



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

August 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 August 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 July 2023

Zip Code	Non-Residential	Residential
97002	953	2,253
97003	770	11,170
97004	471	1,787
97005	2,550	12,320
97006	1,662	19,194
97007	963	18,970
97008	1,166	11,987
97009	1,134	3,421
97011	67	492
97013	839	2,380
97015	2,042	9,288
97017	224	1,125
97019	272	1,229
97020	77	371
97022	419	1,456
97023	1,092	5,034
97024	540	4,701
97026	291	1,218
97027	486	4,953
97028	145	808
97030	2,213	15,526
97032	490	1,764
97034	890	8,468
97035	1,355	11,430
97036	21	3
97038	1,197	6,527
97041	7	
97042	338	1,224
97045	3,538	22,488
97049	163	1,643
97051	5	
97055	1,555	8,127
97056	8	29
97060	1,129	8,148
97062	2,072	11,530
97067	414	1,386
97068	1,220	11,737
97070	1,878	11,603
97071	1,695	10,620
97078	516	9,149
97079	1	
97080	912	16,730

97086	1,035	13,320
97089	794	5,012
97101	347	1,564
97106	359	1,595
97109	24	82
97111	359	1,529
97113	669	5,417
97114	550	1,787
97115	344	1,735
97116	296	847
97117	69	267
97119	377	1,637
97123	2,719	18,680
97124	3,296	21,840
97125	6	18
97127	95	1,546
97128	173	495
97132	2,005	12,215
97133	482	2,426
97137	285	486
97140	1,675	9,576
97148	334	1,364
97201	724	7,348
97202	2,623	20,333
97203	1,456	13,144
97204	613	416
97205	303	3,232
97206	1,637	22,197
97208	1	
97209	2,157	15,464
97210	1,875	8,005
97211	12	7
97212	1	
97213	261	3,118
97214	2,927	15,664
97215	513	7,745
97216	477	4,248
97217	1,706	13,166
97218	4	
97219	1,344	17,603
97221	329	5,573
97222	1,968	15,815
97223	2,474	21,301
97224	1,662	16,124
97225	1,163	11,628
97227	58	425
97229	1,569	28,542

97230	2,104	15,684
97231	540	2,003
97232	824	5,466
97233	1,150	15,399
97236	996	14,163
97239	788	10,506
97240	1	
97251	12	
97266	1,453	13,423
97267	1,104	12,874
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,065	19,491
97302	2,803	17,457
97303	1,100	10,737
97304	286	1,347
97305	1,904	15,868
97306	846	13,981
97310	31	
97311	1	
97312	3	
97317	1293	8527
97325	63	161
97338	83	250
97347	208	816
97352	33	125
97362	309	1558
97371	44	107
97373	1	
97375	119	523
97378	547	2837
97381	1207	6507
97385	58	162
97392	380	1958
97396	242	1371
97380	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 July 2023.

Zip Code	Non-Residential	Residential
97002	103	250
97003	72	1624
97004	78	217
97005	283	1948
97006	172	2381
97007	100	1979
97008	109	1507
97009	162	461
97011	13	79
97013	39	145
97015	198	1372
97017	46	179
97019	25	155
97020	14	57
97022	60	227
97023	177	795
97024	72	746
97026	33	205
97027	43	742
97028	4	47
97030	308	2637
97032	53	285
97034	21	488
97035	118	1118
97038	171	1024
97042	48	163
97045	403	3031
97049	24	184
97055	219	1187
97056		1
97060	133	1245
97062	199	1469
97067	87	155
97068	115	1062
97070	163	1295
97071	210	1579
97078	93	1379
97080	133	2509
97086	107	1550
97089	106	600
97101	65	247

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

97106	30	165
97109		5
97111	44	178
97113	52	503
97114	52	160
97115	36	198
97116	11	33
97117	1	9
97119	59	190
97123	309	2134
97124	267	2585
97125	2	
97127	7	188
97128	19	63
97132	181	1285
97133	52	220
97137	28	71
97140	225	969
97148	26	191
97201	36	845
97202	361	2497
97203	163	1934
97204	77	92
97205	38	533
97206	240	2793
97209	230	2672
97210	204	1082
97211		1
97213	25	449
97214	365	2276
97215	55	832
97216	20	284
97217	264	1954
97219	145	1780
97221	37	552
97222	244	2275
97223	292	2762
97224	221	1591
97225	107	1200
97227	5	50
97229	112	2499
97230	224	2448
97231	54	222
97232	91	801
97233	232	2914
97236	171	2392
97239	47	983

97251	1	
97266	174	1941
97267	120	1595
97301	387	3229
97302	288	2145
97303	102	1400
97304	33	126
97305	241	2712
97306	74	1371
97317	157	1235
97325	10	18
97338	10	25
97347	23	153
97352	1	18
97362	30	204
97371	3	10
97375	10	66
97378	87	441
97381	143	763
97385	6	15
97392	50	223
97396	28	210

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 July 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	0	75
97003	1	505
97004	1	52
97005	0	548
97006	0	788
97007	0	480
97008	0	496
97009	1	134
97011	0	17
97013	3	70
97015	1	417
97017	1	49
97019	0	42
97020	0	18
97022	0	88
97023	1	227
97024	0	307
97026	0	77
97027	0	255
97030	0	1086
97032	1	75
97034	0	73
97035	0	220
97038	0	335
97042	0	40
97045	0	857
97049	0	38
97055	0	372
97060	0	410
97062	0	411
97067	0	46
97068	0	212
97070	1	347
97071	2	384
97078	1	386
97080	0	811
97086	0	418
97089	2	146

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

97101	0	62
97106	0	43
97109	0	2
97111	0	51
97113	0	239
97114	0	84
97115	0	48
97116	1	17
97117	0	12
97119	0	74
97123	2	627
97124	1	715
97127	0	79
97128	0	21
97132	0	420
97133	0	44
97137	0	14
97140	0	218
97148	0	63
97201	0	149
97202	0	463
97203	0	483
97204	0	15
97205	0	70
97206	2	743
97209	0	422
97210	0	133
97213	0	101
97214	2	312
97215	0	132
97216	0	186
97217	1	401
97219	0	399
97221	0	102
97222	1	709
97223	0	737
97224	1	427
97225	0	250
97227	0	5
97229	0	543
97230	0	973
97231	0	35
97232	0	123
97233	0	1308
97236	1	1063
97239	1	191
97266	0	843

97267	0	492
97301	1	1412
97302	2	747
97303	1	462
97304	0	20
97305	0	960
97306	0	608
97317	0	477
97325	0	5
97338	0	12
97347	0	51
97352	0	3
97362	0	57
97371	0	2
97375	0	20
97378	0	195
97381	0	220
97385	0	5
97392	0	65
97396	0	97

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 July 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	75	
97003	1	505	
97004	1	52	
97005	0	548	
97006	0	788	
97007	0	480	
97008	0	496	
97009	1	134	
97011	0	17	
97013	3	70	
97015	1	417	
97017	1	49	
97019	0	42	
97020	0	18	
97022	0	88	
97023	1	227	
97024	0	307	
97026	0	77	
97027	0	255	
97030	0	1086	
97032	1	75	
97034	0	73	
97035	0	220	
97038	0	335	
97042	0	40	
97045	0	857	
97049	0	38	
97055	0	372	
97060	0	410	
97062	0	411	
97067	0	46	
97068	0	212	
97070	1	347	
97071	2	384	
97078	1	386	
97080	0	811	
97086	0	418	
97089	2	146	
97101	0	62	
97106	0	43	
97109	0	2	

97111	0	51
97113	0	239
97114	0	84
97115	0	48
97116	1	17
97117	0	12
97119	0	74
97123	2	627
97124	1	715
97127	0	79
97128	0	21
97132	0	420
97133	0	44
97137	0	14
97140	0	218
97148	0	63
97201	0	149
97202	0	463
97203	0	483
97204	0	15
97205	0	70
97206	2	743
97209	0	422
97210	0	133
97213	0	101
97214	2	312
97215	0	132
97216	0	186
97217	1	401
97219	0	399
97221	0	102
97222	1	709
97223	0	737
97224	1	427
97225	0	250
97227	0	5
97229	0	543
97230	0	973
97231	0	35
97232	0	123
97233	0	1308
97236	1	1063
97239	1	191
97266	0	843
97267	0	492
97301	1	1412
97302	2	747

97303	1	462
97304	0	20
97305	0	960
97306	0	608
97317	0	477
97325	0	5
97338	0	12
97347	0	51
97352	0	3
97362	0	57
97371	0	2
97375	0	20
97378	0	195
97381	0	220
97385	0	5
97392	0	65
97396	0	97

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 July 2023.

Zip Code	Residential			Small Commercial			*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.
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days	
97002		1	1		1	1	
97003	3	2	8			1	
97004	1	4	2			1	
97005	2	4	6	4	7	4	
97006	2	2	5				
97007	2	2	4				
97008		1	5			4	
97009			1	1	1	2	
97011		2					
97013		2	2	1		1	
97015	3	1	12	4	2	5	
97017	2	1	1				
97019	1		3	1			
97020	1		2				
97022		1	1				
97023		2	3		1	3	
97024	1	4	8				
97027		2	1	1			
97030	5	9	10	3	1	5	
97035			4			1	
97038	1	6	7			1	
97042			1	1			
97045	6	7	10	3	1	9	
97049		1					
97055	1	2	3				
97060	1	2	3				
97062	1	1	2	1	1		
97067		1	3				
97068	2	2	2	1		2	
97070	1		3	2	2	6	
97071	1	2	5		3	3	
97078	1	2	1		2	1	
97080	5	7	11	1		1	
97086	4	6	6	3	1	1	
97089		2	2			2	
97101	1		1	1			
97106			1			1	
97111		1	1			1	

97113			4			2
97114		1	1			
97116					1	1
97117		2	1	1		
97119	1	1	1			
97123	1	5	4		3	9
97124	2	2	8	1		4
97127	1		1			
97132	2		3			
97133			3		1	
97140		2	4			2
97148	1	2	2			
97201		2	35			1
97202	2	4	13	2	2	4
97203	5	5	18	2	4	8
97204		1	2		2	3
97205			10			2
97206	1	2	9	1	1	2
97209		9	68		2	9
97210	1	7	9		3	5
97213		4	2			2
97214	3	6	25	5	4	5
97215	1		10	2	1	1
97216	3	4	10		1	2
97217		6	13	3	3	3
97219	4	12	14	2	2	3
97221	1	2	2			
97222		1	6			
97223	2	3	6	1	1	4
97224	2	2	3	1	1	1
97225	1		6			
97227						1
97229	3	4	9			
97230	6	7	20	3		4
97231	2		3		1	
97232		1	10	1		2
97233	7	14	53		2	10
97236	18	16	49	1	3	17
97239	1	1	29			2
97266	13	24	55	3	7	14
97267	3	3	1			
97301		8	19	1	1	4
97302	4	9	16	2		3
97303	1	1	5			
97304			1			
97305	5	4	6			2
97306	3	6	2	1		

97317	3	3	5		2
97352	1	1			
97362		2		1	
97375	1				
97378	1		2		1
97381	1	3	4		2
97385			1		
97392		1		1	
97396			2		

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 July 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002		\$ 217	\$ 226		\$ 326	\$ 358
97003	\$ 926	\$ 1,081	\$ 2,830			\$ 293
97004	\$ 216	\$ 1,420	\$ 2,788			\$ 2,189
97005	\$ 545	\$ 1,579	\$ 3,861	\$ 1,983	\$ 7,772	\$ 2,037
97006	\$ 848	\$ 571	\$ 2,081			
97007	\$ 639	\$ 445	\$ 2,418			
97008		\$ 306	\$ 2,099			\$ 2,165
97009			\$ 405	\$ 3,098	\$ 6,800	\$ 6,838
97011		\$ 1,887				
97013		\$ 766	\$ 957	\$ 839		\$ 1,026
97015	\$ 1,241	\$ 677	\$ 8,930	\$ 4,753	\$ 1,627	\$ 2,892
97017	\$ 504	\$ 454	\$ 900			
97019	\$ 252		\$ 4,942	\$ 2,403		
97020	\$ 258		\$ 3,169			
97022		\$ 1,313	\$ 1,345			
97023		\$ 1,160	\$ 2,276		\$ 431	\$ 1,837
97024	\$ 210	\$ 1,938	\$ 8,289			
97027		\$ 1,385	\$ 360	\$ 279		
97030	\$ 2,791	\$ 3,438	\$ 9,575	\$ 1,980	\$ 1,592	\$ 2,437
97035			\$ 2,225			\$ 428
97038	\$ 229	\$ 5,061	\$ 4,781			\$ 594
97042			\$ 506	\$ 600		
97045	\$ 6,886	\$ 2,369	\$ 6,038	\$ 1,787	\$ 5,053	\$ 6,500
97049		\$ 899				
97055	\$ 960	\$ 1,534	\$ 2,281			
97060	\$ 357	\$ 902	\$ 1,704			
97062	\$ 230	\$ 323	\$ 1,209	\$ 2,864	\$ 376	
97067		\$ 307	\$ 1,201			
97068	\$ 432	\$ 563	\$ 1,406	\$ 775		\$ 859
97070	\$ 299		\$ 912	\$ 850	\$ 3,285	\$ 2,963
97071	\$ 243	\$ 744	\$ 1,710		\$ 2,403	\$ 1,843
97078	\$ 220	\$ 431	\$ 205		\$ 891	\$ 441
97080	\$ 2,209	\$ 3,039	\$ 4,963	\$ 1,119		\$ 2,994
97086	\$ 1,404	\$ 1,775	\$ 2,583	\$ 3,456	\$ 4,558	\$ 285
97089		\$ 2,850	\$ 2,450			\$ 28,112
97101	\$ 244		\$ 525	\$ 366		
97106			\$ 308			\$ 562
97111		\$ 399	\$ 424			\$ 1,766

97113			\$ 2,101			\$ 3,064
97114		\$ 397	\$ 649			
97116					\$ 428	\$ 317
97117		\$ 1,146	\$ 328	\$ 750		
97119	\$ 211	\$ 397	\$ 845			
97123	\$ 311	\$ 2,700	\$ 2,802		\$ 923	\$ 4,771
97124	\$ 606	\$ 482	\$ 2,906	\$ 593		\$ 1,819
97127	\$ 210		\$ 753			
97132	\$ 545		\$ 1,375			
97133			\$ 12,342		\$ 252	
97140		\$ 475	\$ 1,572			\$ 667
97148	\$ 208	\$ 1,105	\$ 3,599			
97201		\$ 2,238	\$ 13,248			\$ 478
97202	\$ 575	\$ 1,419	\$ 6,405	\$ 1,108	\$ 660	\$ 3,447
97203	\$ 1,530	\$ 1,863	\$ 7,159	\$ 1,236	\$ 2,810	\$ 27,436
97204		\$ 284	\$ 485		\$ 1,200	\$ 1,054
97205			\$ 4,649			\$ 745
97206	\$ 317	\$ 1,501	\$ 3,081	\$ 258	\$ 251	\$ 3,178
97209		\$ 3,673	\$ 24,547		\$ 2,701	\$ 7,620
97210	\$ 166	\$ 2,549	\$ 2,449		\$ 3,278	\$ 2,271
97213		\$ 2,372	\$ 419			\$ 2,374
97214	\$ 1,267	\$ 2,018	\$ 8,173	\$ 2,261	\$ 2,156	\$ 5,979
97215	\$ 221		\$ 5,513	\$ 1,316	\$ 327	\$ 1,466
97216	\$ 1,525	\$ 1,616	\$ 7,616		\$ 1,461	\$ 1,049
97217		\$ 2,487	\$ 5,578	\$ 1,249	\$ 9,965	\$ 3,209
97219	\$ 1,442	\$ 4,436	\$ 8,069	\$ 1,778	\$ 2,052	\$ 1,496
97221	\$ 202	\$ 908	\$ 435			
97222		\$ 394	\$ 4,168			
97223	\$ 613	\$ 865	\$ 3,888	\$ 255	\$ 500	\$ 1,432
97224	\$ 562	\$ 1,016	\$ 2,516	\$ 454	\$ 503	\$ 478
97225	\$ 317		\$ 3,964			
97227						\$ 408
97229	\$ 1,065	\$ 1,409	\$ 8,426			
97230	\$ 1,530	\$ 4,733	\$ 11,361	\$ 2,902		\$ 6,070
97231	\$ 726		\$ 2,060		\$ 804	
97232		\$ 340	\$ 3,303	\$ 864		\$ 1,637
97233	\$ 2,841	\$ 4,236	\$ 23,483		\$ 3,206	\$ 7,243
97236	\$ 6,253	\$ 5,158	\$ 24,320	\$ 432	\$ 1,589	\$ 27,833
97239	\$ 408	\$ 285	\$ 14,003			\$ 566
97266	\$ 5,332	\$ 10,593	\$ 24,014	\$ 2,637	\$ 9,353	\$ 45,916
97267	\$ 1,617	\$ 1,807	\$ 253			
97301		\$ 3,137	\$ 9,453	\$ 6,132	\$ 316	\$ 2,340
97302	\$ 1,057	\$ 2,853	\$ 5,449	\$ 581		\$ 1,510
97303	\$ 215	\$ 282	\$ 3,209			
97304			\$ 1,651			
97305	\$ 1,669	\$ 1,017	\$ 3,465			\$ 1,932
97306	\$ 954	\$ 1,884	\$ 2,335	\$ 253		

97317	\$	637	\$	675	\$	1,951		\$	770
97352	\$	204	\$	613					
97362			\$	800			\$	412	
97375	\$	240							
97378	\$	315			\$	1,406		\$	409
97381	\$	231	\$	1,704	\$	1,901		\$	1,281
97385					\$	388			
97392			\$	418			\$	1,279	
97396					\$	1,827			

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

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

ented in only one age bucket, the age

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 July 2023.

Zip Code	Residential			Small Commercial			*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.
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days	
97002		\$ 217	\$ 226		\$ 326	\$ 358	
97003	\$ 309	\$ 541	\$ 354			\$ 293	
97004	\$ 216	\$ 355	\$ 1,394			\$ 2,189	
97005	\$ 273	\$ 395	\$ 644	\$ 496	\$ 1,110	\$ 509	
97006	\$ 424	\$ 286	\$ 416				
97007	\$ 320	\$ 222	\$ 604				
97008		\$ 306	\$ 420			\$ 541	
97009			\$ 405	\$ 3,098	\$ 6,800	\$ 3,419	
97011		\$ 944					
97013		\$ 383	\$ 478	\$ 839		\$ 1,026	
97015	\$ 414	\$ 677	\$ 744	\$ 1,188	\$ 814	\$ 578	
97017	\$ 252	\$ 454	\$ 900				
97019	\$ 252		\$ 1,647	\$ 2,403			
97020	\$ 258		\$ 1,585				
97022		\$ 1,313	\$ 1,345				
97023		\$ 580	\$ 759		\$ 431	\$ 612	
97024	\$ 210	\$ 485	\$ 1,036				
97027		\$ 692	\$ 360	\$ 279			
97030	\$ 558	\$ 382	\$ 957	\$ 660	\$ 1,592	\$ 487	
97035			\$ 556			\$ 428	
97038	\$ 229	\$ 844	\$ 683			\$ 594	
97042			\$ 506	\$ 600			
97045	\$ 1,148	\$ 338	\$ 604	\$ 596	\$ 5,053	\$ 722	
97049		\$ 899					
97055	\$ 960	\$ 767	\$ 760				
97060	\$ 357	\$ 451	\$ 568				
97062	\$ 230	\$ 323	\$ 605	\$ 2,864	\$ 376		
97067		\$ 307	\$ 400				
97068	\$ 216	\$ 281	\$ 703	\$ 775		\$ 430	
97070	\$ 299		\$ 304	\$ 425	\$ 1,643	\$ 494	
97071	\$ 243	\$ 372	\$ 342		\$ 801	\$ 614	
97078	\$ 220	\$ 216	\$ 205		\$ 445	\$ 441	
97080	\$ 442	\$ 434	\$ 451	\$ 1,119		\$ 2,994	
97086	\$ 351	\$ 296	\$ 430	\$ 1,152	\$ 4,558	\$ 285	
97089		\$ 1,425	\$ 1,225			\$14,056	
97101	\$ 244		\$ 525	\$ 366			
97106			\$ 308			\$ 562	
97111		\$ 399	\$ 424			\$ 1,766	
97113			\$ 525			\$ 1,532	

97114		\$	397	\$	649							
97116						\$	428	\$	317			
97117		\$	573	\$	328	\$	750					
97119	\$	211	\$	397	\$	845						
97123	\$	311	\$	540	\$	700	\$	308	\$	530		
97124	\$	303	\$	241	\$	363	\$	593	\$	455		
97127	\$	210		\$	753							
97132	\$	272		\$	458							
97133				\$	4,114		\$	252				
97140		\$	237	\$	393			\$	334			
97148	\$	208	\$	552	\$	1,799						
97201		\$	1,119	\$	379			\$	478			
97202	\$	287	\$	355	\$	493	\$	554	\$	330	\$	862
97203	\$	306	\$	373	\$	398	\$	618	\$	703	\$	3,430
97204		\$	284	\$	243		\$	600	\$	351		
97205				\$	465				\$	373		
97206	\$	317	\$	751	\$	342	\$	258	\$	251	\$	1,589
97209		\$	408	\$	361		\$	1,351	\$	847		
97210	\$	166	\$	364	\$	272	\$	1,093	\$	454		
97213		\$	593	\$	210				\$	1,187		
97214	\$	422	\$	336	\$	327	\$	452	\$	539	\$	1,196
97215	\$	221		\$	551	\$	658	\$	327	\$	1,466	
97216	\$	508	\$	404	\$	762		\$	1,461	\$	524	
97217		\$	414	\$	429	\$	416	\$	3,322	\$	1,070	
97219	\$	360	\$	370	\$	576	\$	889	\$	1,026	\$	499
97221	\$	202	\$	454	\$	218						
97222		\$	394	\$	695							
97223	\$	306	\$	288	\$	648	\$	255	\$	500	\$	358
97224	\$	281	\$	508	\$	839	\$	454	\$	503	\$	478
97225	\$	317		\$	661							
97227									\$	408		
97229	\$	355	\$	352	\$	936						
97230	\$	255	\$	676	\$	568	\$	967		\$	1,518	
97231	\$	363		\$	687		\$	804				
97232		\$	340	\$	330	\$	864			\$	818	
97233	\$	406	\$	303	\$	443		\$	1,603	\$	724	
97236	\$	347	\$	322	\$	496	\$	432	\$	530	\$	1,637
97239	\$	408	\$	285	\$	483				\$	283	
97266	\$	410	\$	441	\$	437	\$	879	\$	1,336	\$	3,280
97267	\$	539	\$	602	\$	253						
97301		\$	392	\$	498	\$	6,132	\$	316	\$	585	
97302	\$	264	\$	317	\$	341	\$	291		\$	503	
97303	\$	215	\$	282	\$	642						
97304				\$	1,651							
97305	\$	334	\$	254	\$	577				\$	966	
97306	\$	318	\$	314	\$	1,167	\$	253				
97317	\$	212	\$	225	\$	390				\$	385	

97352	\$	204	\$	613					
97362			\$	400		\$	412		
97375	\$	240							
97378	\$	315			\$	703	\$	409	
97381	\$	231	\$	568	\$	475		\$	641
97385					\$	388			
97392			\$	418			\$	1,279	
97396					\$	913			

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	46	10	12	346	68
97003	54	14	92	2,325	630
97004	20	10	11	310	114
97005	204	6	93	2,320	324
97006	158	20	136	3,197	714
97007	76	8	159	2,394	582
97008	66	4	79	1,998	296
97009	88	26	23	616	100
97011	4		2	98	8
97013	64	20	17	360	72
97015	140	2	77	1,754	206
97017	18	12	10	232	72
97019	32	6	8	230	16
97020			2	90	26
97022	36	4	9	374	22
97023	100	24	30	1,123	184
97024	56	14	36	1,193	320
97026	52	4	26	498	108
97027	26	2	27	1,037	91
97028	14		2	28	
97030	196	52	157	3,930	1,190
97032	44		20	390	32
97034	30	16	63	741	100
97035	84	24	85	1,018	254
97038	118	16	60	1,474	234
97041	4	2			
97042	26	16	9	258	64
97045	238	64	172	4,083	741
97049	10	2	5	224	16
97055	140	22	60	1,639	196
97056				2	
97060	88	30	61	1,694	560
97062	164	24	89	1,852	480
97067	10		8	186	18
97068	70	20	88	1,265	283

97070	150	32	98	1,704	306
97071	160	16	68	2,006	262
97078	78	30	61	1,990	536
97080	80	20	142	3,588	884
97086	78	8	114	2,106	286
97089	52	2	40	820	76
97101	16	4	13	304	64
97106	22	4	31	410	68
97109			2	8	2
97111	20	6	11	214	56
97113	34	16	46	1,200	338
97114	28	8	11	410	110
97115	14		7	244	22
97116	14	8	6	150	34
97117	12	8	2	56	20
97119	40	10	9	314	100
97123	238	102	139	3,069	790
97124	280	32	157	3,383	817
97127	12	6	14	366	142
97128	10	8	3	78	24
97132	96	6	81	1,777	202
97133	40	10	20	306	42
97137	14	4	3	96	34
97140	156	16	84	1,176	122
97148	14	4	6	282	98
97201	32	8	60	770	306
97202	228	16	109	2,308	284
97203	166	66	126	2,280	778
97204	86	46	5	64	20
97205	40	8	14	330	128
97206	154	14	133	3,359	412
97209	180	64	138	1,882	700
97210	138	40	38	661	222
97213	14	4	28	444	124
97214	230	36	132	1,717	354
97215	42	4	43	754	118
97216	32	6	35	930	300
97217	162	68	114	1,912	598
97219	90	28	105	1,974	528
97221	26	2	69	768	144
97222	138	12	142	2,964	300
97223	190	18	175	3,131	603
97224	154	48	128	1,840	378
97225	98	4	75	1,237	182
97227	8	2	1	40	6
97229	134	4	187	2,977	396
97230	224	56	152	3,979	1,011

97231	26	10	12	228	40
97232	88	48	47	608	186
97233	170	90	201	4,976	1,794
97236	106	50	147	3,715	1,322
97239	96	26	91	1,092	308
97266	174	48	130	3,265	1,034
97267	74	2	71	2,153	208
97301	292	72	179	4,772	1,206
97302	256	96	119	3,036	850
97303	69	2	81	2,044	250
97304	18	2	10	166	20
97305	144	16	152	3,950	525
97306	60	20	143	2,358	644
97317	74	34	68	1,840	538
97325	6			34	16
97338	4			36	2
97347			7	248	14
97352	2		1	28	12
97362	22		7	244	24
97371			1	14	6
97375	2		2	86	4
97378	44	4	13	635	106
97381	78	4	57	914	108
97385				26	6
97392	44	14	17	250	82
97396	6		8	320	22
97286	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 July 2023.

Zip Code	Non-Residential	Residential
97002	1	0
97003	0	2
97007	0	2
97008	0	1
97009	0	2
97013	0	2
97024	0	4
97026	0	1
97027	0	2
97030	1	11
97034	0	1
97035	0	2
97038	1	0
97045	0	4
97055	0	1
97060	0	12
97062	1	1
97068	1	3
97070	0	3
97071	1	6
97080	0	4
97086	0	1
97113	0	2
97114	0	1
97119	0	1
97123	0	14
97124	0	8
97201	0	1
97202	0	2
97203	0	3
97205	0	1
97206	1	2
97209	0	3
97214	0	4
97215	0	2
97217	0	1
97219	1	10
97222	0	4
97223	0	2
97224	0	2
97225	0	1

97229	0	1
97230	0	3
97233	0	11
97236	0	9
97239	1	4
97266	1	8
97267	0	4
97301	0	6
97302	1	11
97303	0	1
97305	0	3
97306	1	7
97317	0	2
97347	0	1
97362	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 July 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	0	0	0	0
97003	0	0	0	0	2	0	0	0
97007	0	0	0	0	1	1	0	0
97008	0	0	0	0	0	0	1	0
97009	0	0	0	0	0	0	1	0
97013	0	0	0	0	1	0	0	0
97024	0	0	0	0	3	1	0	0
97026	0	0	0	0	0	0	0	0
97027	0	0	0	0	2	0	0	0
97030	0	0	1	0	6	0	2	0
97034	0	0	0	0	1	0	0	0
97035	0	0	0	0	1	0	1	0
97038	0	0	0	0	0	0	0	0
97045	0	0	0	0	3	0	0	0
97055	0	0	0	0	1	0	0	0
97060	0	0	0	0	10	0	0	0
97062	0	0	0	0	1	0	0	0
97068	0	0	0	0	3	0	0	0
97070	0	0	0	0	2	1	0	0
97071	1	0	0	0	6	0	0	0
97080	0	0	0	0	3	0	0	0
97086	0	0	0	0	1	0	0	0
97113	0	0	0	0	2	0	0	0
97114	0	0	0	0	1	0	0	0
97119	0	0	0	0	1	0	0	0
97123	0	0	0	0	11	2	0	0
97124	0	0	0	0	5	2	0	0
97201	0	0	0	0	0	1	0	0
97202	0	0	0	0	1	0	0	0
97203	0	0	0	0	2	0	0	0
97205	0	0	0	0	1	0	0	0
97206	0	0	1	0	0	1	1	0
97209	0	0	0	0	2	0	0	0
97214	0	0	0	0	2	0	0	0
97215	0	0	0	0	0	0	0	0
97217	0	0	0	0	1	0	0	0
97219	0	0	0	0	6	2	1	0
97222	0	0	0	0	2	1	1	0

97223	0	0	0	0	1	0	0	0
97224	0	0	0	0	1	0	0	0
97225	0	0	0	0	0	0	0	0
97229	0	0	0	0	0	0	0	0
97230	0	0	0	0	2	0	0	0
97233	0	0	0	0	7	1	1	0
97236	0	0	0	0	6	0	0	0
97239	0	0	0	0	2	0	0	0
97266	0	0	0	0	7	0	0	0
97267	0	0	0	0	3	1	0	0
97301	0	0	0	0	3	2	0	0
97302	0	0	1	0	5	1	3	0
97303	0	0	0	0	1	0	0	0
97305	0	0	0	0	3	0	0	0
97306	1	0	0	0	5	0	1	0
97317	0	0	0	0	1	1	0	0
97347	0	0	0	0	0	0	1	0
97362	0	0	0	0	0	1	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%