



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

September 21, 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 September 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 Aug 2023

Zip Code	Non-Residential	Residential
97002	946	2249
97003	770	11162
97004	471	1787
97005	2550	12309
97006	1661	19275
97007	959	18964
97008	1165	11980
97009	1132	3418
97011	67	494
97013	841	2380
97015	2043	9281
97017	224	1124
97019	270	1224
97020	77	372
97022	421	1455
97023	1090	5040
97024	541	4702
97026	291	1217
97027	487	4952
97028	145	808
97030	2201	15491
97032	487	1766
97034	888	8463
97035	1358	11455
97036	21	3
97038	1197	6530
97041	7	
97042	340	1221
97045	3520	22472
97049	164	1642
97051	5	
97055	1560	8134
97056	8	29
97060	1133	8145
97062	2070	11531
97067	414	1388
97068	1218	11731
97070	1880	11599
97071	1702	10622
97078	515	9145
97079	1	
97080	913	16722

97086	1042	13444
97089	792	5004
97101	346	1562
97106	358	1594
97109	24	82
97111	360	1526
97113	670	5419
97114	553	1788
97115	343	1733
97116	296	847
97117	69	267
97119	377	1636
97123	2719	18718
97124	3293	21832
97125	6	18
97127	96	1543
97128	173	494
97132	2007	12225
97133	483	2433
97137	284	486
97140	1672	9577
97148	334	1365
97201	722	7336
97202	2617	20331
97203	1455	13162
97204	618	415
97205	305	3228
97206	1636	22204
97208	1	
97209	2158	15440
97210	1869	8005
97211	11	7
97212	1	
97213	261	3112
97214	2926	15670
97215	513	7742
97216	472	4248
97217	1712	13223
97218	4	
97219	1348	17601
97221	330	5571
97222	1969	15811
97223	2476	21306
97224	1662	16130
97225	1160	11632
97227	58	425
97229	1569	28545

97230	2102	15672
97231	537	2001
97232	826	5464
97233	1143	15383
97236	999	14155
97239	787	10512
97240	1	
97251	12	
97266	1447	13413
97267	1094	12863
97280	1	
97286	1	
97291	1	
97294	1	
97301	3063	19481
97302	2803	17434
97303	1100	10734
97304	286	1346
97305	1903	15871
97306	847	13967
97310	31	
97311	1	
97312	3	
97317	1289	8528
97325	63	160
97338	83	249
97347	209	815
97352	33	126
97362	309	1562
97371	44	107
97373	1	
97375	119	522
97378	548	2839
97381	1205	6510
97385	57	162
97392	380	1957
97396	242	1373
97380	1	
97220	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 August 2023.

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

Zip Code	Non-Residential	Residential
97002	98	251
97003	92	1690
97004	65	208
97005	263	2027
97006	149	2442
97007	87	1966
97008	99	1559
97009	145	443
97011	9	78
97013	120	319
97015	184	1334
97017	43	173
97019	22	160
97020	7	41
97022	67	263
97023	164	769
97024	80	748
97026	28	222
97027	48	776
97028	3	59
97030	223	2687
97032	52	285
97034	91	672
97035	107	1142
97038	171	1074
97042	48	148
97045	419	2984
97049	19	173
97055	229	1190
97056		3
97060	169	1279
97062	174	1491
97067	20	135
97068	114	1156
97070	159	1434
97071	234	1711
97078	79	1370
97080	112	2495
97086	124	1650
97089	105	575
97101	39	240

97106	37	188
97109	1	5
97111	47	197
97113	88	791
97114	70	346
97115	31	182
97116	46	122
97117	15	49
97119	59	219
97123	349	2319
97124	280	2638
97125	2	
97127	12	279
97128	29	71
97132	249	1413
97133	71	238
97137	22	63
97140	191	958
97148	48	196
97201	63	1111
97202	380	2587
97203	167	1885
97204	82	92
97205	44	542
97206	270	2915
97209	235	2608
97210	164	1048
97213	34	390
97214	359	2318
97215	59	898
97216	79	766
97217	212	1949
97218	1	
97219	162	1891
97221	44	568
97222	276	2419
97223	303	2796
97224	149	1568
97225	122	1245
97227	8	55
97229	97	2465
97230	280	2489
97231	56	239
97232	104	880
97233	231	2873
97236	194	2361
97239	121	1336

97251	2	
97266	292	2266
97267	161	1634
97301	342	3321
97302	286	2343
97303	100	1463
97304	32	127
97305	277	2843
97306	69	1905
97317	131	1212
97325	10	14
97338	7	30
97347	16	157
97352	2	22
97362	36	225
97371		10
97375	12	72
97378	100	467
97381	141	738
97385	4	13
97392	48	195
97396	27	235

**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 August 31, 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		77
97003	1	440
97004	1	47
97005		501
97006		725
97007		445
97008		452
97009	1	121
97011		17
97013	2	57
97015	1	388
97017	1	45
97019		40
97020		16
97022		85
97023		226
97024		311
97026		65
97027		235
97030		1033
97032		77
97034		69
97035		205
97038		328
97042		36
97045		817
97049		38
97055	1	380
97060		370

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

97062		374
97067		42
97068		205
97070		326
97071	1	383
97078	1	361
97080		772
97086		402
97089	2	141
97101		60
97106		46
97109		1
97111		52
97113		203
97114		81
97115		45
97116	1	18
97117		13
97119		63
97123	1	574
97124	2	662
97127		83
97128		18
97132		403
97133		45
97137		9
97140		205
97148		55
97201		140
97202		437
97203	1	484
97204		14
97205		67
97206	1	717

97209		364
97210		116
97213		90
97214		302
97215		124
97216		169
97217	1	381
97219	1	365
97221		98
97222		672
97223		667
97224		370
97225		247
97227		4
97229		524
97230		892
97231		31
97232		121
97233		1159
97236		945
97239		171
97266	1	787
97267		468
97301		1328
97302		677
97303		450
97304		25
97305		964
97306		557
97317		482
97325		6
97338		13
97347		51
97352		2

97362	60
97371	1
97375	21
97378	180
97381	221
97385	5
97392	56
97396	99

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 August 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		5	
97003		31	
97004		6	
97005		38	
97006		48	
97007		34	
97008		37	
97009		9	
97011		4	
97013		6	
97015		26	
97017	1	1	
97019		9	
97020		2	
97022		3	
97023		26	
97024		25	
97026		9	
97027		26	
97030		101	
97032		7	
97034		7	
97035		26	
97038		31	
97042		5	
97045		71	
97049		2	
97055		28	
97060		28	
97062		29	

97067		5
97068		15
97070		26
97071		31
97078		24
97080		75
97086		28
97089	1	17
97101		6
97106		5
97111		8
97113		14
97114		7
97115		4
97117		2
97119		6
97123		53
97124		50
97127		1
97128		2
97132		40
97133		5
97137		2
97140		22
97148		5
97201		13
97202		33
97203		51
97204		1
97205		5
97206		58
97209		26
97210		15
97213		2

97214	26
97215	14
97216	20
97217	34
97219	40
97221	9
97222	63
97223	64
97224	39
97225	20
97227	1
97229	50
97230	82
97231	4
97232	9
97233	105
97236	102
97239	20
97266	74
97267	49
97301	121
97302	56
97303	34
97304	4
97305	89
97306	53
97317	47
97325	1
97347	7
97362	6
97375	2
97378	19
97381	22
97385	1

97392
97396

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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 August 2023.

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

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	2	1		1		1
97003		1	3			
97004				1	1	1
97005			2	1		
97006	2	2	5		1	
97007		6	3			
97008	3	1	4			
97009			2		1	
97011			1			
97013		1	1			1
97015	1		4			1
97017				1		1
97019						1
97020	1					
97022					1	3
97023	6	3	3	1	1	1
97024	2	2	3			4
97026			1			2
97027	1	1				
97028			1			
97030	5	10	11	1		1
97032	1	1	1			
97034	1					
97035		1	1	1	2	1
97038	4	1	1	1		1
97042	1		1			
97045	6	8	6	2		6
97049	1		2		1	
97055		2	4		1	2
97060		1	1			2
97062		2	3			
97067		1	2			
97068	2	2	2			
97070			1			1
97071		4	6		2	3
97078	9	6	5			
97080	2	4	8			1

97086	1	6	12			1
97089		2				2
97101	1		1			
97111	1					
97113		1	1			
97114		1	1	1	1	
97116						1
97123	2	5	4		1	5
97124	2	5	5			2
97127			1			1
97128	1					
97132	1		2			
97133		1	1			
97137		1		2	2	
97140		3	1	1	1	1
97148	2	1				1
97201	1	2	11			1
97202	2	1	5			
97203	5	7	5	1	3	4
97204				1	1	1
97205	1	2	3	1		
97206	4	4	5			1
97209	4	7	24	4	6	4
97210			11	2	2	1
97213			2			1
97214		3	6			2
97215			1			1
97216	2	2	2		1	1
97217	2	6	9	2	2	1
97219		3	8	1		1
97221		1	1			
97222	2	2	6			
97223	1	7	10			1
97224		6	4	3	1	3
97225		2	2			1
97229	2	5	5			
97230	7	6	19	1	2	5
97231	1	1	4	1		1
97232			6			
97233	7	30	33	2	1	2
97236	10	18	13	1	1	4
97239	1	1	6			
97266	8	16	32	3	2	3
97267			7	1	1	5
97301	4	5	6			1
97302	1	4	9			1
97303	2	1	1			2

97305	1	3	5			
97306		2	1			1
97317	3	3	3	1	1	1
97325					1	
97347		1	1			
97378			1	1		
97381			2			1
97392		5			1	1
97396		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 August 2023.

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

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 436	\$ 286		\$ 319		\$ 319
97003		\$ 506	\$ 1,470			
97004				\$ 844	\$ 325	\$ 2,336
97005			\$ 930	\$ 257		
97006	\$ 778	\$ 709	\$ 2,137		\$ 288	
97007		\$ 2,157	\$ 1,204			
97008	\$ 893	\$ 297	\$ 2,884			
97009			\$ 785		\$ 3,864	
97011			\$ 1,066			
97013		\$ 318	\$ 941			\$ 346
97015	\$ 2,729		\$ 3,519			\$ 972
97017				\$ 1,029		\$ 298
97019						\$ 1,234
97020	\$ 218					
97022					\$ 6,303	\$ 32,585
97023	\$ 1,568	\$ 1,596	\$ 8,007	\$ 8,775	\$ 2,357	\$ 287
97024	\$ 486	\$ 1,088	\$ 1,201			\$ 4,037
97026			\$ 509			\$ 558
97027	\$ 301	\$ 870				
97028			\$ 336			
97030	\$ 2,930	\$ 3,365	\$ 4,732	\$ 1,569		\$ 352
97032	\$ 247	\$ 883	\$ 637			
97034	\$ 744					
97035		\$ 297	\$ 1,688	\$ 2,196	\$ 1,079	\$ 702
97038	\$ 1,138	\$ 989	\$ 1,582	\$ 266		\$ 663
97042	\$ 290		\$ 765			
97045	\$ 1,670	\$ 3,521	\$ 2,571	\$ 1,317		\$ 6,397
97049	\$ 1,330		\$ 1,061		\$ 826	
97055		\$ 713	\$ 1,563		\$ 494	\$ 2,484
97060		\$ 625	\$ 203			\$ 992
97062		\$ 738	\$ 2,636			
97067		\$ 487	\$ 1,408			
97068	\$ 765	\$ 1,076	\$ 483			
97070			\$ 424			\$ 1,710
97071		\$ 1,272	\$ 1,866		\$ 1,236	\$ 2,370
97078	\$ 2,722	\$ 2,915	\$ 2,777			
97080	\$ 713	\$ 2,412	\$ 6,145			\$ 3,259
97086	\$ 1,056	\$ 2,799	\$ 8,180			\$ 2,095

97089		\$	2,462				\$	2,331		
97101	\$	291		\$	282					
97111	\$	257								
97113		\$	345	\$	374					
97114		\$	202	\$	205	\$	594	\$ 1,888		
97116								\$ 258		
97123	\$	2,546	\$	1,748	\$	1,080	\$	255	\$ 6,240	
97124	\$	813	\$	1,462	\$	3,850			\$ 1,298	
97127				\$	3,028				\$ 347	
97128	\$	460								
97132	\$	2,027		\$	1,770					
97133		\$	418	\$	4,108					
97137		\$	666			\$	935	\$ 816		
97140		\$	1,481	\$	286	\$	9,974	\$ 878	\$ 1,415	
97148	\$	639	\$	472					\$ 298	
97201	\$	566	\$	436	\$	3,760			\$ 909	
97202	\$	604	\$	212	\$	1,962				
97203	\$	2,361	\$	2,274	\$	1,694	\$	309	\$ 1,626	\$ 2,164
97204							\$	438	\$ 376	\$ 2,149
97205	\$	733	\$	733	\$	795	\$	481		
97206	\$	1,984	\$	926	\$	2,314				\$ 3,234
97209	\$	2,091	\$	2,209	\$	10,314	\$	4,084	\$ 8,119	\$ 9,074
97210				\$	3,614	\$	788	\$ 859	\$ 296	
97213				\$	1,094					\$ 2,223
97214		\$	2,293	\$	2,303					\$ 727
97215				\$	803					\$ 656
97216	\$	1,185	\$	437	\$	2,072		\$ 256	\$ 923	
97217	\$	531	\$	2,118	\$	3,709	\$	1,018	\$ 776	\$ 258
97219		\$	1,324	\$	4,019	\$	341			\$ 417
97221		\$	285	\$	201					
97222	\$	612	\$	1,074	\$	6,206				
97223	\$	303	\$	2,091	\$	4,754				\$ 288
97224		\$	1,706	\$	1,336	\$	1,552	\$ 968	\$ 6,606	
97225		\$	694	\$	2,245					\$ 690
97229	\$	748	\$	1,917	\$	5,648				
97230	\$	4,628	\$	2,101	\$	10,816	\$	339	\$ 1,055	\$ 3,789
97231	\$	414	\$	972	\$	3,074	\$	260		\$ 540
97232				\$	4,191					
97233	\$	2,277	\$	12,331	\$	18,675	\$	2,768	\$ 259	\$ 1,755
97236	\$	2,919	\$	6,515	\$	5,313	\$	816	\$ 283	\$ 1,332
97239	\$	711	\$	459	\$	2,397				
97266	\$	3,645	\$	5,724	\$	16,947	\$	2,351	\$ 552	\$ 22,226
97267				\$	5,495	\$	770	\$ 869	\$ 3,627	
97301	\$	1,549	\$	1,442	\$	1,792				\$ 1,206
97302	\$	220	\$	1,055	\$	3,613				\$ 498
97303	\$	974	\$	437	\$	1,201				\$ 22,393
97305	\$	533	\$	1,352	\$	3,514				

97306		\$ 875	\$ 1,223			\$ 563
97317	\$ 1,192	\$ 1,203	\$ 1,318	\$ 696	\$ 742	\$ 751
97325					\$ 392	
97347		\$ 402	\$ 905			
97378			\$ 1,473	\$ 830		
97381			\$ 2,441			\$ 1,019
97392		\$ 1,616			\$ 2,799	\$ 511
97396		\$ 1,466		\$ 964		

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 August 2023.

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

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 218	\$ 286		\$ 319		\$ 319
97003		\$ 506	\$ 490			
97004				\$ 844	\$ 325	\$ 2,336
97005			\$ 465	\$ 257		
97006	\$ 389	\$ 355	\$ 427		\$ 288	
97007		\$ 359	\$ 401			
97008	\$ 298	\$ 297	\$ 721			
97009			\$ 392		\$ 3,864	
97011			\$ 1,066			
97013		\$ 318	\$ 941			\$ 346
97015	\$ 2,729		\$ 880			\$ 972
97017				\$ 1,029		\$ 298
97019						\$ 1,234
97020	\$ 218					
97022					\$ 6,303	\$10,862
97023	\$ 261	\$ 532	\$ 2,669	\$ 8,775	\$ 2,357	\$ 287
97024	\$ 243	\$ 544	\$ 400			\$ 1,009
97026			\$ 509			\$ 279
97027	\$ 301	\$ 870				
97028			\$ 336			
97030	\$ 586	\$ 337	\$ 430	\$ 1,569		\$ 352
97032	\$ 247	\$ 883	\$ 637			
97034	\$ 744					
97035		\$ 297	\$ 1,688	\$ 2,196	\$ 540	\$ 702
97038	\$ 285	\$ 989	\$ 1,582	\$ 266		\$ 663
97042	\$ 290		\$ 765			
97045	\$ 278	\$ 440	\$ 428	\$ 658		\$ 1,066
97049	\$ 1,330		\$ 530		\$ 826	
97055		\$ 357	\$ 391		\$ 494	\$ 1,242
97060		\$ 625	\$ 203			\$ 496
97062		\$ 369	\$ 879			
97067		\$ 487	\$ 704			
97068	\$ 383	\$ 538	\$ 241			
97070			\$ 424			\$ 1,710
97071		\$ 318	\$ 311		\$ 618	\$ 790
97078	\$ 302	\$ 486	\$ 555			
97080	\$ 356	\$ 603	\$ 768			\$ 3,259

97086	\$	1,056	\$	466	\$	682				\$	2,095	
97089			\$	1,231						\$	1,166	
97101	\$	291			\$	282						
97111	\$	257										
97113			\$	345	\$	374						
97114			\$	202	\$	205	\$	594	\$	1,888		
97116										\$	258	
97123	\$	1,273	\$	350	\$	270		\$	255	\$	1,248	
97124	\$	407	\$	292	\$	770				\$	649	
97127					\$	3,028				\$	347	
97128	\$	460										
97132	\$	2,027			\$	885						
97133			\$	418	\$	4,108						
97137			\$	666			\$	467	\$	408		
97140			\$	494	\$	286	\$	9,974	\$	878	\$	1,415
97148	\$	320	\$	472						\$	298	
97201	\$	566	\$	218	\$	342				\$	909	
97202	\$	302	\$	212	\$	392						
97203	\$	472	\$	325	\$	339	\$	309	\$	542	\$	541
97204							\$	438	\$	376	\$	2,149
97205	\$	733	\$	366	\$	265	\$	481				
97206	\$	496	\$	232	\$	463				\$	3,234	
97209	\$	523	\$	316	\$	430	\$	1,021	\$	1,353	\$	2,268
97210					\$	329	\$	394	\$	429	\$	296
97213					\$	547				\$	2,223	
97214			\$	764	\$	384				\$	363	
97215					\$	803				\$	656	
97216	\$	593	\$	219	\$	1,036			\$	256	\$	923
97217	\$	265	\$	353	\$	412	\$	509	\$	388	\$	258
97219			\$	441	\$	502	\$	341		\$	417	
97221			\$	285	\$	201						
97222	\$	306	\$	537	\$	1,034						
97223	\$	303	\$	299	\$	475				\$	288	
97224			\$	284	\$	334	\$	517	\$	968	\$	2,202
97225			\$	347	\$	1,123				\$	690	
97229	\$	374	\$	383	\$	1,130						
97230	\$	661	\$	350	\$	569	\$	339	\$	527	\$	758
97231	\$	414	\$	972	\$	769	\$	260		\$	540	
97232					\$	699						
97233	\$	325	\$	411	\$	566	\$	1,384	\$	259	\$	877
97236	\$	292	\$	362	\$	409	\$	816	\$	283	\$	333
97239	\$	711	\$	459	\$	400						
97266	\$	456	\$	358	\$	530	\$	784	\$	276	\$	7,409
97267					\$	785	\$	770	\$	869	\$	725
97301	\$	387	\$	288	\$	299				\$	1,206	
97302	\$	220	\$	264	\$	401				\$	498	
97303	\$	487	\$	437	\$	1,201				\$	11,197	

**Attachment A subpart k - Total number of disconnection communications delivered by vintage
 (Past Due Notice, Disconnect Notice, personal contact)**

Counts were made on customers that received a notice at any point between July 1, 2023 and July 31, 2023.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	Past Due Notice (20- Day)	Disconnect Notice (5- day)	Friendly Reminder	Past Due Notice (20- Day)	Disconnect Notice (5-day)
97002	48	24	14	322	194
97003	40	16	106	2,208	1,198
97004	14	10	12	270	100
97005	156	108	114	2,321	1,748
97006	104	24	187	3,105	1,838
97007	44	16	165	2,416	1,082
97008	58	8	95	1,945	1,192
97009	78	60	28	620	322
97011	4		1	88	46
97013	48	38	15	350	178
97015	138	70	108	1,760	1,130
97017	32	26	12	224	114
97019	10	12	10	226	106
97020	4		2	68	40
97022	22	30	11	364	174
97023	74	48	42	1,076	548
97024	46	18	50	1,182	654
97026	32	32	8	322	162
97027	34	14	53	1,042	558
97028	10	10	1	20	14
97030	176	96	180	3,795	2,417
97032	22	24	16	410	194
97034	42	14	59	616	216
97035	58	34	90	1,050	450

97038	74	44	53	1,460	788
97042	16	6	5	206	100
97045	252	108	207	3,896	1,978
97049	12	6	9	166	108
97055	142	92	70	1,594	784
97056			1	2	
97060	106	52	92	1,872	826
97062	108	52	106	1,857	1,002
97067	10		3	152	78
97068	62	28	108	1,339	464
97070	108	52	120	1,612	818
97071	210	80	134	2,070	1,010
97078	34	14	98	1,850	1,092
97080	56	24	162	3,587	2,018
97086	66	38	132	2,036	1,102
97089	56	36	46	780	424
97101	12	2	17	304	124
97106	16		8	272	108
97109				4	2
97111	22	6	11	286	124
97113	38	12	56	1,057	444
97114	34	8	17	404	168
97115	16	10	10	254	88
97116	12	4	7	94	38
97117	4			46	28
97119	28	20	17	284	108
97123	231	74	183	3,150	1,458
97124	208	74	190	3,380	1,659
97127	6	4	20	378	154
97128	16	8	6	100	40
97132	120	48	105	1,796	734
97133	30	16	14	268	110
97137	16	14	2	78	40
97140	148	94	100	1,270	624

97148	36	8	11	290	118
97201	40	8	46	684	464
97202	260	106	177	2,258	1,202
97203	128	70	113	2,303	1,281
97204	82	36	9	46	36
97205	30	8	38	294	184
97206	196	80	167	3,328	1,704
97209	180	100	150	1,674	1,122
97210	122	40	53	581	378
97213	20	4	27	390	220
97214	302	166	140	1,638	1,112
97215	30	14	55	767	434
97216	40	12	30	746	372
97217	160	44	122	1,812	946
97218	2				
97219	110	34	160	2,056	938
97221	26	2	37	562	248
97222	178	66	146	2,938	1,532
97223	178	52	185	3,280	1,720
97224	104	56	121	1,755	862
97225	86	42	87	1,264	666
97227	8	2	6	34	12
97229	68	42	231	2,873	1,419
97230	252	110	177	3,452	1,950
97231	32	14	18	244	78
97232	104	14	53	514	340
97233	200	90	176	4,351	2,797
97236	158	62	147	3,666	2,266
97239	64	30	58	870	450
97251	4				
97266	192	66	128	3,054	1,912
97267	110	46	106	2,174	1,074
97301	356	126	175	4,560	2,666
97302	220	82	163	2,886	1,448

97303	76	24	121	2,042	1,010
97304	16	8	11	174	54
97305	176	72	162	4,056	2,262
97306	34	20	127	2,229	978
97310	2				
97317	100	36	77	1,768	1,031
97325	2	2		20	14
97338	2	2	5	34	18
97347	12		7	222	104
97352	2			22	10
97362	32	34	18	286	196
97371				20	
97375	6	4	4	84	68
97378	40	22	25	564	312
97381	76	56	49	890	528
97385				22	14
97392	30	12	10	252	120
97396	10	2	12	322	160
97286	2	2			

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

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

Zip Code	Non-Residential	Residential
97002	1	4
97003	0	37
97004	0	3
97005	1	57
97006	0	57
97007	0	41
97008	0	34
97009	1	5
97011	0	1
97013	1	4
97015	0	36
97017	1	0
97019	0	3
97020	0	1
97022	0	6
97023	1	15
97024	0	35
97026	1	5
97027	0	12
97028	0	1
97030	0	99
97032	0	5
97034	0	5
97035	0	21
97038	1	22
97042	0	2
97045	2	59
97049	0	2
97055	0	25
97060	0	20
97062	1	40
97067	0	7
97068	1	10
97070	1	33
97071	0	33
97078	0	33
97080	3	63
97086	0	37
97089	0	9
97101	0	1
97106	0	1
97111	0	2

97113	2	18
97114	0	1
97115	0	3
97116	1	1
97117	0	1
97119	0	1
97123	1	48
97124	1	60
97127	0	4
97128	1	1
97132	0	22
97133	0	1
97137	0	1
97140	1	7
97201	0	18
97202	1	34
97203	2	55
97204	0	3
97205	0	5
97206	2	60
97209	0	45
97210	0	11
97213	0	6
97214	0	28
97215	0	11
97216	0	14
97217	0	35
97219	1	23
97221	0	9
97222	1	43
97223	0	70
97224	0	36
97225	0	22
97229	0	60
97230	0	104
97231	0	2
97232	0	7
97233	1	161
97236	1	104
97239	0	15
97266	6	64
97267	0	38
97301	4	106
97302	2	55
97303	0	31
97305	3	84
97306	0	37

97317	1	48
97325	0	1
97347	0	2
97362	0	1
97375	0	1
97378	0	6
97381	0	8
97385	0	1
97392	0	2
97396	0	3
	0	0

**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 August 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	2	0	2	0
97003	0	0	0	0	25	5	2	0
97004	0	0	0	0	3	0	0	0
97005	0	0	1	0	37	3	4	0
97006	0	0	0	0	39	4	4	0
97007	0	0	0	0	30	3	2	0
97008	0	0	0	0	22	4	2	0
97009	0	0	0	0	3	0	0	0
97011	0	0	0	0	0	1	0	0
97013	1	0	0	0	4	0	0	0
97015	0	0	0	0	22	3	3	0
97017	1	0	0	0	0	0	0	0
97019	0	0	0	0	0	0	1	0
97020	0	0	0	0	1	0	0	0
97022	0	0	0	0	4	1	1	0
97023	0	0	0	0	11	0	1	0
97024	0	0	0	0	22	5	1	1
97026	0	0	0	0	3	0	1	0
97027	0	0	0	0	6	1	1	1
97028	0	0	0	0	1	0	0	0
97030	0	0	0	0	59	11	11	1
97032	0	0	0	0	3	0	0	0
97034	0	0	0	0	2	0	2	0
97035	0	0	0	0	14	1	1	0
97038	0	0	1	0	16	1	4	0
97042	0	0	0	0	2	0	0	0
97045	2	0	0	0	39	3	4	1
97049	0	0	0	0	1	0	0	0

97055	0	0	0	0	21	2	0	0
97060	0	0	0	0	9	1	3	0
97062	0	1	0	0	28	4	2	0
97067	0	0	0	0	2	2	1	0
97068	0	0	0	0	8	0	0	0
97070	1	0	0	0	29	0	1	0
97071	0	0	0	0	23	6	1	0
97078	0	0	0	0	25	2	2	0
97080	1	0	0	0	37	6	9	1
97086	0	0	0	0	25	1	3	0
97089	0	0	0	0	6	1	2	0
97101	0	0	0	0	1	0	0	0
97106	0	0	0	0	1	0	0	0
97111	0	0	0	0	2	0	0	0
97113	1	0	0	0	14	1	2	1
97114	0	0	0	0	1	0	0	0
97115	0	0	0	0	1	0	1	0
97116	0	0	1	0	1	0	0	0
97117	0	0	0	0	0	1	0	0
97119	0	0	0	0	1	0	0	0
97123	1	0	0	0	30	9	1	0
97124	0	0	0	0	43	6	2	0
97127	0	0	0	0	2	2	0	0
97128	1	0	0	0	0	0	1	0
97132	0	0	0	0	16	0	3	0
97133	0	0	0	0	1	0	0	0
97137	0	0	0	0	1	0	0	0
97140	0	0	0	0	4	3	0	0
97201	0	0	0	0	11	1	1	0
97202	0	1	0	0	20	1	3	2
97203	2	0	0	0	36	5	7	0
97204	0	0	0	0	1	1	0	0
97205	0	0	0	0	2	0	0	0
97206	0	0	0	0	36	7	7	0

97209	0	0	0	0	20	3	5	0
97210	0	0	0	0	8	2	0	0
97213	0	0	0	0	5	0	0	0
97214	0	0	0	0	17	3	0	1
97215	0	0	0	0	6	1	3	0
97216	0	0	0	0	10	2	1	1
97217	0	0	0	0	23	5	2	1
97219	1	0	0	0	11	3	4	0
97221	0	0	0	0	3	1	3	0
97222	0	0	0	0	20	3	8	0
97223	0	0	0	0	42	8	6	0
97224	0	0	0	0	22	3	3	1
97225	0	0	0	0	17	0	1	0
97229	0	0	0	0	37	6	4	0
97230	0	0	0	0	59	14	11	3
97231	0	0	0	0	0	0	1	0
97232	0	0	0	0	6	0	1	0
97233	1	0	0	0	95	15	21	2
97236	0	0	0	0	63	10	10	0
97239	0	0	0	0	7	3	1	0
97266	3	1	0	0	36	6	5	2
97267	0	0	0	0	18	7	4	0
97301	0	1	0	2	62	13	5	2
97302	1	0	0	0	34	5	6	0
97303	0	0	0	0	17	4	2	0
97305	2	1	0	0	41	12	8	2
97306	0	0	0	0	20	4	4	1
97317	1	0	0	0	36	4	2	0
97325	0	0	0	0	1	0	0	0
97347	0	0	0	0	0	0	1	0
97362	0	0	0	0	1	0	0	0
97375	0	0	0	0	1	0	0	0
97378	0	0	0	0	4	0	1	1
97381	0	0	0	0	6	0	2	0

97385	0	0	0	0	1	0	0	0
97392	0	0	0	0	2	0	0	0
97396	0	0	0	0	0	2	0	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%
202307	12	107,257	0.01%
202308	48	107,180	0.04%