



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

May 20, 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 May 2022. The AMP activity information for April 2022 is included on the "Program Participation" tab. Program Participation values for April 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 April 2022 is also included as a separate tab. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-7805. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Jay Tinker

Jay Tinker
Director, Rates and Regulatory Affairs

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

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

Zip Code	Non-Residential	Residential
97002	936	2,250
97003	770	11,149
97004	459	1,781
97005	2,532	12,340
97006	1,666	19,065
97007	945	18,769
97008	1,175	11,992
97009	1,120	3,414
97011	73	492
97013	816	2,369
97015	2,039	9,093
97017	227	1,127
97019	272	1,231
97020	77	375
97022	408	1,454
97023	1,073	4,919
97024	519	4,657
97026	286	1,186
97027	487	4,954
97028	143	725
97030	2,210	15,384
97032	481	1,751
97034	901	8,438
97035	1,339	11,406
97036	21	2
97038	1,174	6,349
97041	7	
97042	337	1,224
97045	3,464	22,217
97049	171	1,775
97051	5	
97055	1,512	7,989
97056	8	29
97060	1,117	8,092
97062	2,037	11,369
97067	413	1,271
97068	1,213	11,711
97070	1,868	11,509
97071	1,639	9,919
97078	512	9,130
97079	1	
97080	907	16,418

97086	1,021	12,893
97089	777	5,010
97101	336	1,557
97106	356	1,557
97109	19	81
97111	350	1,483
97113	664	5,260
97114	544	1,784
97115	329	1,727
97116	292	849
97117	71	264
97119	370	1,629
97123	2,682	18,311
97124	3,248	21,762
97125	6	18
97127	101	1,480
97128	165	495
97132	1,951	11,971
97133	466	2,292
97137	282	487
97140	1,648	9,496
97148	338	1,356
97201	728	7,379
97202	2,597	20,135
97203	1,435	12,948
97204	630	418
97205	317	3,277
97206	1,632	21,975
97208	8	
97209	2,133	15,134
97210	1,879	7,978
97211	13	22
97212	1	
97213	261	3,116
97214	2,912	15,357
97215	523	7,635
97216	494	4,227
97217	1,703	12,895
97218	4	
97219	1,344	17,538
97221	324	5,568
97222	1,954	15,600
97223	2,454	20,942
97224	1,654	15,934
97225	1,158	11,629
97227	57	419
97229	1,550	28,220

97230	2,090	15,580
97231	543	2,006
97232	827	5,320
97233	1,176	15,334
97236	1,002	13,870
97239	776	10,010
97251	12	
97266	1,476	13,394
97267	1,094	12,846
97280	1	
97291	1	
97301	3,048	19,090
97302	2,784	17,250
97303	1,092	10,734
97304	284	1,340
97305	1,877	15,722
97306	814	13,875
97310	31	
97311	1	
97312	3	
97317	1,240	8,454
97325	61	163
97338	82	249
97347	203	798
97352	33	123
97362	308	1,518
97371	44	105
97373	1	
97375	117	521
97378	556	2,828
97381	1,184	6,471
97385	55	158
97392	371	1,957
97396	235	1,360
97048	2	
97240	1	
97286	1	
97294	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 April 2022.

Zip Code	Non-Residential	Residential
97002	79	0
97003	67	0
97004	60	0
97005	293	0
97006	147	0
97007	63	0
97008	117	0
97009	148	0
97011	12	0
97013	94	0
97015	213	0
97017	42	0
97019	31	0
97020	9	0
97022	56	0
97023	159	0
97024	97	0
97026	14	0
97027	49	0
97028	4	0
97030	324	0
97032	60	0
97034	43	0
97035	120	0
97036	2	0
97038	155	0
97042	51	0
97045	378	0
97049	25	0
97055	205	0
97056	0	0
97060	112	0
97062	202	0
97067	156	0
97068	115	0
97070	196	0
97071	172	0
97078	70	0
97080	119	0
97086	138	0
97089	94	0
97101	45	0
97106	36	0
97109	1	0
97111	46	0
97113	81	0
97114	109	0
97115	46	0
97116	31	0
97117	10	0
97119	53	0
97123	293	0
97124	270	0
97125	3	0
97127	16	0
97128	24	0
97132	212	0
97133	51	0
97137	25	0
97140	195	0
97148	33	0
97201	52	0
97202	283	0
97203	129	0
97204	71	0
97205	37	0
97206	224	0

97209	222	0
97210	182	0
97213	18	0
97214	335	0
97215	70	0
97216	48	0
97217	167	0
97219	146	0
97221	28	0
97222	190	0
97223	247	0
97224	138	0
97225	159	0
97227	3	0
97229	135	0
97230	290	0
97231	52	0
97232	70	0
97233	213	0
97236	168	0
97239	76	0
97251	3	0
97266	214	0
97267	111	0
97301	333	0
97302	340	0
97303	97	0
97304	34	0
97305	265	0
97306	76	0
97317	140	0
97325	9	0
97338	7	0
97347	17	0
97362	17	0
97371	2	0
97375	9	0
97378	85	0
97381	138	0
97385	3	0
97392	38	0
97396	24	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 April 30, 2022, 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		67
97003	1	448
97004	2	39
97005	2	548
97006	1	662
97007	1	380
97008	1	437
97009	2	131
97011		20
97013	1	71
97015	6	410
97017		48
97019		31
97020		23
97022	2	87
97023	5	189
97024	3	271
97026	1	59
97027	2	237
97028		2
97030	3	1033
97032	1	74
97034		65
97035	3	196
97038	5	301
97042	4	34
97045	3	826
97049		26
97055	7	309
97056		1
97060	1	391
97062		372
97067	1	43
97068	1	177
97070		309
97071	1	363
97078		366
97080	3	705
97086		416

97089	5	124
97101		61
97106	1	41
97109		1
97111	3	50
97113	3	160
97114	2	80
97115		36
97116	1	17
97117	2	5
97119	3	60
97123	13	519
97124	3	608
97127	1	69
97128	1	13
97132	6	384
97133	1	37
97137		15
97140		190
97148	1	65
97201	3	149
97202	6	419
97203	4	509
97204		23
97205	2	71
97206	6	697
97209	3	345
97210	2	107
97213		77
97214	4	287
97215	1	107
97216		173
97217	2	385
97219	3	367
97221	1	106
97222	3	617
97223	4	688
97224	2	369
97225	1	209
97227		2
97229	1	484
97230	1	902
97231		23
97232	2	96
97233	6	1237
97236	5	994
97239	3	144

97266	4	809
97267	3	407
97301	5	1176
97302	3	669
97303		434
97304		30
97305	4	924
97306	2	478
97317	1	389
97325		7
97338		8
97347	1	44
97352		2
97362		51
97375		21
97378	6	168
97381		190
97385		3
97392		36
97396	1	78
NULL	8	8

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

Zip Code	Non-Residential	Residential
97002		7
97003		81
97004		9
97005		106
97006		104
97007		76
97008		67
97009		17
97011		3
97013		12
97015		65
97017		8
97019		6
97020		3
97022		8
97023		36
97024		69
97026		9
97027		31
97030	1	195
97032		17
97034		11
97035		36
97038	2	39
97042	1	8
97045		134
97049		9
97055	3	37
97060	1	80
97062	1	65
97067		14
97068	3	28
97070		78
97071	1	70
97078		72
97080	1	120
97086		61
97089	1	19
97101		2
97106		4
97109		1
97111		11
97113	1	28
97114		11
97115		7
97116	1	4
97117		1
97119		11
97123	3	96
97124	2	109
97127	2	9
97128	1	5
97132		53
97133		5
97137		4
97140	1	26
97148		6
97201		33
97202	2	79
97203	2	106
97204		4
97205		16
97206	1	115

97209		83
97210	2	30
97213		25
97214	5	49
97215		30
97216		32
97217	2	64
97219		75
97221		19
97222	1	111
97223	1	105
97224	2	61
97225		46
97227		1
97229		72
97230	2	205
97231		8
97232	3	27
97233	2	267
97236		191
97239		34
97266		141
97267	3	68
97301	1	245
97302	1	110
97303		59
97304		2
97305	3	159
97306		87
97317		79
97325		1
97338		1
97347		6
97352		1
97362		11
97371		1
97375		2
97378		24
97381		30
97385		1
97392		10
97396		10
NULL		30

*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 April 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	84	24	14	32	6	3
97003	724	230	126	21	5	8
97004	42	12	5	17	8	7
97005	989	327	212	89	20	42
97006	1,322	291	214	44	12	56
97007	744	164	112	19	2	36
97008	778	229	129	35	12	9
97009	218	47	31	67	23	11
97011	18	2	5	2	1	1
97013	74	17	10	24	4	9
97015	590	196	151	67	9	21
97017	44	7	8	7	4	3
97019	99	2	7	21		3
97020	15	2	4			1
97022	119	32	17	23	9	8
97023	293	82	47	54	11	11
97024	280	81	64	23	5	4
97026	64	10	9	5	1	3
97027	434	83	82	23	6	7
97028	2		2	1		
97030	1,208	412	228	77	22	28
97032	80	13	13	3	3	2
97034	162	31	19	7	4	1
97035	360	69	70	29	3	3
97038	441	124	61	45	16	20
97041					1	
97042	44	13	3	9	4	4
97045	1,122	252	184	121	26	41
97049	50	9	10	5		5
97055	479	93	75	62	16	13
97056			1			
97060	410	107	81	31	9	9
97062	584	184	96	56	11	29
97067	41	9	8	6		5
97068	280	67	33	29	10	6
97070	469	104	69	44	4	4
97071	591	121	78	50	11	13
97078	595	142	88	16	9	16
97080	1,044	289	173	60	19	8
97086	709	196	163	41	12	3
97089	264	68	31	46	10	12
97101	79	20	15	4	3	2
97106	42	9	7	5	3	5
97109	1					
97111	47	11	5	8	4	3
97113	205	60	21	15	7	10
97114	71	9	10	13	5	5
97115	115	7	10	19	2	2
97116	21	5	2	4	2	8
97117	8	2	2	3	1	
97119	67	14	6	9	2	3
97123	731	166	131	47	18	52
97124	838	214	127	40	30	68
97127	65	13	10		3	4
97128	21	5	2	7	1	3
97132	604	110	110	66	12	13

97133	53	10	5	11	1	4
97137	15	5	2	4		
97140	360	88	50	67	18	27
97148	43	9	7	6	3	1
97201	334	142	193	13	6	5
97202	1,141	323	241	114	32	37
97203	827	255	169	34	8	21
97204	37	21	47	11	5	5
97205	164	86	114	5	2	1
97206	1,402	428	316	109	29	21
97209	762	390	488	47	15	16
97210	353	137	179	41	11	6
97211	17				1	
97212					1	
97213	184	71	49	6	2	3
97214	937	323	341	115	30	17
97215	328	99	65	22	2	3
97216	224	61	40	9	5	5
97217	730	260	274	47	23	16
97219	513	142	106	40	9	14
97221	180	43	40	10	1	
97222	1,070	172	201	66	6	19
97223	1,169	349	227	70	15	28
97224	678	185	87	38	4	11
97225	584	151	75	53	11	29
97227	3	8	2	3	2	
97229	982	193	151	46	8	57
97230	932	295	242	30	10	15
97231	51	8	14	12	4	8
97232	294	97	90	20	2	6
97233	1,317	435	430	39	19	36
97236	1,054	362	280	34	20	14
97239	396	121	101	12	6	6
97266	960	348	263	65	21	26
97267	707	184	118	19	8	13
97301	1,691	542	413	104	36	37
97302	741	196	167	52	36	15
97303	557	124	75	14	6	9
97304	28	4	8	6	1	5
97305	1,616	430	313	121	12	23
97306	576	137	104	19	4	5
97310				1		
97317	546	127	80	41	15	9
97325	5		1		2	
97338	6	4	1	1		
97347	43	16	9	3	2	1
97352	4	2		1		
97362	84	22	17	5		
97371	1	1		1		
97375	32	7	5	5	1	3
97378	199	59	29	21	7	15
97381	305	80	39	38	19	15
97385	7		1	1	1	
97392	78	14	8	7	3	4
97396	125	29	15	8	2	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.

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 April 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 15,758	\$ 7,458	\$ 11,503	\$ 3,858	\$ 2,803	\$ 639
97003	\$ 80,158	\$ 50,617	\$ 68,952	\$ 3,594	\$ 1,192	\$ 2,285
97004	\$ 6,631	\$ 3,190	\$ 3,526	\$ 2,082	\$ 1,216	\$ 1,069
97005	\$ 109,962	\$ 69,608	\$ 105,145	\$ 19,424	\$ 4,214	\$ 10,739
97006	\$ 138,365	\$ 65,886	\$ 108,775	\$ 15,453	\$ 3,322	\$ 20,092
97007	\$ 82,900	\$ 37,173	\$ 53,771	\$ 1,407	\$ 199	\$ 11,352
97008	\$ 92,049	\$ 56,697	\$ 79,992	\$ 8,720	\$ 3,573	\$ 2,419
97009	\$ 45,153	\$ 16,633	\$ 28,467	\$ 41,624	\$ 17,120	\$ 2,451
97011	\$ 2,169	\$ 376	\$ 5,395	\$ 375	\$ 1,121	\$ 68
97013	\$ 13,230	\$ 8,804	\$ 6,260	\$ 6,868	\$ 474	\$ 4,584
97015	\$ 68,716	\$ 53,469	\$ 84,447	\$ 31,226	\$ 7,468	\$ 8,345
97017	\$ 8,592	\$ 2,396	\$ 6,800	\$ 5,262	\$ 1,635	\$ 1,377
97019	\$ 18,553	\$ 997	\$ 4,287	\$ 5,044		\$ 1,215
97020	\$ 2,398	\$ 998	\$ 4,346			\$ 613
97022	\$ 23,938	\$ 15,141	\$ 15,946	\$ 13,135	\$ 9,613	\$ 2,881
97023	\$ 56,363	\$ 30,196	\$ 28,896	\$ 18,670	\$ 7,559	\$ 4,277
97024	\$ 32,192	\$ 22,036	\$ 43,268	\$ 2,661	\$ 1,271	\$ 703
97026	\$ 8,332	\$ 3,397	\$ 3,644	\$ 789	\$ 346	\$ 551
97027	\$ 62,431	\$ 21,527	\$ 50,460	\$ 6,148	\$ 1,825	\$ 2,252
97028	\$ 2		\$ 259	\$ 0		
97030	\$ 153,810	\$ 110,633	\$ 149,469	\$ 17,544	\$ 15,163	\$ 9,571
97032	\$ 9,957	\$ 3,496	\$ 6,409	\$ 1,142	\$ 937	\$ 1,740
97034	\$ 16,131	\$ 5,236	\$ 10,014	\$ 301	\$ 397	\$ 50
97035	\$ 40,556	\$ 15,566	\$ 27,119	\$ 4,977	\$ 872	\$ 1,110
97038	\$ 69,117	\$ 38,844	\$ 50,962	\$ 9,358	\$ 8,897	\$ 5,617
97041					\$ 46	
97042	\$ 11,797	\$ 6,826	\$ 881	\$ 1,193	\$ 343	\$ 683
97045	\$ 152,145	\$ 76,673	\$ 118,801	\$ 41,616	\$ 9,290	\$ 9,753
97049	\$ 8,267	\$ 3,652	\$ 3,005	\$ 515		\$ 1,436
97055	\$ 74,610	\$ 26,067	\$ 73,121	\$ 27,809	\$ 5,648	\$ 3,161
97056			\$ 2,345			
97060	\$ 44,137	\$ 27,221	\$ 43,858	\$ 23,006	\$ 2,369	\$ 3,358
97062	\$ 65,582	\$ 44,216	\$ 45,391	\$ 22,441	\$ 2,035	\$ 15,227
97067	\$ 5,693	\$ 4,387	\$ 4,026	\$ 2,055		\$ 2,332
97068	\$ 30,322	\$ 15,936	\$ 20,259	\$ 4,483	\$ 1,796	\$ 1,622
97070	\$ 46,713	\$ 23,594	\$ 40,312	\$ 12,605	\$ 514	\$ 972
97071	\$ 84,176	\$ 31,515	\$ 42,493	\$ 11,468	\$ 2,878	\$ 3,520
97078	\$ 65,901	\$ 31,014	\$ 38,737	\$ 2,901	\$ 1,846	\$ 5,650
97080	\$ 135,928	\$ 82,063	\$ 109,727	\$ 21,784	\$ 1,985	\$ 2,562
97086	\$ 87,838	\$ 52,263	\$ 79,696	\$ 12,199	\$ 11,244	\$ 669
97089	\$ 54,801	\$ 23,660	\$ 18,372	\$ 22,134	\$ 5,269	\$ 2,507
97101	\$ 13,678	\$ 4,859	\$ 11,344	\$ 214	\$ 166	\$ 1,605
97106	\$ 4,082	\$ 2,625	\$ 15,265	\$ 41	\$ 645	\$ 888
97109	\$ 1					
97111	\$ 5,883	\$ 3,700	\$ 10,889	\$ 1,599	\$ 551	\$ 2,951
97113	\$ 21,433	\$ 13,363	\$ 15,517	\$ 1,248	\$ 4,090	\$ 2,515
97114	\$ 8,746	\$ 2,568	\$ 13,857	\$ 1,230	\$ 611	\$ 1,385
97115	\$ 15,873	\$ 1,741	\$ 6,678	\$ 4,277	\$ 400	\$ 339
97116	\$ 2,919	\$ 2,605	\$ 6,209	\$ 134	\$ 141	\$ 1,459
97117	\$ 2,107	\$ 1,619	\$ 1,003	\$ 315	\$ 25	
97119	\$ 12,689	\$ 5,255	\$ 3,904	\$ 789	\$ 155	\$ 517
97123	\$ 77,161	\$ 31,800	\$ 66,990	\$ 7,616	\$ 4,283	\$ 22,220
97124	\$ 84,470	\$ 47,940	\$ 61,813	\$ 6,250	\$ 20,481	\$ 27,528
97127	\$ 8,621	\$ 4,482	\$ 19,041		\$ 221	\$ 2,204
97128	\$ 4,497	\$ 2,015	\$ 1,436	\$ 1,290	\$ 59	\$ 1,333
97132	\$ 83,527	\$ 34,005	\$ 65,860	\$ 17,373	\$ 4,986	\$ 3,267
97133	\$ 6,850	\$ 3,739	\$ 1,983	\$ 2,822	\$ 45	\$ 1,704
97137	\$ 1,541	\$ 1,561	\$ 2,684	\$ 1,448		

97140	\$ 43,684	\$ 26,886	\$ 31,046	\$ 23,352	\$ 14,970	\$ 12,759
97148	\$ 5,500	\$ 3,141	\$ 4,808	\$ 1,426	\$ 449	\$ 174
97201	\$ 22,686	\$ 18,860	\$ 53,546	\$ 1,383	\$ 1,182	\$ 5,000
97202	\$ 119,111	\$ 63,142	\$ 86,172	\$ 44,829	\$ 17,567	\$ 14,388
97203	\$ 81,470	\$ 52,901	\$ 102,456	\$ 11,842	\$ 13,373	\$ 14,856
97204	\$ 1,659	\$ 2,656	\$ 12,130	\$ 3,644	\$ 12,285	\$ 3,239
97205	\$ 8,419	\$ 12,882	\$ 31,679	\$ 606	\$ 1,028	\$ 336
97206	\$ 180,284	\$ 103,145	\$ 162,243	\$ 37,351	\$ 16,723	\$ 7,147
97209	\$ 47,106	\$ 54,096	\$ 112,153	\$ 69,605	\$ 3,385	\$ 6,020
97210	\$ 23,502	\$ 16,072	\$ 42,124	\$ 15,148	\$ 7,566	\$ 948
97211	\$ 2,225				\$ 52	
97212					\$ 37	
97213	\$ 15,670	\$ 13,812	\$ 18,370	\$ 297	\$ 414	\$ 1,275
97214	\$ 65,524	\$ 42,441	\$ 97,572	\$ 22,158	\$ 10,799	\$ 10,353
97215	\$ 30,817	\$ 18,177	\$ 25,075	\$ 6,899	\$ 710	\$ 2,375
97216	\$ 25,428	\$ 16,432	\$ 26,470	\$ 947	\$ 953	\$ 1,067
97217	\$ 66,520	\$ 46,514	\$ 85,090	\$ 19,588	\$ 10,317	\$ 61,934
97219	\$ 55,955	\$ 27,595	\$ 58,915	\$ 3,220	\$ 1,503	\$ 2,500
97221	\$ 19,678	\$ 9,645	\$ 18,035	\$ 7,630	\$ 1,509	
97222	\$ 142,053	\$ 40,302	\$ 109,039	\$ 24,514	\$ 1,157	\$ 6,911
97223	\$ 130,981	\$ 71,494	\$ 114,885	\$ 17,994	\$ 7,916	\$ 9,727
97224	\$ 72,712	\$ 44,530	\$ 44,042	\$ 8,587	\$ 1,267	\$ 5,040
97225	\$ 62,432	\$ 29,714	\$ 40,470	\$ 18,342	\$ 2,396	\$ 7,013
97227	\$ 197	\$ 1,217	\$ 725	\$ 975	\$ 71	
97229	\$ 108,916	\$ 39,941	\$ 72,174	\$ 5,454	\$ 724	\$ 15,850
97230	\$ 110,827	\$ 77,538	\$ 177,288	\$ 5,869	\$ 7,522	\$ 9,253
97231	\$ 7,906	\$ 3,203	\$ 5,746	\$ 1,470	\$ 1,630	\$ 1,743
97232	\$ 19,770	\$ 16,074	\$ 26,019	\$ 3,960	\$ 372	\$ 2,310
97233	\$ 159,573	\$ 107,756	\$ 248,039	\$ 7,167	\$ 4,009	\$ 21,919
97236	\$ 136,976	\$ 104,389	\$ 178,639	\$ 6,383	\$ 6,663	\$ 13,612
97239	\$ 30,239	\$ 17,133	\$ 28,462	\$ 1,595	\$ 5,293	\$ 1,223
97266	\$ 107,339	\$ 90,870	\$ 150,911	\$ 14,245	\$ 7,017	\$ 11,286
97267	\$ 87,998	\$ 46,632	\$ 61,843	\$ 3,450	\$ 1,477	\$ 6,017
97301	\$ 203,990	\$ 147,109	\$ 208,297	\$ 27,325	\$ 40,430	\$ 17,482
97302	\$ 81,252	\$ 44,458	\$ 91,172	\$ 35,604	\$ 22,219	\$ 4,479
97303	\$ 65,661	\$ 33,356	\$ 43,210	\$ 5,111	\$ 2,405	\$ 4,188
97304	\$ 5,489	\$ 1,696	\$ 5,685	\$ 209	\$ 42	\$ 473
97305	\$ 218,582	\$ 111,438	\$ 171,212	\$ 35,483	\$ 4,867	\$ 15,273
97306	\$ 65,813	\$ 34,186	\$ 72,596	\$ 9,104	\$ 578	\$ 1,233
97310				\$ 102		
97317	\$ 68,710	\$ 35,760	\$ 44,234	\$ 5,822	\$ 8,839	\$ 2,059
97325	\$ 875		\$ 755		\$ 290	
97338	\$ 842	\$ 2,285	\$ 790	\$ 2		
97347	\$ 5,499	\$ 7,012	\$ 8,584	\$ 56	\$ 1,621	\$ 175
97352	\$ 542	\$ 462		\$ 3		
97362	\$ 11,329	\$ 6,132	\$ 12,487	\$ 8,062		
97371	\$ 6	\$ 19		\$ 179		
97375	\$ 5,559	\$ 3,665	\$ 3,143	\$ 349	\$ 359	\$ 470
97378	\$ 35,304	\$ 25,064	\$ 27,596	\$ 10,526	\$ 1,593	\$ 14,301
97381	\$ 42,690	\$ 22,491	\$ 18,541	\$ 4,558	\$ 8,869	\$ 2,690
97385	\$ 1,332		\$ 1,128	\$ 106	\$ 181	
97392	\$ 10,724	\$ 4,644	\$ 2,173	\$ 3,412	\$ 241	\$ 1,057
97396	\$ 19,256	\$ 9,705	\$ 9,746	\$ 1,546	\$ 285	\$ 405

*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 April 2022.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 188	\$ 311	\$ 822	\$ 121	\$ 467	\$ 213
97003	\$ 111	\$ 220	\$ 547	\$ 171	\$ 238	\$ 286
97004	\$ 158	\$ 266	\$ 705	\$ 122	\$ 152	\$ 153
97005	\$ 111	\$ 213	\$ 496	\$ 218	\$ 211	\$ 256
97006	\$ 105	\$ 226	\$ 508	\$ 351	\$ 277	\$ 359
97007	\$ 111	\$ 227	\$ 480	\$ 74	\$ 99	\$ 315
97008	\$ 118	\$ 248	\$ 620	\$ 249	\$ 298	\$ 269
97009	\$ 207	\$ 354	\$ 918	\$ 621	\$ 744	\$ 223
97011	\$ 121	\$ 188	\$ 1,079	\$ 187	\$ 1,121	\$ 68
97013	\$ 179	\$ 518	\$ 626	\$ 286	\$ 119	\$ 509
97015	\$ 116	\$ 273	\$ 559	\$ 466	\$ 830	\$ 397
97017	\$ 195	\$ 342	\$ 850	\$ 752	\$ 409	\$ 459
97019	\$ 187	\$ 498	\$ 612	\$ 240	\$ -	\$ 405
97020	\$ 160	\$ 499	\$ 1,087	\$ -	\$ -	\$ 613
97022	\$ 201	\$ 473	\$ 938	\$ 571	\$ 1,068	\$ 360
97023	\$ 192	\$ 368	\$ 615	\$ 346	\$ 687	\$ 389
97024	\$ 115	\$ 272	\$ 676	\$ 116	\$ 254	\$ 176
97026	\$ 130	\$ 340	\$ 405	\$ 158	\$ 346	\$ 184
97027	\$ 144	\$ 259	\$ 615	\$ 267	\$ 304	\$ 322
97028	\$ 1	\$ -	\$ 130	\$ 0	\$ -	\$ -
97030	\$ 127	\$ 269	\$ 656	\$ 228	\$ 689	\$ 342
97032	\$ 124	\$ 269	\$ 493	\$ 381	\$ 312	\$ 870
97034	\$ 100	\$ 169	\$ 527	\$ 43	\$ 99	\$ 50
97035	\$ 113	\$ 226	\$ 387	\$ 172	\$ 291	\$ 370
97038	\$ 157	\$ 313	\$ 835	\$ 208	\$ 556	\$ 281
97041	\$ -	\$ -	\$ -	\$ -	\$ 46	\$ -
97042	\$ 268	\$ 525	\$ 294	\$ 133	\$ 86	\$ 171
97045	\$ 136	\$ 304	\$ 646	\$ 344	\$ 357	\$ 238
97049	\$ 165	\$ 406	\$ 300	\$ 103	\$ -	\$ 287
97055	\$ 156	\$ 280	\$ 975	\$ 449	\$ 353	\$ 243
97056	\$ -	\$ -	\$ 2,345	\$ -	\$ -	\$ -
97060	\$ 108	\$ 254	\$ 541	\$ 742	\$ 263	\$ 373
97062	\$ 112	\$ 240	\$ 473	\$ 401	\$ 185	\$ 525
97067	\$ 139	\$ 487	\$ 503	\$ 342	\$ -	\$ 466
97068	\$ 108	\$ 238	\$ 614	\$ 155	\$ 180	\$ 270
97070	\$ 100	\$ 227	\$ 584	\$ 286	\$ 129	\$ 243
97071	\$ 142	\$ 260	\$ 545	\$ 229	\$ 262	\$ 271
97078	\$ 111	\$ 218	\$ 440	\$ 181	\$ 205	\$ 353
97080	\$ 130	\$ 284	\$ 634	\$ 363	\$ 104	\$ 320

97086	\$	124	\$	267	\$	489	\$	298	\$	937	\$	223
97089	\$	208	\$	348	\$	593	\$	481	\$	527	\$	209
97101	\$	173	\$	243	\$	756	\$	54	\$	55	\$	802
97106	\$	97	\$	292	\$	2,181	\$	8	\$	215	\$	178
97109	\$	1	\$	-	\$	-	\$	-	\$	-	\$	-
97111	\$	125	\$	336	\$	2,178	\$	200	\$	138	\$	984
97113	\$	105	\$	223	\$	739	\$	83	\$	584	\$	252
97114	\$	123	\$	285	\$	1,386	\$	95	\$	122	\$	277
97115	\$	138	\$	249	\$	668	\$	225	\$	200	\$	169
97116	\$	139	\$	521	\$	3,104	\$	34	\$	70	\$	182
97117	\$	263	\$	809	\$	501	\$	105	\$	25	\$	-
97119	\$	189	\$	375	\$	651	\$	88	\$	78	\$	172
97123	\$	106	\$	192	\$	511	\$	162	\$	238	\$	427
97124	\$	101	\$	224	\$	487	\$	156	\$	683	\$	405
97127	\$	133	\$	345	\$	1,904	\$	-	\$	74	\$	551
97128	\$	214	\$	403	\$	718	\$	184	\$	59	\$	444
97132	\$	138	\$	309	\$	599	\$	263	\$	415	\$	251
97133	\$	129	\$	374	\$	397	\$	257	\$	45	\$	426
97137	\$	103	\$	312	\$	1,342	\$	362	\$	-	\$	-
97140	\$	121	\$	306	\$	621	\$	349	\$	832	\$	473
97148	\$	128	\$	349	\$	687	\$	238	\$	150	\$	174
97201	\$	68	\$	133	\$	277	\$	106	\$	197	\$	1,000
97202	\$	104	\$	195	\$	358	\$	393	\$	549	\$	389
97203	\$	99	\$	207	\$	606	\$	348	\$	1,672	\$	707
97204	\$	45	\$	126	\$	258	\$	331	\$	2,457	\$	648
97205	\$	51	\$	150	\$	278	\$	121	\$	514	\$	336
97206	\$	129	\$	241	\$	513	\$	343	\$	577	\$	340
97209	\$	62	\$	139	\$	230	\$	1,481	\$	226	\$	376
97210	\$	67	\$	117	\$	235	\$	369	\$	688	\$	158
97211	\$	131	\$	-	\$	-	\$	-	\$	52	\$	-
97212	\$	-	\$	-	\$	-	\$	-	\$	37	\$	-
97213	\$	85	\$	195	\$	375	\$	49	\$	207	\$	425
97214	\$	70	\$	131	\$	286	\$	193	\$	360	\$	609
97215	\$	94	\$	184	\$	386	\$	314	\$	355	\$	792
97216	\$	114	\$	269	\$	662	\$	105	\$	191	\$	213
97217	\$	91	\$	179	\$	311	\$	417	\$	449	\$	3,871
97219	\$	109	\$	194	\$	556	\$	81	\$	167	\$	179
97221	\$	109	\$	224	\$	451	\$	763	\$	1,509	\$	-
97222	\$	133	\$	234	\$	542	\$	371	\$	193	\$	364
97223	\$	112	\$	205	\$	506	\$	257	\$	528	\$	347
97224	\$	107	\$	241	\$	506	\$	226	\$	317	\$	458
97225	\$	107	\$	197	\$	540	\$	346	\$	218	\$	242
97227	\$	66	\$	152	\$	362	\$	325	\$	36	\$	-
97229	\$	111	\$	207	\$	478	\$	119	\$	91	\$	278
97230	\$	119	\$	263	\$	733	\$	196	\$	752	\$	617
97231	\$	155	\$	400	\$	410	\$	122	\$	408	\$	218
97232	\$	67	\$	166	\$	289	\$	198	\$	186	\$	385

97233	\$	121	\$	248	\$	577	\$	184	\$	211	\$	609
97236	\$	130	\$	288	\$	638	\$	188	\$	333	\$	972
97239	\$	76	\$	142	\$	282	\$	133	\$	882	\$	204
97266	\$	112	\$	261	\$	574	\$	219	\$	334	\$	434
97267	\$	124	\$	253	\$	524	\$	182	\$	185	\$	463
97301	\$	121	\$	271	\$	504	\$	263	\$	1,123	\$	472
97302	\$	110	\$	227	\$	546	\$	685	\$	617	\$	299
97303	\$	118	\$	269	\$	576	\$	365	\$	401	\$	465
97304	\$	196	\$	424	\$	711	\$	35	\$	42	\$	95
97305	\$	135	\$	259	\$	547	\$	293	\$	406	\$	664
97306	\$	114	\$	250	\$	698	\$	479	\$	144	\$	247
97310	\$	-	\$	-	\$	-	\$	102	\$	-	\$	-
97317	\$	126	\$	282	\$	553	\$	142	\$	589	\$	229
97325	\$	175	\$	-	\$	755	\$	-	\$	145	\$	-
97338	\$	140	\$	571	\$	790	\$	2	\$	-	\$	-
97347	\$	128	\$	438	\$	954	\$	19	\$	810	\$	175
97352	\$	136	\$	231	\$	-	\$	3	\$	-	\$	-
97362	\$	135	\$	279	\$	735	\$	1,612	\$	-	\$	-
97371	\$	6	\$	19	\$	-	\$	179	\$	-	\$	-
97375	\$	174	\$	524	\$	629	\$	70	\$	359	\$	157
97378	\$	177	\$	425	\$	952	\$	501	\$	228	\$	953
97381	\$	140	\$	281	\$	475	\$	120	\$	467	\$	179
97385	\$	190	\$	-	\$	1,128	\$	106	\$	181	\$	-
97392	\$	137	\$	332	\$	272	\$	487	\$	80	\$	264
97396	\$	154	\$	335	\$	650	\$	193	\$	143	\$	405

*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 April 1, 2022 and April 30, 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	19	16	370	293	17
97003	34	19	1824	1695	77
97004	16	18	253	170	19
97005	78	68	2341	2247	131
97006	84	65	2543	2292	172
97007	37	26	1917	1571	135
97008	32	26	1797	1608	95
97009	46	46	629	514	31
97011	5	3	54	59	3
97013	28	24	344	224	20
97015	95	53	1550	1397	67
97017	10	12	230	178	15
97019	8	9	197	128	12
97020	3	3	58	45	2
97022	24	14	327	285	9
97023	53	53	948	756	45
97024	17	12	1043	1035	42
97026	6	6	277	194	10
97027	18	9	901	764	40
97028	4	2	13	10	4
97030	98	77	3578	3272	172
97032	18	11	345	273	14
97034	7	1	489	362	65
97035	39	18	1044	867	111
97038	41	37	1252	1038	54
97041	1	1			
97042	13	11	215	182	13
97045	124	90	3210	2798	167
97049	9	4	135	196	15
97055	52	46	1324	1097	82
97056			1	5	
97060	43	35	1532	1368	54
97062	84	54	1572	1461	82
97067	30	14	126	160	13
97068	25	18	1033	756	93
97070	56	32	1144	1280	110
97071	65	36	1791	1453	88
97078	32	16	1553	1205	85
97080	36	24	2807	2422	135
97086	34	21	1673	1560	113
97089	29	28	679	495	46
97101	13	4	299	217	10
97106	12	4	200	162	11
97109			4	2	2

97111	14	2	219	174	16
97113	27	23	813	639	50
97114	37	10	369	273	15
97115	16	5	186	128	11
97116	9	10	118	79	6
97117	5	6	38	30	2
97119	6	5	305	234	10
97123	96	85	2428	2011	122
97124	120	61	2426	2060	158
97125	2	1			
97127	4	2	250	209	18
97128	7	6	89	75	7
97132	84	29	1510	1157	54
97133	15	8	138	145	11
97137	12	3	88	66	1
97140	56	56	897	697	56
97148	11	4	234	165	15
97201	21	14	754	774	94
97202	102	93	2100	1853	174
97203	45	52	2215	1965	118
97204	44	32	104	113	
97205	18	20	361	379	34
97206	81	78	3083	2617	193
97209	99	77	1543	1644	195
97210	50	38	644	558	92
97211					14
97213	8	3	371	342	28
97214	109	60	1507	1501	143
97215	20	13	633	554	68
97216	22	26	850	731	48
97217	75	61	1805	1663	141
97219	50	42	1805	1498	139
97221	13	14	500	410	42
97222	70	42	2530	2174	124
97223	76	45	2668	2434	172
97224	50	15	1609	1300	104
97225	36	22	1046	883	109
97227			15	13	6
97229	46	41	2144	1853	157
97230	101	75	3281	2975	150
97231	15	7	168	140	15
97232	36	16	428	411	36
97233	83	69	4361	4109	214
97236	76	66	3619	3388	169
97239	24	21	831	737	93
97266	92	73	3046	2775	131
97267	29	25	1592	1548	93
97301	133	83	4408	4007	201
97302	75	53	2309	2030	143
97303	32	18	1481	1378	80
97304	2	1	142	108	11
97305	78	51	3503	3173	138
97306	15	12	1810	1543	107
97310	1	1			

97317	31	21	1580	1319	86
97325	1	1	15	13	1
97338	1	1	28	16	1
97347	5	1	205	142	13
97352			19	13	1
97362	7	2	217	169	12
97371	1		2		4
97375	3	2	78	66	7
97378	36	20	596	463	37
97381	39	17	794	605	76
97385	1		23	19	
97392	11	12	246	190	22
97396	5	4	311	241	19

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

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

Zip Code	Non-Residential	Residential
97002	0	2
97003	2	33
97004	0	2
97005	0	36
97006	0	34
97007	0	27
97008	0	23
97009	0	2
97011	0	1
97013	0	3
97015	0	22
97017	0	1
97019	0	1
97023	0	5
97024	0	21
97027	0	4
97030	0	89
97032	0	3
97034	0	4
97035	0	8
97038	0	10
97042	0	1
97045	0	36
97049	0	2
97055	0	1
97060	1	14
97062	1	26
97067	1	4
97068	0	11
97070	0	30
97071	2	24
97078	0	26
97080	1	42
97086	0	23
97089	0	2
97101	0	1
97106	0	2
97111	0	2
97113	0	9
97114	0	1
97116	0	1
97119	0	2
97123	4	33

97124	0	42
97127	1	3
97132	0	9
97133	0	1
97140	2	4
97201	0	14
97202	2	26
97203	0	52
97204	0	3
97205	0	6
97206	1	40
97209	0	45
97210	2	7
97213	0	3
97214	0	16
97215	0	11
97216	0	10
97217	0	32
97219	0	31
97221	0	6
97222	0	22
97223	1	35
97224	1	20
97225	0	18
97229	0	19
97230	0	72
97231	0	2
97232	0	12
97233	0	129
97236	2	88
97239	1	15
97266	1	46
97267	0	21
97301	3	66
97302	1	49
97303	0	20
97305	2	59
97306	0	35
97317	0	27
97325	0	1
97338	0	1
97347	0	2
97362	0	2
97378	0	2
97381	0	8
97392	0	4
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 April 2022.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					1			1
97003	1				25	1	5	
97004					1			
97005					22	6	3	
97006					26	4	2	
97007					12	4	3	
97008					13	3	3	
97009					2			
97013					2			
97015					13	3	2	1
97017						1		
97023					2		1	
97024					5	4	3	1
97027					3		1	
97030					50	15	5	4
97032					2	1		
97034					4			
97035					3	2	1	
97038					9	1		
97042					1			
97045					13	9	8	1
97049					1			
97060	1				10	1	1	1
97062	1				13	4	2	2
97067					2	1		
97068					7		2	
97070					20	3	5	
97071	1	1			16		1	
97078					16	2	2	1
97080		1			26	6	3	1
97086					10	5	2	
97089					2			
97106					2			
97111					2			
97113					6	2	1	
97114							1	
97116					1			
97119					2			
97123	2				17	5	1	
97124					29	6	3	
97127		1			2		1	
97132					5	1	3	
97133					1			
97140	2				3		1	
97201					7	2	2	
97202	2				12	2	3	
97203					27	7	7	1
97205					1	2		
97206			1		12	8	5	3
97209					20	3	9	1
97210	2				3	1		
97213					1	1	1	

97214		8	3	2	
97215		7	3		
97216		3	2	1	
97217		17	4	6	
97219		20	6	1	
97221		2		2	
97222		7	6	5	
97223	1	16	6	6	2
97224	1	8	6	1	
97225		7	3	6	
97229		12	3	4	
97230		32	16	7	2
97231		1			
97232		7	3	1	
97233		61	19	15	7
97236		54	11	6	4
97239	1	9	2	3	
97266	1	25	3	8	
97267		9	6	2	1
97301	1	31	9	17	3
97302		28	4	4	
97303		9	4	2	
97305	2	24	7	11	
97306		17	8	4	1
97317		13	5	6	1
97347		1		1	
97362		1			
97378		1			
97381		3	1	3	
97392		1	2	1	
97396		1			

AMP activity for April 2022

1. Number of customers enrolled and/or participating:

Program:	April	Total
• 50/50	1	9,815
• Three-Month Payment Match	0	7,993
• Extended Match	1,946	14,936
• Customer Assistance	0	16,115
• Reconnect Assistance	0	2,561
Total number of recipients:	1,947	51,420

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:	April	Total
• 50/50	\$106	\$3,541,653
• Three-Month Payment Match	\$0	\$1,944,619
• Extended Match	\$349,808	\$9,321,927
• Customer Assistance	\$0	\$6,251,936
• Reconnect Assistance	\$0	\$1,229,397
Total funds expended:	\$349,914	\$22,289,532

3. Total funds unallocated:

PGE beginning tranche: \$17,557,000

PGE second tranche: \$6,000,000

Total funds unallocated:	\$326,291
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	Total
Total funds spent:	\$22,289,532
Total funds reserved:	\$941,177
Total funds allocated:	\$23,230,709

When calculating available funds, PGE considered the amount of funds already

4. Average customer payments per option:

Program:	April	Total
• 50/50	\$106	\$338
• Three-Month Payment Match	N/A	\$132
• Extended Match	\$147	\$168
• 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%