0
97205	39	0
97206	264	0
97209	354	0
97210	180	0
97211	1	0
97213	14	0
97214	434	0
97215	80	0
97216	92	0
97217	185	0
97219	161	0
97221	33	0
97222	188	0
97223	303	0
97224	122	0
97225	143	0
97227	4	0
97229	131	0
97230	312	0
97231	59	0
97232	118	0
97233	232	0

97236	155	0
97239	98	0
97251	3	
97266	213	0
97267	121	0
97301	332	0
97302	371	0
97303	97	0
97304	38	0
97305	267	0
97306	74	0
97317	126	0
97325	6	0
97338	9	0
97347	18	0
97352	1	0
97362	32	0
97371	1	0
97375	8	0
97378	94	0
97381	120	0
97385	4	0
97392	41	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)*

Counts were made on customers that enrolled in a TPA at any point on or before May 31, 2022, have close dates after April 30, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		67
97003	1	448
97004	1	43
97005	1	549
97006		650
97007	1	388
97008	1	435
97009	1	130
97011		19
97013		73
97015	3	398
97017		47
97019		34
97020		23
97022	1	82
97023	3	197
97024	2	299
97026		59
97027	1	228
97028		2
97030	2	1021
97032		78
97034		60
97035	1	193
97038	4	290
97042	4	33
97045	2	806
97049		29
97055	8	309
97056		1
97060	2	407
97062	1	362
97067	1	46
97068	3	175
97070		327
97071	1	372
97078		375
97080	3	692
97086		388
97089	5	121
97101		52

97106	1	40
97109		2
97111		47
97113	2	172
97114	1	79
97115		36
97116	2	19
97117	1	5
97119	1	62
97123	12	536
97124	3	610
97127	3	65
97128		16
97132	4	367
97133	1	34
97137		17
97140		175
97148	1	64
97201	2	142
97202	4	417
97203	4	513
97204		18
97205	1	68
97206	3	679
97209		347
97210	2	117
97213		84
97214	7	276
97215		105
97216		179
97217	3	380
97219	2	363
97221		109
97222	3	601
97223	3	662
97224	3	360
97225		221
97227		3
97229		460
97230		922
97231		27
97232	4	102
97233	5	1245
97236	4	981
97239	3	154
97266		783
97267	4	403

97301	5	1169
97302	4	628
97303		422
97304		26
97305	5	893
97306		468
97317		402
97325		7
97338		9
97347		45
97352		3
97362		48
97371		1
97375		17
97378	5	166
97381		187
97385		4
97392		38
97396	1	78
NULL	7	13

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

Zip Code	Non-Residential	Residential
97002		8
97003		77
97004	1	5
97005	1	97
97006		106
97007		61
97008		75
97009	1	17
97011		4
97013		11
97015	2	72
97017		5
97019		2
97020		3
97022		12
97023		25
97024	1	41
97026		3
97027		31
97030	2	144
97032		4
97034		7
97035		32
97038	3	27
97042		6
97045	3	97
97049		2
97055	1	36
97060		46
97062	2	71
97067		6
97068		26
97070		38
97071		45
97078		49
97080		115
97086	1	66
97089	2	5
97101		5
97106		5
97111		6

97113		26
97114		8
97115		8
97116	1	3
97119		6
97123		92
97124	1	78
97127		5
97128	1	2
97132		51
97133		3
97137		3
97140	1	36
97148		9
97201		48
97202	1	76
97203		78
97204		7
97205		12
97206	2	127
97209	1	76
97210		21
97213		13
97214	3	58
97215		19
97216		19
97217	3	50
97219	1	53
97221		24
97222	1	95
97223		115
97224		53
97225		26
97227		2
97229		92
97230		133
97231		5
97232		15
97233	2	208
97236	1	143
97239		18
97266	1	106
97267		55
97301	1	194
97302		108
97303	2	69
97304		5

97305	2	142
97306		72
97317		57
97338		1
97347		7
97352		1
97362		6
97375		4
97378		17
97381		24
97392		8
97396		4
NULL	3	21

*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*

Counts were made on customers that had a balance on the last Friday of May 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	90	21	13	31	7	4
97003	791	252	107	24	4	8
97004	40	16	7	16	11	13
97005	957	378	163	118	26	33
97006	1,108	457	166	28	21	55
97007	766	208	105	19	8	36
97008	781	276	103	41	4	10
97009	228	48	24	66	22	11
97011	17	4	3	4		1
97013	80	17	6	26	9	12
97015	633	199	125	82	16	12
97017	47	9	5	17	2	3
97019	35	7	2	4	2	3
97020	12	2	3	1		1
97022	128	25	15	28	5	6
97023	304	64	37	42	14	15
97024	282	90	47	21	10	4
97026	62	18	8	12	3	1
97027	402	61	61	31	1	6
97028	15		2	2		
97030	1,231	431	222	88	28	29
97032	74	21	8	6	1	3
97034	169	42	19	21	3	4
97035	334	95	44	31	11	
97038	446	143	63	49	14	13
97041					1	
97042	50	8	4	12	4	7
97045	1,050	322	143	111	25	33
97048				2		
97049	48	16	8	3	1	4
97055	451	86	65	67	13	17
97056			1			
97060	478	127	53	24	14	10
97062	610	186	76	71	8	31
97067	32	11	4	6	1	5
97068	264	65	37	24	13	4
97070	472	119	60	26	4	6
97071	442	114	52	40	9	14
97078	588	206	82	11	8	21
97080	1,041	322	141	35	20	9

97086	804	252	137	31	17	6
97089	273	65	35	52	18	10
97101	68	26	14	6	1	2
97106	40	5	5	9	1	6
97109	1					
97111	45	9	6	11	2	3
97113	238	52	22	12	11	6
97114	69	14	7	18	1	7
97115	55	7	5	16		2
97116	15	4	4	7		8
97117	9		3	2	1	1
97119	67	15	9	7	5	3
97123	741	186	97	88	20	53
97124	910	251	106	69	25	69
97127	50	19	10	3		5
97128	12	4	2	9	1	2
97132	525	111	74	59	22	10
97133	44	14	7	11		5
97137	15	2	1	4		
97140	404	114	37	81	14	25
97148	58	3	5	6	3	4
97201	376	153	182	13	6	6
97202	1,190	323	217	135	35	26
97203	847	278	146	42	10	13
97204	35	20	52	22	4	4
97205	176	75	98	9	2	2
97206	1,527	436	243	121	28	27
97209	876	359	371	50	14	16
97210	331	150	128	35	12	7
97211		13		1		
97212					1	
97213	212	70	53	7		2
97214	923	412	298	130	29	20
97215	325	105	68	14	11	4
97216	274	72	29	7	1	3
97217	771	298	241	66	12	17
97219	579	149	89	36	17	15
97221	184	51	31	10	2	1
97222	732	183	143	21	17	14
97223	1,214	398	173	114	20	32
97224	691	204	83	33	12	12
97225	612	133	79	65	6	31
97227	12	1	4	3	2	1
97229	835	218	127	14	4	62
97230	993	313	198	51	13	14
97231	54	11	7	8	8	10
97232	332	137	91	17	4	5

97233	1,370	533	364	53	18	32
97236	1,143	349	254	37	21	18
97239	389	146	98	14	5	6
97251				2		
97266	1,114	373	233	83	19	21
97267	698	220	80	35	3	12
97301	1,712	628	336	130	33	30
97302	785	238	121	81	11	19
97303	440	136	67	7	5	6
97304	35	8	6	6	3	4
97305	1,582	351	248	78	19	16
97306	592	173	78	13	7	2
97317	553	146	60	34	9	13
97325	6	3		1	1	1
97338	4	4	1	1	1	
97347	34	15	8	5	2	2
97352	4		2	1		
97362	78	28	13	14	3	
97371	2		1			
97375	25	8	4	4	1	3
97378	231	55	33	31	7	12
97381	334	81	35	43	15	10
97385	3	4	1			
97392	64	12	9	6	1	5
97396	133	9	14	8	1	2

*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 May 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 12,852	\$ 6,921	\$ 7,498	\$ 7,947	\$ 1,793	\$ 991
97003	\$ 81,203	\$ 52,017	\$ 48,422	\$ 3,808	\$ 1,411	\$ 2,875
97004	\$ 7,789	\$ 5,557	\$ 3,204	\$ 2,746	\$ 8,853	\$ 2,605
97005	\$ 93,979	\$ 81,226	\$ 68,973	\$ 16,187	\$ 6,470	\$ 10,938
97006	\$ 107,875	\$ 82,388	\$ 79,868	\$ 10,239	\$ 4,853	\$ 22,087
97007	\$ 74,635	\$ 43,175	\$ 41,146	\$ 1,904	\$ 1,146	\$ 14,210
97008	\$ 77,689	\$ 63,451	\$ 55,157	\$ 12,420	\$ 342	\$ 3,451
97009	\$ 43,084	\$ 20,202	\$ 27,792	\$ 68,688	\$ 24,273	\$ 1,947
97011	\$ 2,312	\$ 1,403	\$ 1,545	\$ 293		\$ 92
97013	\$ 13,392	\$ 6,312	\$ 5,185	\$ 22,945	\$ 1,750	\$ 6,142
97015	\$ 68,726	\$ 44,990	\$ 73,579	\$ 24,654	\$ 21,289	\$ 3,994
97017	\$ 6,406	\$ 4,759	\$ 6,963	\$ 5,097	\$ 3,099	\$ 659
97019	\$ 4,932	\$ 1,522	\$ 1,358	\$ 95	\$ 1,177	\$ 1,215
97020	\$ 1,708	\$ 1,016	\$ 2,310	\$ 59		\$ 729
97022	\$ 24,293	\$ 9,366	\$ 11,287	\$ 13,690	\$ 14,147	\$ 1,932
97023	\$ 58,209	\$ 19,578	\$ 21,667	\$ 25,187	\$ 5,242	\$ 4,286
97024	\$ 33,637	\$ 21,009	\$ 29,257	\$ 2,082	\$ 630	\$ 667
97026	\$ 8,200	\$ 3,643	\$ 2,496	\$ 2,347	\$ 791	\$ 146
97027	\$ 47,247	\$ 14,790	\$ 32,978	\$ 5,611	\$ 407	\$ 1,906
97028	\$ 1,505		\$ 285	\$ 343		
97030	\$ 145,866	\$ 105,448	\$ 130,560	\$ 14,862	\$ 9,515	\$ 26,487
97032	\$ 7,988	\$ 6,277	\$ 4,107	\$ 500	\$ 116	\$ 2,600
97034	\$ 14,638	\$ 7,160	\$ 9,455	\$ 14,709	\$ 324	\$ 292
97035	\$ 32,251	\$ 19,579	\$ 13,463	\$ 14,618	\$ 1,994	
97038	\$ 63,905	\$ 36,967	\$ 46,323	\$ 10,069	\$ 15,201	\$ 2,564
97041					\$ 46	
97042	\$ 8,733	\$ 2,432	\$ 2,634	\$ 788	\$ 1,772	\$ 1,221
97045	\$ 123,312	\$ 79,730	\$ 79,398	\$ 22,685	\$ 8,291	\$ 8,853
97048				\$ 505		
97049	\$ 7,553	\$ 4,027	\$ 3,064	\$ 320	\$ 545	\$ 1,204
97055	\$ 76,726	\$ 21,716	\$ 49,980	\$ 41,911	\$ 27,810	\$ 4,733
97056			\$ 2,878			
97060	\$ 52,544	\$ 27,960	\$ 31,933	\$ 4,002	\$ 3,981	\$ 4,189
97062	\$ 68,676	\$ 38,893	\$ 27,131	\$ 25,370	\$ 2,164	\$ 14,713
97067	\$ 3,572	\$ 2,969	\$ 2,707	\$ 892	\$ 730	\$ 2,621
97068	\$ 29,374	\$ 12,749	\$ 18,649	\$ 2,507	\$ 3,601	\$ 376
97070	\$ 44,901	\$ 21,737	\$ 31,762	\$ 4,657	\$ 658	\$ 916
97071	\$ 39,683	\$ 24,005	\$ 23,206	\$ 8,327	\$ 1,331	\$ 3,243
97078	\$ 60,581	\$ 40,747	\$ 32,648	\$ 7,910	\$ 4,582	\$ 7,469

97080	\$ 126,351	\$ 77,322	\$ 80,829	\$ 15,161	\$ 4,639	\$ 3,248
97086	\$ 92,452	\$ 62,468	\$ 51,370	\$ 11,884	\$ 2,406	\$ 1,863
97089	\$ 45,404	\$ 24,678	\$ 16,836	\$ 8,980	\$ 19,524	\$ 1,872
97101	\$ 9,863	\$ 7,970	\$ 7,093	\$ 797	\$ 56	\$ 1,100
97106	\$ 4,408	\$ 1,195	\$ 11,192	\$ 729	\$ 43	\$ 1,658
97109	\$ 32					
97111	\$ 7,112	\$ 2,497	\$ 7,613	\$ 828	\$ 205	\$ 3,352
97113	\$ 20,966	\$ 12,213	\$ 7,757	\$ 1,222	\$ 1,233	\$ 1,667
97114	\$ 9,553	\$ 2,744	\$ 10,729	\$ 3,917	\$ 51	\$ 2,182
97115	\$ 6,171	\$ 1,383	\$ 2,255	\$ 200		\$ 402
97116	\$ 1,882	\$ 1,131	\$ 9,677	\$ 750		\$ 1,720
97117	\$ 2,188		\$ 1,174	\$ 46	\$ 25	\$ 1,601
97119	\$ 8,584	\$ 5,547	\$ 6,354	\$ 174	\$ 879	\$ 513
97123	\$ 63,639	\$ 41,459	\$ 40,792	\$ 19,450	\$ 7,536	\$ 21,769
97124	\$ 91,012	\$ 51,870	\$ 45,755	\$ 26,116	\$ 2,665	\$ 33,225
97127	\$ 13,490	\$ 4,140	\$ 11,190	\$ 289		\$ 2,645
97128	\$ 2,660	\$ 1,204	\$ 1,472	\$ 2,183	\$ 976	\$ 389
97132	\$ 75,049	\$ 27,236	\$ 42,149	\$ 24,252	\$ 3,633	\$ 5,360
97133	\$ 5,668	\$ 3,210	\$ 2,208	\$ 1,212		\$ 2,094
97137	\$ 3,651	\$ 446	\$ 508	\$ 1,070		
97140	\$ 42,494	\$ 21,911	\$ 20,747	\$ 38,753	\$ 6,510	\$ 12,059
97148	\$ 9,934	\$ 931	\$ 1,752	\$ 2,676	\$ 325	\$ 882
97201	\$ 20,793	\$ 17,440	\$ 44,441	\$ 1,127	\$ 1,418	\$ 6,599
97202	\$ 111,452	\$ 55,564	\$ 67,451	\$ 51,964	\$ 21,960	\$ 7,917
97203	\$ 77,807	\$ 50,699	\$ 67,892	\$ 9,774	\$ 9,708	\$ 3,452
97204	\$ 1,542	\$ 1,702	\$ 12,855	\$ 18,906	\$ 8,895	\$ 3,563
97205	\$ 8,842	\$ 6,309	\$ 25,538	\$ 3,435	\$ 595	\$ 1,417
97206	\$ 172,304	\$ 89,183	\$ 99,037	\$ 43,397	\$ 11,563	\$ 14,329
97209	\$ 50,193	\$ 40,120	\$ 85,801	\$ 63,022	\$ 12,383	\$ 7,648
97210	\$ 18,326	\$ 19,488	\$ 36,821	\$ 14,602	\$ 4,481	\$ 1,987
97211		\$ 2,413		\$ 52		
97212				\$ 37		
97213	\$ 17,037	\$ 11,806	\$ 14,567	\$ 1,667		\$ 1,198
97214	\$ 64,750	\$ 51,153	\$ 69,434	\$ 47,935	\$ 8,799	\$ 7,806
97215	\$ 30,590	\$ 18,577	\$ 23,198	\$ 5,432	\$ 1,862	\$ 2,890
97216	\$ 26,305	\$ 17,939	\$ 15,508	\$ 1,308	\$ 226	\$ 793
97217	\$ 71,019	\$ 47,650	\$ 60,650	\$ 8,910	\$ 2,186	\$ 25,679
97219	\$ 56,310	\$ 30,685	\$ 43,960	\$ 4,653	\$ 2,359	\$ 4,156
97221	\$ 15,525	\$ 9,623	\$ 13,258	\$ 4,643	\$ 126	\$ 2,879
97222	\$ 71,160	\$ 42,535	\$ 70,005	\$ 4,618	\$ 5,582	\$ 4,708
97223	\$ 122,353	\$ 80,440	\$ 66,534	\$ 28,650	\$ 9,963	\$ 16,854
97224	\$ 67,291	\$ 42,824	\$ 43,062	\$ 7,287	\$ 3,107	\$ 4,843
97225	\$ 66,301	\$ 26,232	\$ 34,337	\$ 25,400	\$ 922	\$ 8,687
97227	\$ 840	\$ 205	\$ 1,044	\$ 387	\$ 69	\$ 49
97229	\$ 77,205	\$ 40,576	\$ 55,787	\$ 8,210	\$ 539	\$ 20,622
97230	\$ 103,070	\$ 73,823	\$ 131,908	\$ 5,732	\$ 5,749	\$ 14,459
97231	\$ 5,120	\$ 3,677	\$ 2,073	\$ 763	\$ 1,832	\$ 2,452

97232	\$ 21,309	\$ 16,658	\$ 20,606	\$ 6,591	\$ 1,405	\$ 2,190
97233	\$ 145,296	\$ 120,396	\$ 196,338	\$ 8,388	\$ 8,956	\$ 16,946
97236	\$ 143,727	\$ 89,389	\$ 147,739	\$ 6,234	\$ 3,695	\$ 14,531
97239	\$ 26,207	\$ 18,729	\$ 23,993	\$ 4,965	\$ 1,129	\$ 8,090
97251				\$ 364		
97266	\$ 122,822	\$ 86,723	\$ 125,013	\$ 14,189	\$ 5,642	\$ 10,649
97267	\$ 76,930	\$ 54,558	\$ 40,413	\$ 6,033	\$ 464	\$ 4,933
97301	\$ 182,339	\$ 143,800	\$ 161,248	\$ 47,545	\$ 27,648	\$ 13,498
97302	\$ 78,491	\$ 50,603	\$ 49,337	\$ 50,119	\$ 1,659	\$ 6,359
97303	\$ 41,352	\$ 29,467	\$ 30,593	\$ 515	\$ 778	\$ 1,842
97304	\$ 4,699	\$ 1,992	\$ 3,312	\$ 314	\$ 363	\$ 494
97305	\$ 186,389	\$ 76,739	\$ 110,784	\$ 17,533	\$ 5,642	\$ 12,831
97306	\$ 55,222	\$ 42,160	\$ 59,168	\$ 3,371	\$ 11,558	\$ 432
97317	\$ 61,169	\$ 37,555	\$ 29,210	\$ 7,876	\$ 1,209	\$ 2,707
97325	\$ 755	\$ 1,469		\$ 40	\$ 54	\$ 390
97338	\$ 1,063	\$ 1,468	\$ 1,253	\$ 146	\$ 34	
97347	\$ 5,297	\$ 3,964	\$ 2,456	\$ 267	\$ 93	\$ 395
97352	\$ 733		\$ 593	\$ 8		
97362	\$ 7,194	\$ 8,011	\$ 8,987	\$ 3,150	\$ 9,080	
97371	\$ 190		\$ 36			
97375	\$ 5,221	\$ 4,091	\$ 2,046	\$ 287	\$ 47	\$ 379
97378	\$ 38,533	\$ 16,401	\$ 25,458	\$ 9,447	\$ 903	\$ 13,330
97381	\$ 41,260	\$ 21,307	\$ 16,021	\$ 13,154	\$ 2,638	\$ 2,239
97385	\$ 288	\$ 1,650	\$ 1,561			
97392	\$ 7,313	\$ 3,045	\$ 3,425	\$ 4,705	\$ 280	\$ 1,084
97396	\$ 27,213	\$ 2,451	\$ 9,508	\$ 6,103	\$ 68	\$ 424

*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 May 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 143	\$ 330	\$ 577	\$ 256	\$ 256	\$ 248
97003	\$ 103	\$ 206	\$ 453	\$ 159	\$ 353	\$ 359
97004	\$ 195	\$ 347	\$ 458	\$ 172	\$ 805	\$ 200
97005	\$ 98	\$ 215	\$ 423	\$ 137	\$ 249	\$ 331
97006	\$ 97	\$ 180	\$ 481	\$ 366	\$ 231	\$ 402
97007	\$ 97	\$ 208	\$ 392	\$ 100	\$ 143	\$ 395
97008	\$ 99	\$ 230	\$ 536	\$ 303	\$ 86	\$ 345
97009	\$ 189	\$ 421	\$ 1,158	\$ 1,041	\$ 1,103	\$ 177
97011	\$ 136	\$ 351	\$ 515	\$ 73	\$ -	\$ 92
97013	\$ 167	\$ 371	\$ 864	\$ 883	\$ 194	\$ 512
97015	\$ 109	\$ 226	\$ 589	\$ 301	\$ 1,331	\$ 333
97017	\$ 136	\$ 529	\$ 1,393	\$ 300	\$ 1,550	\$ 220
97019	\$ 141	\$ 217	\$ 679	\$ 24	\$ 589	\$ 405
97020	\$ 142	\$ 508	\$ 770	\$ 59	\$ -	\$ 729
97022	\$ 190	\$ 375	\$ 752	\$ 489	\$ 2,829	\$ 322
97023	\$ 191	\$ 306	\$ 586	\$ 600	\$ 374	\$ 286
97024	\$ 119	\$ 233	\$ 622	\$ 99	\$ 63	\$ 167
97026	\$ 132	\$ 202	\$ 312	\$ 196	\$ 264	\$ 146
97027	\$ 118	\$ 242	\$ 541	\$ 181	\$ 407	\$ 318
97028	\$ 100	\$ -	\$ 143	\$ 171	\$ -	\$ -
97030	\$ 118	\$ 245	\$ 588	\$ 169	\$ 340	\$ 913
97032	\$ 108	\$ 299	\$ 513	\$ 83	\$ 116	\$ 867
97034	\$ 87	\$ 170	\$ 498	\$ 700	\$ 108	\$ 73
97035	\$ 97	\$ 206	\$ 306	\$ 472	\$ 181	\$ -
97038	\$ 143	\$ 259	\$ 735	\$ 205	\$ 1,086	\$ 197
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 175	\$ 304	\$ 659	\$ 66	\$ 443	\$ 174
97045	\$ 117	\$ 248	\$ 555	\$ 204	\$ 332	\$ 268
97048	\$ -	\$ -	\$ -	\$ 253	\$ -	\$ -
97049	\$ 157	\$ 252	\$ 383	\$ 107	\$ 545	\$ 301
97055	\$ 170	\$ 253	\$ 769	\$ 626	\$ 2,139	\$ 278
97056	\$ -	\$ -	\$ 2,878	\$ -	\$ -	\$ -
97060	\$ 110	\$ 220	\$ 603	\$ 167	\$ 284	\$ 419
97062	\$ 113	\$ 209	\$ 357	\$ 357	\$ 271	\$ 475
97067	\$ 112	\$ 270	\$ 677	\$ 149	\$ 730	\$ 524
97068	\$ 111	\$ 196	\$ 504	\$ 104	\$ 277	\$ 94
97070	\$ 95	\$ 183	\$ 529	\$ 179	\$ 164	\$ 153
97071	\$ 90	\$ 211	\$ 446	\$ 208	\$ 148	\$ 232
97078	\$ 103	\$ 198	\$ 398	\$ 719	\$ 573	\$ 356

97080	\$	121	\$	240	\$	573	\$	433	\$	232	\$	361
97086	\$	115	\$	248	\$	375	\$	383	\$	142	\$	311
97089	\$	166	\$	380	\$	481	\$	173	\$	1,085	\$	187
97101	\$	145	\$	307	\$	507	\$	133	\$	56	\$	550
97106	\$	110	\$	239	\$	2,238	\$	81	\$	43	\$	276
97109	\$	32	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	158	\$	277	\$	1,269	\$	75	\$	102	\$	1,117
97113	\$	88	\$	235	\$	353	\$	102	\$	112	\$	278
97114	\$	138	\$	196	\$	1,533	\$	218	\$	51	\$	312
97115	\$	112	\$	198	\$	451	\$	13	\$	-	\$	201
97116	\$	125	\$	283	\$	2,419	\$	107	\$	-	\$	215
97117	\$	243	\$	-	\$	391	\$	23	\$	25	\$	1,601
97119	\$	128	\$	370	\$	706	\$	25	\$	176	\$	171
97123	\$	86	\$	223	\$	421	\$	221	\$	377	\$	411
97124	\$	100	\$	207	\$	432	\$	378	\$	107	\$	482
97127	\$	270	\$	218	\$	1,119	\$	96	\$	-	\$	529
97128	\$	222	\$	301	\$	736	\$	243	\$	976	\$	195
97132	\$	143	\$	245	\$	570	\$	411	\$	165	\$	536
97133	\$	129	\$	229	\$	315	\$	110	\$	-	\$	419
97137	\$	243	\$	223	\$	508	\$	267	\$	-	\$	-
97140	\$	105	\$	192	\$	561	\$	478	\$	465	\$	482
97148	\$	171	\$	310	\$	350	\$	446	\$	108	\$	220
97201	\$	55	\$	114	\$	244	\$	87	\$	236	\$	1,100
97202	\$	94	\$	172	\$	311	\$	385	\$	627	\$	304
97203	\$	92	\$	182	\$	465	\$	233	\$	971	\$	266
97204	\$	44	\$	85	\$	247	\$	859	\$	2,224	\$	891
97205	\$	50	\$	84	\$	261	\$	382	\$	297	\$	708
97206	\$	113	\$	205	\$	408	\$	359	\$	413	\$	531
97209	\$	57	\$	112	\$	231	\$	1,260	\$	885	\$	478
97210	\$	55	\$	130	\$	288	\$	417	\$	373	\$	284
97211	\$	-	\$	186	\$	-	\$	52	\$	-	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	80	\$	169	\$	275	\$	238	\$	-	\$	599
97214	\$	70	\$	124	\$	233	\$	369	\$	303	\$	390
97215	\$	94	\$	177	\$	341	\$	388	\$	169	\$	722
97216	\$	96	\$	249	\$	535	\$	187	\$	226	\$	264
97217	\$	92	\$	160	\$	252	\$	135	\$	182	\$	1,511
97219	\$	97	\$	206	\$	494	\$	129	\$	139	\$	277
97221	\$	84	\$	189	\$	428	\$	464	\$	63	\$	2,879
97222	\$	97	\$	232	\$	490	\$	220	\$	328	\$	336
97223	\$	101	\$	202	\$	385	\$	251	\$	498	\$	527
97224	\$	97	\$	210	\$	519	\$	221	\$	259	\$	404
97225	\$	108	\$	197	\$	435	\$	391	\$	154	\$	280
97227	\$	70	\$	205	\$	261	\$	129	\$	35	\$	49
97229	\$	92	\$	186	\$	439	\$	586	\$	135	\$	333
97230	\$	104	\$	236	\$	666	\$	112	\$	442	\$	1,033
97231	\$	95	\$	334	\$	296	\$	95	\$	229	\$	245

97232	\$	64	\$	122	\$	226	\$	388	\$	351	\$	438
97233	\$	106	\$	226	\$	539	\$	158	\$	498	\$	530
97236	\$	126	\$	256	\$	582	\$	168	\$	176	\$	807
97239	\$	67	\$	128	\$	245	\$	355	\$	226	\$	1,348
97251	\$	-	\$	-	\$	-	\$	182	\$	-	\$	-
97266	\$	110	\$	233	\$	537	\$	171	\$	297	\$	507
97267	\$	110	\$	248	\$	505	\$	172	\$	155	\$	411
97301	\$	107	\$	229	\$	480	\$	366	\$	838	\$	450
97302	\$	100	\$	213	\$	408	\$	619	\$	151	\$	335
97303	\$	94	\$	217	\$	457	\$	74	\$	156	\$	307
97304	\$	134	\$	249	\$	552	\$	52	\$	121	\$	124
97305	\$	118	\$	219	\$	447	\$	225	\$	297	\$	802
97306	\$	93	\$	244	\$	759	\$	259	\$	1,651	\$	216
97317	\$	111	\$	257	\$	487	\$	232	\$	134	\$	208
97325	\$	126	\$	490	\$	-	\$	40	\$	54	\$	390
97338	\$	266	\$	367	\$	1,253	\$	146	\$	34	\$	-
97347	\$	156	\$	264	\$	307	\$	53	\$	46	\$	198
97352	\$	183	\$	-	\$	296	\$	8	\$	-	\$	-
97362	\$	92	\$	286	\$	691	\$	225	\$	3,027	\$	-
97371	\$	95	\$	-	\$	36	\$	-	\$	-	\$	-
97375	\$	209	\$	511	\$	511	\$	72	\$	47	\$	126
97378	\$	167	\$	298	\$	771	\$	305	\$	129	\$	1,111
97381	\$	124	\$	263	\$	458	\$	306	\$	176	\$	224
97385	\$	96	\$	413	\$	1,561	\$	-	\$	-	\$	-
97392	\$	114	\$	254	\$	381	\$	784	\$	280	\$	217
97396	\$	205	\$	272	\$	679	\$	763	\$	68	\$	212

*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 May 1, 2022 and May 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	21	15	310	253	16
97003	24	18	1679	1624	89
97004	23	21	235	179	18
97005	117	62	1968	1871	107
97006	67	81	2409	2311	168
97007	47	48	1770	1576	114
97008	38	16	1674	1503	101
97009	51	52	556	495	24
97011	8	4	80	61	7
97013	32	31	319	250	19
97015	70	44	1391	1249	68
97017	11	13	245	173	11
97019	10	7	179	136	19
97020	4	4	59	54	3
97022	22	20	336	249	14
97023	48	46	822	753	39
97024	34	14	1179	817	51
97026	5	5	269	192	14
97027	20	9	856	753	45
97028	4	3	24	14	9
97030	70	70	3265	3173	140
97032	11	4	228	247	16
97034	10	6	518	320	41
97035	70	26	1029	750	94
97038	37	23	1180	1001	72
97041	1				
97042	11	5	170	127	9
97045	98	91	3003	2660	170
97048	3	1			
97049	9	6	220	160	20
97055	69	38	1230	1082	41
97056			3		
97060	51	32	1858	1228	92
97062	89	81	1515	1283	79
97067	32	7	192	139	8
97068	33	18	1285	709	117
97070	72	34	1215	1045	81
97071	68	40	1553	1266	86
97078	26	22	1430	1309	66
97080	34	34	2631	2426	144

97086	20	19	1613	1483	124
97089	31	19	606	483	29
97101	12	4	305	209	18
97106	7	3	204	146	5
97109			3		
97111	18	7	249	153	22
97113	25	17	836	558	40
97114	14	5	303	209	18
97115	13	8	178	144	11
97116	8	6	103	79	9
97117	5	4	37	28	1
97119	9	7	282	232	17
97123	165	93	2902	1868	145
97124	132	116	2814	1970	171
97127	5	3	290	173	17
97128	9	6	90	48	7
97132	67	38	1262	1095	100
97133	15	16	195	136	15
97137	4	3	56	46	6
97140	81	68	880	695	50
97148	6	9	230	171	18
97201	25	17	666	696	90
97202	124	99	1829	1668	156
97203	53	26	1911	1746	117
97204	50	27	89	101	9
97205	17	15	274	270	17
97206	81	65	2777	2509	177
97209	107	70	1432	1394	137
97210	54	44	564	536	54
97211	1		28	28	2
97213	3	2	350	338	25
97214	121	71	1432	1447	113
97215	17	10	608	603	55
97216	29	19	684	604	33
97217	75	47	1604	1547	111
97219	78	43	2175	1426	155
97221	9	3	540	436	53
97222	51	55	2027	2052	115
97223	86	64	2484	2114	159
97224	43	30	1347	1210	101
97225	46	27	1042	944	85
97227			16	12	2
97229	62	66	1899	1789	164
97230	119	70	3648	2790	183
97231	14	8	179	126	17
97232	51	18	375	385	51
97233	78	75	4195	3876	193
97236	63	51	3321	3059	128
97239	33	29	773	588	81
97251	2				

97266	97	69	2794	2541	141
97267	45	25	1700	1346	87
97286	1				
97301	150	104	3859	3740	208
97302	126	62	2619	1903	190
97303	18	20	1349	1259	84
97304	6	1	150	102	8
97305	76	53	3254	2974	148
97306	17	15	1686	1427	101
97310	1				
97317	40	17	1428	1196	65
97325	1	1	13	12	1
97338	2		31	28	3
97347	1	3	127	172	7
97352			18	14	
97362	7	8	220	190	5
97371		1	9	7	
97375			100	77	10
97378	18	18	490	428	31
97381	35	23	748	633	40
97385			15	17	1
97392	12	14	216	166	13
97396	5	3	262	269	16

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

Counts were made on customers that were disconnected at any point during May 2022.

Zip Code	Non-Residential	Residential
97002	0	5
97003	0	48
97004	0	2
97005	1	68
97006	1	52
97007	0	22
97008	0	33
97009	1	6
97011	0	3
97013	0	4
97015	1	34
97017	0	2
97020	1	1
97022	1	5
97023	0	10
97024	0	22
97026	1	1
97027	0	8
97030	2	69
97032	1	4
97034	0	2
97035	0	14
97038	2	10
97042	0	1
97045	0	37
97055	1	8
97060	1	15
97062	0	36
97067	0	1
97068	0	6
97070	1	25
97071	0	17
97078	1	18
97080	0	52
97086	0	31
97089	1	3
97101	0	1
97106	0	2
97111	0	2
97113	0	5
97114	0	1
97115	0	1
97116	1	2

97117	0	2
97119	0	1
97123	2	38
97124	0	37
97127	0	6
97128	1	1
97132	0	24
97133	1	1
97137	0	2
97140	0	13
97148	0	2
97201	0	11
97202	2	40
97203	3	45
97204	1	4
97205	0	7
97206	1	62
97209	0	40
97210	0	8
97213	0	4
97214	1	37
97215	0	10
97216	0	9
97217	2	30
97219	0	31
97221	0	13
97222	0	59
97223	1	62
97224	1	23
97225	0	13
97227	0	1
97229	1	37
97230	1	76
97231	0	3
97232	0	4
97233	3	130
97236	1	87
97239	0	10
97266	3	62
97267	0	20
97301	2	97
97302	0	34
97303	1	27
97304	0	2
97305	3	94
97306	0	28
97317	1	24

97347	1	0
97362	0	4
97378	1	8
97381	2	11
97392	0	1
97396	0	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

Counts were made on customers that were reconnected at any point during May 2022.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					3		2	
97003					28	3	5	2
97004					2			
97005	1				44	8	4	1
97006		1			33	6	3	1
97007					14	2	1	1
97008					23	3	2	
97009	1				5	1		
97011					1		1	
97013					2	1	1	
97015	1				20	2	2	
97017					1			
97020	1				1			
97022					2	2	1	
97023					6	1	2	
97024					13	3	1	1
97026		1			1			
97027					4		2	1
97030	1				40	10	7	1
97032	1				3		1	
97034					2			
97035					7	1		2
97038		1			4	1	1	
97042					1			
97045					24	1	3	1
97055					2	1	3	1
97060			1		5	1	3	
97062					24	8		
97067								1
97068					5			
97070		1			16		4	1
97071					12			1
97078	1				13	2	1	
97080					39	4	3	
97086					18	4	2	
97089	1				3			
97101					1			
97106					2			
97111					1			
97113					3		1	
97114								
97115								
97116	1				1			
97117						2		
97119								
97123	1	1			25	2	5	
97124					24	4	3	

AMP activity for May 2022

1. Number of customers enrolled and/or participating:

Program:	May	Total
• 50/50	0	9,815
• Three-Month Payment Match	0	7,993
• Extended Match	1,783	15,082
• Customer Assistance	0	16,112
• Reconnect Assistance	0	2,562
Total number of recipients:	1,783	51,564

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:	May	Total
• 50/50	\$0	\$3,541,653
• Three-Month Payment Match	\$0	\$1,944,619
• Extended Match	\$221,633	\$9,541,780
• Customer Assistance	\$0	\$6,251,936
• Reconnect Assistance	\$0	\$1,229,628
Total funds expended:	\$221,633	\$22,509,616

3. Total funds unallocated:

PGE beginning tranche: \$17,557,000

PGE second tranche: \$6,000,000

Total funds unallocated:	\$322,353
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	Total
Total funds spent:	\$22,509,616
Total funds reserved:	\$725,031
Total funds allocated:	\$23,234,647

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 Extended Match Program. When a customer 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
• 50/50	N/A	\$338
• Three-Month Payment Match	N/A	\$132
• Extended Match	\$138	\$167
• Customer Assistance	N/A	\$373
• Reconnect Assistance	N/A	\$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.

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

202204	32	106,319	0.03%
202205	54	106,475	0.05%