



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

November 20, 2023

Via Electronic Filing

Public Utility Commission of Oregon
Attention: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

Re: **RE 188 (UM 2114) – Investigation into the Effects of the COVID-19 Pandemic on Utility Customers.** PGE Report of COVID-19 related late payment fees, time payment agreements, arrearages, disconnects and reconnects

Dear Filing Center:

On November 5, 2020, the Commission issued Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers formally approving Staff's recommendation. The Staff Report approved by Order 20-401 included a recommendation that the Commission approve the Stipulated Agreement on the Effects of the COVID-19 Pandemic on Energy Utility Customers. Attachment A of the Stipulation requires that each energy utility (utility) report certain information on a monthly basis for the prior month through December 2023. The first monthly report was due November 1, 2020, for October 2020, with subsequent monthly reports due the 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 November 2023. The updated response for IR 040 is also included as a separate tab. If you have any questions regarding the report, please contact Stefan Brown at (503) 464-8172. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Shay LaBray

Shay LaBray
Senior Director, Regulatory Affairs & Strategy

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

Counts were made on customers on the last business day of October 2023

Zip Code	Non-Residential	Residential
97002	950	2,249
97003	775	11,175
97004	471	1,790
97005	2,544	12,291
97006	1,654	19,296
97007	963	18,995
97008	1,165	11,980
97009	1,139	3,423
97011	66	497
97013	847	2,379
97015	2,042	9,287
97017	225	1,126
97019	269	1,227
97020	76	374
97022	424	1,456
97023	1,101	5,050
97024	543	4,702
97026	292	1,220
97027	489	4,952
97028	147	808
97030	2,211	15,523
97032	489	1,779
97034	880	8,483
97035	1,359	11,444
97036	21	3
97038	1,203	6,540
97041	7	
97042	338	1,222
97045	3,528	22,480
97049	164	1,648
97051	5	
97055	1,565	8,132
97056	8	29
97060	1,131	8,155
97062	2,075	11,538
97067	413	1,394
97068	1,214	11,725
97070	1,881	11,631
97071	1,708	10,765
97078	516	9,139
97079	1	
97080	908	16,790

97086	1,044	13,539
97089	798	5,025
97101	352	1,568
97106	357	1,592
97109	24	82
97111	362	1,540
97113	671	5,431
97114	554	1,791
97115	342	1,738
97116	298	847
97117	70	266
97119	376	1,638
97123	2,710	18,773
97124	3,299	21,886
97125	6	18
97127	97	1,554
97128	175	496
97132	2,007	12,276
97133	484	2,475
97137	286	485
97140	1,682	9,583
97148	335	1,365
97201	716	7,343
97202	2,608	20,358
97203	1,446	13,189
97204	610	415
97205	304	3,223
97206	1,632	22,246
97208	1	
97209	2,151	15,446
97210	1,871	8,011
97211	12	7
97212	1	
97213	260	3,111
97214	2,932	15,661
97215	510	7,751
97216	469	4,259
97217	1,705	13,504
97218	4	
97219	1,347	17,616
97221	329	5,574
97222	1,971	15,882
97223	2,485	21,375
97224	1,667	16,241
97225	1,160	11,633
97227	58	421
97229	1,571	28,585

97230	2,101	15,672
97231	539	2,004
97232	837	5,537
97233	1,135	15,490
97236	996	14,180
97239	784	10,582
97240	1	
97251	12	
97266	1,440	13,412
97267	1,096	12,874
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,071	19,502
97302	2,814	17,554
97303	1,108	10,796
97304	287	1,344
97305	1,919	15,890
97306	843	13,986
97310	31	
97311	1	
97312	3	
97317	1296	8538
97325	62	161
97338	82	249
97347	211	830
97352	33	125
97362	309	1564
97371	44	107
97373	1	
97375	118	523
97378	550	2849
97381	1203	6518
97385	57	161
97392	382	1961
97396	242	1371
97380	1	
97048	1	
97147	1	
9722		5
97806		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 in October 2023.

Zip Code	Non-Residential	Residential
97002	87	208
97003	75	1228
97004	40	144
97005	280	1727
97006	123	1806
97007	81	1408
97008	123	1333
97009	132	374
97011	7	65
97013	110	288
97015	232	1219
97017	35	114
97019	24	151
97020	8	31
97022	64	221
97023	143	711
97024	76	672
97026	43	187
97027	57	757
97028	2	38
97030	308	2081
97032	68	254
97034	81	612
97035	110	871
97038	154	941
97042	31	127
97045	419	2454
97049	16	172
97055	232	1074
97056	0	4
97060	146	1127
97062	202	1207
97067	16	123
97068	108	1030
97070	216	1318
97071	225	1569
97078	76	1022
97080	84	1966
97086	154	1493
97089	99	560
97101	33	197

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

97106	40	173
97109	2	9
97111	27	150
97113	95	742
97114	94	296
97115	46	172
97116	51	112
97117	9	42
97119	51	171
97123	378	2073
97124	280	2213
97125	1	
97127	17	273
97128	20	55
97132	249	1355
97133	49	209
97137	12	45
97140	223	832
97148	25	127
97201	53	803
97202	324	2070
97203	214	1302
97204	58	70
97205	41	352
97206	270	2543
97209	196	1887
97210	210	663
97211		1
97213	29	283
97214	380	1656
97215	60	672
97216	83	687
97217	187	1315
97218	1	
97219	205	1599
97221	45	475
97222	230	2101
97223	260	2169
97224	147	1186
97225	130	1097
97227	5	24
97229	120	2171
97230	322	2254
97231	42	162
97232	95	608
97233	223	2330
97236	172	1929

97239	114	1073
97251	1	
97266	276	1807
97267	137	1565
97301	397	2712
97302	292	1837
97303	90	1346
97304	32	122
97305	317	2492
97306	82	1494
97317	142	899
97325	2	8
97338	11	23
97347	22	119
97352	2	12
97362	36	185
97371	4	12
97375	10	60
97378	94	420
97381	144	689
97385	5	11
97392	38	129
97396	47	237

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 the last calendar day of October, 2023, have close dates after March 31, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential	
97002	0	74	
97003	1	482	
97004	0	49	
97005	0	494	
97006	0	745	
97007	0	439	
97008	0	457	
97009	1	117	
97011	0	17	
97013	2	67	
97015	1	404	
97017	0	46	
97019	0	38	
97020	0	18	
97022	0	85	
97023	0	223	
97024	0	331	
97026	0	70	
97027	0	248	
97028	0	1	
97030	2	1123	
97032	0	88	
97034	0	61	
97035	0	195	
97038	0	332	
97042	0	34	
97045	0	844	
97049	0	35	
97055	2	357	
97060	0	412	
97062	0	415	
97067	0	37	
97068	0	203	
97070	0	362	
97071	2	415	
97078	0	366	
97080	1	829	
97086	0	461	
97089	1	134	

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

97101	0	58
97106	0	44
97109	0	1
97111	1	53
97113	0	208
97114	0	91
97115	0	57
97116	2	19
97117	0	13
97119	0	58
97123	0	582
97124	1	703
97127	0	78
97128	0	19
97132	0	417
97133	0	48
97137	0	9
97140	0	217
97148	0	55
97201	0	173
97202	1	469
97203	2	543
97204	0	21
97205	0	71
97206	2	729
97209	1	461
97210	1	126
97213	0	89
97214	1	339
97215	1	124
97216	0	199
97217	1	411
97219	1	400
97221	0	117
97222	0	708
97223	0	693
97224	0	370
97225	0	253
97227	0	6
97229	1	508
97230	0	940
97231	0	28
97232	0	128
97233	0	1234
97236	1	1001
97239	1	169
97266	0	858

97267	0	480
97301	0	1418
97302	0	740
97303	1	503
97304	0	32
97305	0	1059
97306	0	591
97317	0	489
97325	0	5
97338	0	12
97347	0	55
97352	0	2
97362	0	60
97371	0	1
97375	0	20
97378	0	182
97381	0	238
97385	0	3
97392	0	55
97396	0	87

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 October 2023 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential	*New TPAs entered into during current month (or quarter if quarter report)
97002	0	7	
97003	0	86	
97004	0	7	
97005	0	109	
97006	0	148	
97007	0	77	
97008	0	90	
97009	0	18	
97011	0	1	
97013	0	17	
97015	0	94	
97017	0	2	
97019	0	3	
97020	0	4	
97022	0	11	
97023	0	42	
97024	0	69	
97026	0	5	
97027	0	44	
97028	0	1	
97030	2	249	
97032	0	17	
97034	0	8	
97035	0	32	
97038	0	52	
97042	0	3	
97045	0	137	
97049	0	5	
97055	0	59	
97060	0	92	
97062	0	101	
97067	0	6	
97068	0	38	
97070	0	79	
97071	0	94	
97078	0	76	
97080	0	156	
97086	0	133	
97089	0	19	
97101	0	4	
97106	0	4	

97111	1	8
97113	0	36
97114	0	15
97115	0	12
97116	0	2
97117	0	1
97119	0	5
97123	0	122
97124	0	157
97127	0	7
97128	0	2
97132	0	65
97133	0	6
97140	0	33
97148	0	5
97201	0	37
97202	0	82
97203	0	108
97204	0	4
97205	0	9
97206	0	136
97209	0	92
97210	0	20
97213	0	18
97214	0	75
97215	0	24
97216	0	41
97217	0	77
97219	0	77
97221	0	28
97222	0	141
97223	0	137
97224	0	68
97225	0	46
97229	1	122
97230	0	210
97231	0	2
97232	0	31
97233	0	259
97236	0	197
97239	0	36
97266	0	178
97267	0	87
97301	0	309
97302	0	141
97303	0	112
97304	0	7

97305	0	230
97306	0	92
97317	0	90
97338	0	1
97347	0	13
97352	0	1
97362	0	13
97375	0	2
97378	0	13
97381	0	34
97385	0	1
97392	0	7
97396	0	7

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 day of October 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003		1				
97004	2	1	2			
97005		2	2			
97006		1	2			
97007			4			
97008	1	3	1			
97009		1	3			
97011			1			
97013		1	1			
97015		1	4			
97017	1				2	
97019		2	2			
97022			3			
97023	3	2	4	1		
97024		2	5			
97026						
97027			1		1	
97030	2	5	13		3	6
97032			1			
97035			3			
97038	1	1	2			
97042			1			
97045	2	8	5			11
97049			2			1
97055	1	3	5		1	7
97060	1		1			1
97062	1		1			
97067		3	5			
97068		1	1	1	1	
97070			3			1
97071	1	2	8			
97078		1	2			1
97080		6	11			2
97086			8			2
97089			3		1	1
97106	1					
97111			1			
97113		1	1			
97114		1	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.

97116						1
97119						2
97123			5	4	2	8
97124			4			1
97127			1	1		
97128				1		
97132			1	1	1	1
97133			1			
97137	1			1	1	
97140		1		1	1	1
97148			1	1		
97201		3	14			1
97202	1	1	3	1		1
97203	3	6	10	2		3
97204		1	3			3
97205		1	2			
97206	1	1	5			1
97209	1	2	19	3	3	3
97210		1	5			
97213			1			1
97214			2			2
97215		1				1
97216	4	5	2		1	
97217		3	7	1		1
97219		4	9			1
97221	2		1			1
97222	1	4	7		1	6
97223	2	2	6		3	
97224	1	2	3	1	1	
97225			2		1	
97229		2	1		1	
97230	1	8	16		6	7
97231	1		1			
97232			7	1		
97233	5	21	31	7	1	2
97236	8	19	21	4	1	3
97239			7	1		2
97266	3	3	12	2	1	
97267		2	3		3	4
97301		5	10	1		2
97302	3	4	4	3	2	4
97303		2				1
97304		1				
97305	1	2	6		1	
97306		2				
97317		1	3			1
97325	1					

97347			2	
97352		1		
97378		2	1	1
97381			3	
97392	2	1		

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 day of October 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003		\$ 0				
97004	\$ 445	\$ 274	\$ 1,465			\$ 14,183
97005		\$ 1,261	\$ 983			\$ 930
97006		\$ 288	\$ 950			
97007			\$ 3,664			
97008	\$ 202	\$ 783	\$ 742			
97009		\$ 578	\$ 10,251			\$ 3,724
97011			\$ 389			
97013		\$ 297	\$ 623			
97015		\$ 283	\$ 2,889			\$ 1,615
97017	\$ 213				\$ 1,006	
97019		\$ 2,006	\$ 1,647			\$ 1,084
97022			\$ 1,489			\$ 29,744
97023	\$ 1,029	\$ 807	\$ 10,089	\$ 314		\$ 5,387
97024		\$ 716	\$ 2,046			\$ 267
97026						\$ 322
97027			\$ 289		\$ 391	
97030	\$ 521	\$ 1,611	\$ 7,203		\$ 3,129	\$ 2,258
97032			\$ 331			
97035			\$ 1,464			
97038	\$ 619	\$ 497	\$ 2,319			
97042			\$ 1,199			
97045	\$ 491	\$ 2,739	\$ 2,905			\$ 8,037
97049			\$ 1,133			\$ 1,702
97055	\$ 270	\$ 2,249	\$ 2,990		\$ 2,211	\$ 14,660
97060	\$ 207		\$ 248			\$ 400
97062	\$ 240		\$ 713			
97067		\$ 1,832	\$ 3,333			
97068		\$ 439	\$ 267	\$ 328	\$ 356	
97070			\$ 779			\$ 249
97071	\$ 204	\$ 701	\$ 7,113			
97078		\$ 203	\$ 905			\$ 255
97080		\$ 3,864	\$ 6,212			\$ 4,127
97086			\$ 5,170			\$ 3,029
97089			\$ 2,994		\$ 1,128	\$ 1,582
97106	\$ 239					
97111			\$ 385			
97113		\$ 383	\$ 319			
97114		\$ 388	\$ 277			

*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.

97347			\$	2,490			
97352		\$	262				
97378		\$	553	\$	535	\$	275
97381			\$	960			
97392	\$	504	\$	600			

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 day of October 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97003		\$ 0				
97004	\$ 222	\$ 274	\$ 733			\$ 7,092
97005		\$ 630	\$ 492			\$ 465
97006		\$ 288	\$ 475			
97007			\$ 916			
97008	\$ 202	\$ 261	\$ 742			
97009		\$ 578	\$ 3,417			\$ 3,724
97011			\$ 389			
97013		\$ 297	\$ 623			
97015		\$ 283	\$ 722			\$ 808
97017	\$ 213				\$ 503	
97019		\$ 1,003	\$ 824			\$ 1,084
97022			\$ 496			\$ 9,915
97023	\$ 343	\$ 404	\$ 2,522	\$ 314		\$ 2,694
97024		\$ 358	\$ 409			\$ 267
97026						\$ 322
97027			\$ 289		\$ 391	
97030	\$ 261	\$ 322	\$ 554		\$ 1,043	\$ 376
97032			\$ 331			
97035			\$ 488			
97038	\$ 619	\$ 497	\$ 1,159			
97042			\$ 1,199			
97045	\$ 245	\$ 342	\$ 581			\$ 731
97049			\$ 566			\$ 1,702
97055	\$ 270	\$ 750	\$ 598		\$ 2,211	\$ 2,094
97060	\$ 207		\$ 248			\$ 400
97062	\$ 240		\$ 713			
97067		\$ 611	\$ 667			
97068		\$ 439	\$ 267	\$ 328	\$ 356	
97070			\$ 260			\$ 249
97071	\$ 204	\$ 351	\$ 889			
97078		\$ 203	\$ 453			\$ 255
97080		\$ 644	\$ 565			\$ 2,064
97086			\$ 646			\$ 1,514
97089			\$ 998		\$ 1,128	\$ 1,582
97106	\$ 239					
97111			\$ 385			
97113		\$ 383	\$ 319			
97114		\$ 388	\$ 277			

*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.

97347			\$ 1,245	
97352		\$ 262		
97378		\$ 276	\$ 535	\$ 275
97381			\$ 320	
97392	\$ 252	\$ 600		

**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 July 1, 2023 and the last calendar day of October, 2023.

Zip Code	Disconnect Notice Small Commercial		Friendly Reminder	Disconnect Notice Residential	
	Past Due Notice (20-Day)	Disconnect Notice (5-day)		Past Due Notice (20-Day)	Disconnect Notice (5-day)
97002	22	12	20	157	121
97003	25	13	78	894	812
97004	9	3	12	111	56
97005	111	83	93	1,011	1,175
97006	58	38	129	1,291	1,256
97007	31	21	133	966	681
97008	42	18	94	920	886
97009	29	22	17	267	183
97011	1	2	4	36	32
97013	26	15	14	162	121
97015	84	71	80	833	963
97017	6	2	11	81	41
97019	5	6	5	111	64
97020			1	16	12
97022	19	10	5	180	129
97023	45	36	41	450	325
97024	35	20	35	570	522
97026	27	2	10	248	100
97027	17	15	46	519	438
97028	4	3	3	2	7
97030	104	86	129	1,644	1,528
97032	18	22	13	199	149
97034	17	7	72	361	154
97035	37	7	65	494	323
97038	34	26	58	692	533
97042	11	7	8	80	56
97045	97	92	143	1,718	1,319
97049	4	3	10	98	45
97055	62	46	56	782	604
97056	1			2	
97060	39	35	70	820	657
97062	81	47	89	764	664
97067	4	3	9	70	71
97068	33	19	113	746	382
97070	92	22	88	779	666
97071	72	36	76	978	763

97078	32	7	70	773	599
97080	28	20	134	1,501	1,344
97086	45	30	140	1,021	1,080
97089	23	27	38	402	311
97101	4	2	12	155	68
97106	14		21	211	89
97109			1	8	3
97111	9	5	3	111	70
97113	39	17	68	577	322
97114	42	61	16	169	121
97115	10	4	13	116	65
97116	16	4	5	83	39
97117	1	2	5	22	21
97119	8	9	18	157	76
97123	161	98	126	1,519	1,143
97124	128	40	189	1,903	1,362
97127	9	3	12	195	132
97128	4	5		44	21
97132	64	37	89	894	606
97133	18	13	18	140	87
97137	7	5	6	33	20
97140	76	76	72	573	504
97148	6	4	10	106	51
97201	32	20	69	331	302
97202	136	146	150	1,041	975
97203	54	27	135	942	732
97204	45	24	8	30	32
97205	16	8	20	137	116
97206	89	104	163	1,573	1,516
97209	115	51	168	718	687
97210	69	44	51	245	228
97213	8	8	22	137	137
97214	145	157	120	708	805
97215	16	12	55	317	310
97216	21	17	50	455	348
97217	80	49	86	690	592
97218	1	2			
97219	63	65	139	1,084	699
97221	25	14	52	351	170
97222	57	62	102	1,309	1,165
97223	107	64	137	1,370	1,258
97224	68	34	107	743	636
97225	46	29	91	599	469
97227	4	4	3	13	6
97229	38	41	180	1,275	1,070
97230	164	64	203	2,197	1,455
97231	10	6	17	94	62

97232	55	53	34	234	200
97233	109	71	171	2,180	1,720
97236	67	74	134	1,500	1,246
97239	50	29	84	508	349
97251		2			
97266	123	142	137	1,569	1,316
97267	49	51	95	1,006	849
97301	151	74	163	2,089	1,854
97302	139	72	168	1,577	1,027
97303	28	26	85	996	801
97304	7	5	9	86	54
97305	96	79	146	2,009	1,717
97306	25	6	125	1,175	725
97317	31	17	66	760	546
97325			2	6	8
97338	3		2	17	11
97347	2	1	11	88	76
97352			2	8	7
97362	13	19	11	112	132
97371	1			6	2
97375	2	3	4	49	42
97378	23	14	26	286	265
97381	39	27	54	440	428
97385	1		1	7	8
97392	13	3	4	89	65
97396	8	5	10	184	110

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

Counts were made on customers that were disconnected at any point during October 2023.

Zip Code	Non-Residential	Residential
97002	0	4
97003	0	47
97004	0	2
97005	1	67
97006	0	87
97007	0	39
97008	0	49
97009	1	4
97011	0	1
97013	0	13
97015	0	42
97017	0	2
97020	0	3
97022	0	6
97023	0	14
97024	1	39
97026	2	3
97027	0	20
97028	0	1
97030	3	134
97032	0	5
97034	1	4
97035	0	19
97038	0	21
97045	1	83
97049	1	0
97055	0	24
97060	0	38
97062	0	34
97067	0	1
97068	0	11
97070	0	44
97071	1	54
97078	0	37
97080	1	86
97086	0	67
97089	2	7
97106	0	7
97111	0	2
97113	3	25
97114	0	8

97115	0	3
97116	1	0
97117	0	1
97119	2	2
97123	3	68
97124	0	81
97127	0	3
97132	0	30
97133	0	2
97140	1	17
97148	0	4
97201	0	19
97202	5	54
97203	0	63
97204	0	1
97205	0	7
97206	2	66
97209	1	63
97210	1	12
97213	0	6
97214	2	45
97215	0	9
97216	0	14
97217	2	47
97219	0	42
97221	0	12
97222	1	87
97223	1	79
97224	1	37
97225	1	28
97229	0	72
97230	1	100
97231	1	1
97232	0	18
97233	1	154
97236	2	118
97239	1	22
97266	3	127
97267	0	41
97301	0	165
97302	2	85
97303	0	46
97304	1	2
97305	1	130
97306	1	45
97317	2	38
97347	0	6

97352	0	1
97362	0	2
97378	1	7
97381	0	18
97385	0	1
97392	0	5
97396	0	5

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 October 2023.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002	0	0	0	0	4	0	0	0
97003	0	0	0	0	36	4	4	0
97004	0	0	0	0	1	0	0	0
97005	1	0	0	0	43	2	4	0
97006	0	0	0	0	59	7	3	0
97007	0	0	0	0	30	1	2	0
97008	0	0	0	0	32	3	2	0
97009	0	0	0	0	4	0	0	0
97011	0	0	0	0	1	0	0	0
97013	0	0	0	0	10	1	0	0
97015	0	0	0	0	25	2	4	0
97017	0	0	0	0	1	0	0	0
97020	0	0	0	0	2	0	1	0
97022	0	0	0	0	5	1	0	0
97023	0	0	0	0	12	0	2	0
97024	0	1	0	0	26	4	0	0
97026	0	1	0	0	3	0	0	0
97027	0	0	0	0	14	3	1	0
97028	0	0	0	0	0	0	1	0
97030	0	0	0	0	92	13	6	1
97032	0	0	0	0	2	1	1	0
97034	0	0	0	0	3	0	0	0
97035	0	0	0	0	12	0	1	0
97038	0	0	0	0	14	3	1	0
97045	1	0	0	0	51	9	8	0
97049	1	0	0	0	0	0	0	0
97055	0	0	0	0	18	3	2	0
97060	0	0	0	0	26	1	1	0
97062	0	0	0	0	27	1	1	0
97067	0	0	0	0	1	0	0	0
97068	0	0	0	0	8	1	0	0
97070	0	0	0	0	27	3	5	1
97071	0	1	0	0	38	4	2	0
97078	0	0	0	0	27	3	1	0
97080	0	0	0	0	60	7	5	0
97086	0	0	0	0	49	3	2	0
97089	1	0	0	0	7	0	0	0
97106	0	0	0	0	5	0	0	0

97111	0	0	0	0	1	0	0	0
97113	2	0	0	0	20	1	0	0
97114	0	0	0	0	5	1	0	0
97115	0	0	0	0	2	1	0	0
97116	1	0	0	0	0	0	0	0
97117	0	0	0	0	0	0	0	0
97119	0	1	0	0	1	0	0	0
97123	1	0	0	0	51	4	4	0
97124	0	0	0	0	62	6	5	0
97127	0	0	0	0	2	1	0	0
97132	0	0	0	0	19	2	1	0
97133	0	0	0	0	1	0	0	0
97140	0	0	1	0	13	1	0	0
97148	0	0	0	0	4	0	0	0
97201	0	0	0	0	8	2	3	0
97202	2	1	1	0	32	4	2	0
97203	0	0	0	0	38	0	2	0
97204	0	0	0	0	1	0	0	0
97205	0	0	0	0	3	1	0	0
97206	1	0	0	0	36	11	7	0
97209	0	0	1	0	27	5	11	0
97210	0	0	0	0	4	1	0	0
97213	0	0	0	0	3	0	0	0
97214	0	0	0	1	24	5	3	0
97215	0	0	0	0	5	1	0	0
97216	0	0	0	0	10	0	2	0
97217	1	0	0	0	24	4	6	0
97219	0	0	0	0	24	3	7	0
97221	0	0	0	0	9	0	2	0
97222	0	0	1	0	56	9	6	1
97223	1	0	0	0	52	7	5	0
97224	0	0	0	0	23	3	2	0
97225	0	0	0	0	17	2	1	0
97229	0	0	0	0	51	3	4	0
97230	0	0	0	0	67	10	3	0
97231	0	0	0	0	1	0	0	0
97232	0	0	0	0	10	2	1	0
97233	0	0	0	0	100	18	15	0
97236	1	0	0	0	74	13	6	1
97239	0	0	0	0	10	5	1	0
97266	1	1	0	0	57	14	16	1
97267	0	0	0	0	28	3	2	1
97301	0	0	0	0	88	22	16	2
97302	1	0	0	0	53	7	7	0
97303	0	0	0	0	32	6	2	0
97304	0	0	0	0	0	0	1	0
97305	0	1	0	0	88	14	10	0

97306	0	1	0	0	32	2	1	0
97317	1	0	0	0	24	3	4	0
97347	0	0	0	0	3	0	1	0
97352	0	0	0	0	0	0	0	0
97362	0	0	0	0	1	0	1	0
97378	0	0	0	0	1	0	0	0
97381	0	0	0	0	11	1	1	0
97385	0	0	0	0	0	0	0	0
97392	0	0	0	0	3	1	0	0
97396	0	0	0	0	1	1	1	0

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	0.03%
202201	50	105,975	0.05%
202202	55	106,034	0.05%
202203	39	106,114	0.04%

202204	32	106,319	0.03%
202205	54	106,475	0.05%
202206	64	106,638	0.06%
202207	49	106,686	0.05%
202208	68	106,721	0.06%
202209	36	106,723	0.03%
202210	50	106,735	0.05%
202211	26	106,851	0.02%
202212	32	106,900	0.03%
202301	39	106,879	0.04%
202302	11	106,916	0.04%
202303	29	106,967	0.05%
202304	10	107,150	0.01%
202305	25	107,226	0.02%
202306	42	107,087	0.04%
202309	28	107,254	0.03%
202310	59	107,314	0.05%