



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

March 2, 2021

Via Electronic Filing

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

Re: 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.

Due to PGE staff being engaged in recovery efforts from the February 11, 2021 storm PGE requested and OPUC Staff agreed to an extension for its January 2021 Monthly report. PGE appreciates Staff's flexibility in allowing us an extension of the filing date. Attached is the PGE monthly COVID-19 report for January 2021. In addition to information due quarterly. 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@pge.com.

Sincerely,

/s/ Jay Tinker
Jay Tinker
Director, Rates and Regulatory Affairs

JT/np
Enclosures

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

Data reflects customers as of the last business day of January 2021.

Zip Code	Non-Residential	Residential
97002	932	2,238
97003	761	11,123
97004	447	1,777
97005	2,512	11,897
97006	1,642	18,640
97007	899	18,186
97008	1,176	11,982
97009	1,098	3,391
97010	1	2
97011	80	502
97013	805	2,391
97015	2,012	8,952
97017	232	1,113
97019	262	1,226
97020	77	375
97022	399	1,450
97023	1,005	4,613
97024	502	4,600
97026	285	1,156
97027	474	4,953
97028	144	726
97030	2,169	15,060
97032	477	1,750
97034	919	8,457
97035	1,331	11,194
97036	18	2
97038	1,148	6,346
97041	7	
97042	339	1,218
97045	3,449	22,081
97049	163	1,757
97051	5	
97055	1,492	7,916
97056	7	31
97060	1,081	7,888
97062	2,025	11,364
97067	400	1,255
97068	1,216	11,673
97070	1,849	11,317
97071	1,634	9,599
97078	552	9,566
97079	3	

97080	906	16,261
97086	911	12,637
97089	769	4,812
97101	344	1,558
97106	349	1,559
97109	18	81
97111	340	1,454
97113	664	4,859
97114	540	1,776
97115	322	1,724
97116	293	847
97117	67	265
97119	365	1,621
97123	2,631	17,245
97124	3,233	21,747
97125	6	19
97127	93	1,441
97128	163	493
97132	1,913	11,758
97133	454	2,249
97137	277	489
97140	1,607	9,518
97148	339	1,279
97201	736	7,367
97202	2,608	20,094
97203	1,432	12,847
97204	624	419
97205	307	2,793
97206	1,630	21,587
97208	7	
97209	2,131	14,712
97210	1,877	7,935
97211	5	
97212	2	
97213	262	3,082
97214	2,923	15,320
97215	525	7,625
97216	502	4,191
97217	1,700	12,682
97218	1	
97219	1,338	17,511
97221	325	5,561
97222	1,971	15,598
97223	2,450	20,813
97224	1,646	15,821
97225	1,167	11,619
97227	55	419

97229	1,543	27,713
97230	2,075	15,556
97231	546	2,024
97232	800	5,124
97233	1,175	15,020
97236	996	13,868
97239	763	9,653
97251	3	
97258	1	
97266	1,530	13,272
97267	1,094	12,846
97280	1	
97291	1	
97301	2,963	18,779
97302	2,750	17,048
97303	1,183	10,743
97304	281	1,327
97305	1,845	15,242
97306	799	13,704
97310	31	
97311	1	
97312	3	
97317	1,193	8,387
97325	64	165
97338	79	247
97347	197	798
97352	33	124
97362	302	1,500
97371	45	108
97373	1	
97375	111	518
97378	552	2,812
97381	1,181	6,432
97385	51	160
97392	358	1,847
97396	236	1,349

Attachment A subpart b - The number of customers, by customer class, assessed late payment fees or charges during the period

Data reflects customers that had late pay charges during January 2021.

Zip Code	Non-Residential	Residential
97002	96	0
97003	73	0
97004	55	0
97005	268	0
97006	183	0
97007	85	0
97008	106	0
97009	179	0
97011	14	0
97013	79	0
97015	202	0
97017	61	0
97019	31	0
97020	9	0
97022	55	0
97023	130	0
97024	27	0
97026	9	0
97027	42	0
97028	9	0
97030	238	0
97032	41	0
97034	71	0
97035	86	0
97038	165	0
97042	47	0
97045	367	0
97049	17	0
97055	195	0
97056		0
97060	71	0
97062	148	0
97067	85	0
97068	33	0
97070	96	0
97071	178	0
97078	99	0
97080	128	0
97086	108	0
97089	114	0
97101	42	0
97106	2	0
97109		0
97111	24	0
97113	47	0
97114	85	0
97115	36	0
97116	28	0
97117	10	0
97119	51	0
97123	171	0
97124	194	0
97127	9	0
97128	16	0
97132	192	0
97133	54	0
97137	19	0
97140	230	0
97148	40	0
97201	90	0
97202	359	0
97203	259	0
97204	82	0
97205	49	0
97206	280	0
97208	0	0

97209	312	0
97210	200	0
97213	29	0
97214	362	0
97215	70	0
97216	39	0
97217	239	0
97219	23	0
97221	18	0
97222	166	0
97223	263	0
97224	170	0
97225	115	0
97227		0
97229	159	0
97230	158	0
97231	50	0
97232	112	0
97233	137	0
97236	173	0
97239	53	0
97266	230	0
97267	140	0
97301	360	0
97302	143	0
97303	109	0
97304	32	0
97305	233	0
97306	54	0
97317	155	0
97325	8	0
97338	7	0
97347	10	0
97352	3	0
97362	29	0
97371	4	0
97375	10	0
97378	106	0
97381	120	0
97385	2	0
97392	50	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.

d

Attachment A subpart c - The number of customers, by customer class, enrolled in a current Time Payment Arrangement (TPA)*

Data reflects customers that enrolled in a TPA on or before January 31, 2021, have close dates after January 31, 2021, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	38
97003	3	233
97004	6	26
97005	5	302
97006	1	304
97007	2	194
97008		222
97009	5	76
97011		7
97013	4	35
97015	6	249
97017	2	23
97019	1	20
97020		11
97022	5	53
97023	9	103
97024	5	146
97026	4	30
97027	3	126
97028		1
97030	7	554
97032	6	40
97034	1	33
97035	5	95
97038	7	155
97042	3	26
97045	12	420
97049	2	19
97055	6	155
97060	9	227
97062	9	196
97067	4	24
97068	5	109
97070	2	152
97071	7	234
97078	3	197
97080	4	406
97086	3	200
97089	3	71
97101		36
97106	4	14
97111	3	32
97113	4	92
97114	2	52
97115	4	20
97116	10	15
97117		6
97119	2	38
97123	27	280
97124	6	275
97127	1	46
97128		8
97132	7	194
97133	2	17
97137		5
97140	7	124
97148	2	24
97201	3	44
97202	11	159
97203	12	228
97204	5	4
97205	2	23
97206	10	306
97209	17	96
97210	5	33

97213		36
97214	23	102
97215		63
97216	3	77
97217	4	166
97219	8	141
97221	2	41
97222	7	298
97223	11	297
97224	4	179
97225	2	116
97227		1
97229	6	202
97230	5	440
97231	2	20
97232	1	31
97233	18	584
97236	9	520
97239	3	71
97266	20	355
97267	4	231
97301	16	643
97302	17	332
97303	3	271
97304	1	12
97305	19	527
97306	1	246
97317	6	229
97325		2
97338		2
97347		29
97352		4
97362	7	27
97371		1
97375	1	17
97378	4	91
97381	5	112
97392		34
97396		41

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

Attachment A subpart d - The number of customers enrolling in a new TPA*

Data reflects customers that enrolled in a TPA during January 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	2	4
97003		23
97004		4
97005	1	37
97006		32
97007		19
97008		22
97009	1	11
97011		2
97013		3
97015	1	21
97017	1	3
97019		2
97020		1
97022	1	5
97023	1	17
97024		18
97026		6
97027	2	12
97030	1	54
97032	5	5
97034		3
97035	2	14
97038		18
97042	1	3
97045	3	36
97049	1	3
97055	3	21
97060	5	28
97062	3	13
97067	2	1
97068		8
97070	1	16
97071	1	31
97078		25
97080	2	38
97086		17
97089		10
97101		3
97106	1	3
97111		1
97113		11

97114	1	4
97115		3
97116	1	1
97119		3
97123	5	29
97124	2	27
97128		1
97132		21
97133		2
97140	4	15
97148		6
97201	1	5
97202	2	21
97203	5	28
97204	1	1
97205		1
97206		25
97209	6	14
97210	2	6
97213		8
97214	2	9
97215		6
97216		6
97217		21
97219	2	12
97221		9
97222	1	28
97223	5	36
97224	2	30
97225	1	11
97229	1	27
97230	3	49
97231		1
97232	1	3
97233	2	57
97236		54
97239		14
97266	5	28
97267	1	27
97301	2	91
97302	4	47
97303	1	24
97304		1
97305	5	74
97306		19
97317	1	28
97347		5
97362		4
97378	3	12
97381	3	10
97392		4
97396		6

*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*

Data reflects customers that had a past due balance on the last Friday of January 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	78	23	65	55	5	15
97003	624	255	579	21	9	8
97004	47	18	35	17	2	10
97005	837	306	694	102	42	29
97006	853	329	823	101	59	9
97007	641	217	441	27	39	5
97008	674	224	514	24	10	9
97009	207	46	101	114	20	28
97011	15		20	5	1	
97013	79	20	54	45	10	8
97015	564	180	486	99	14	27
97017	47	16	48	15	1	6
97019	82	21	41	22	3	3
97020	23	5	11	4		1
97022	103	28	79	25	7	4
97023	299	83	154	46	14	16
97024	218	91	296	12	3	2
97026	65	23	49	9	1	5
97027	336	127	257	31	2	5
97028	6	1	9	3		2
97030	1,003	389	1,055	120	19	37
97032	70	10	78	22	1	1
97034	144	34	76	17	7	6
97035	268	85	213	33	6	9
97038	379	109	279	72	17	26
97041						1
97042	38	8	48	20	3	8
97045	860	240	850	141	30	48
97049	40	1	42	22		3
97055	368	108	304	117	10	49
97056			2			
97060	357	125	300	31	6	11
97062	532	172	486	58	30	9
97067	36	2	34	8		4
97068	263	68	189	24	11	14
97070	376	88	385	27	1	7
97071	509	95	367	85	11	24
97078	518	233	487	31	12	15
97080	857	340	708	39	7	10
97086	638	204	464	52	7	14
97089	246	70	111	42	8	19
97101	61	22	57	11		7
97106	41	10	32	9	3	3
97109	2	1	1			
97111	43	20	35	7	2	4
97113	211	85	191	18	4	10
97114	62	25	82	35	5	2
97115	94	31	47	23	4	7
97116	21	6	18	4	6	8
97117	10	2	8	2	1	1
97119	55	14	57	9		6
97123	595	236	699	85	47	51
97124	756	251	720	60	64	34
97125			1			
97127	71	19	60	2	1	4
97128	20	4	15	7	4	2
97132	551	144	420	77	6	21
97133	45	5	51	12	5	7
97137	13	2	11	7	1	1
97140	330	88	194	100	24	24
97148	47	11	36	5	2	4
97201	290	114	317	40	4	7
97202	1,053	367	595	132	31	51
97203	741	256	610	54	48	23
97204	22	8	43	33	3	12
97205	123	54	128	25	5	4
97206	1,225	436	861	111	36	37
97209	581	274	638	73	23	43
97210	233	107	296	59	11	19
97212						1
97213	146	61	106	9	3	6
97214	829	290	563	121	35	52
97215	267	90	199	27	8	6
97216	187	70	193	13	4	6
97217	579	202	509	85	17	32
97219	466	169	426	46	9	17
97221	128	51	113	9	2	
97222	801	240	815	57	12	30
97223	988	359	905	84	44	28
97224	610	177	462	59	19	23
97225	504	128	327	72	21	19
97227	15	2	11	3		
97229	796	192	664	73	54	33
97230	804	305	954	41	5	19
97231	55	11	44	5	3	9
97232	212	81	391	43	12	18
97233	1,139	494	1,471	60	15	28
97236	935	421	1,035	49	18	29
97239	280	113	258	14	4	9
97266	849	322	962	76	19	39
97267	592	159	530	48	3	22
97301	1,546	600	1,328	114	31	45
97302	679	253	632	57	25	39
97303	423	102	448	26	4	21
97304	30	5	23	5		8
97305	1,347	526	1,085	106	26	27
97306	469	171	447	24	2	3
97317	494	184	369	63	16	30
97325	5	2	4	2		1
97338	7	1	10	1		2
97347	27	7	66	7		1
97352	5	1	4	1		
97362	97	21	53	11	1	3
97371	1					
97375	23	7	12	7		5
97378	180	59	156	39	11	17
97381	327	85	161	61	8	9
97385	2	4	4			
97392	140	22	36	16	3	17
97396	104	26	73	16		7

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

Attachment A subpart j (Amount) - Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage balances, segmented by 30-60 days; 61-90 days; 91+ days*

Data reflects customers that had a past due balance on the last Friday of January 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 11,235	\$ 8,519	\$ 79,762	\$ 4,537	\$ 1,102	\$ 19,525
97003	\$ 67,139	\$ 62,895	\$ 424,885	\$ 5,249	\$ 4,464	\$ 4,123
97004	\$ 9,634	\$ 9,036	\$ 48,468	\$ 4,649	\$ 315	\$ 3,049
97005	\$ 83,196	\$ 71,216	\$ 481,278	\$ 21,684	\$ 10,790	\$ 31,477
97006	\$ 88,972	\$ 72,913	\$ 600,146	\$ 21,202	\$ 29,046	\$ 11,343
97007	\$ 72,716	\$ 53,571	\$ 381,227	\$ 3,348	\$ 10,056	\$ 3,095
97008	\$ 78,452	\$ 57,819	\$ 433,106	\$ 4,222	\$ 1,696	\$ 2,816
97009	\$ 36,535	\$ 30,937	\$ 162,212	\$ 35,570	\$ 56,703	\$ 54,248
97011	\$ 1,227		\$ 20,563	\$ 269	\$ 219	
97013	\$ 15,210	\$ 6,986	\$ 77,922	\$ 7,387	\$ 4,545	\$ 16,341
97015	\$ 66,115	\$ 45,148	\$ 441,440	\$ 34,413	\$ 22,297	\$ 22,517
97017	\$ 11,758	\$ 7,726	\$ 58,243	\$ 11,736	\$ 88	\$ 10,304
97019	\$ 16,184	\$ 7,243	\$ 70,399	\$ 11,270	\$ 572	\$ 10,242
97020	\$ 2,657	\$ 2,162	\$ 17,480	\$ 702		\$ 459
97022	\$ 21,966	\$ 11,845	\$ 119,438	\$ 9,440	\$ 922	\$ 1,702
97023	\$ 47,242	\$ 35,817	\$ 173,041	\$ 16,694	\$ 11,055	\$ 26,556
97024	\$ 22,970	\$ 25,346	\$ 250,879	\$ 1,604	\$ 1,814	\$ 235
97026	\$ 9,817	\$ 7,406	\$ 53,754	\$ 3,347	\$ 198	\$ 4,297
97027	\$ 41,234	\$ 33,185	\$ 239,034	\$ 4,288	\$ 297	\$ 6,207
97028	\$ 538	\$ 24	\$ 3,559	\$ 80		\$ 188
97030	\$ 119,671	\$ 104,417	\$ 930,078	\$ 31,477	\$ 6,449	\$ 38,043
97032	\$ 7,574	\$ 2,797	\$ 66,908	\$ 1,650	\$ 94	\$ 149
97034	\$ 16,199	\$ 13,933	\$ 78,585	\$ 1,532	\$ 2,990	\$ 1,073
97035	\$ 27,722	\$ 18,915	\$ 155,615	\$ 2,866	\$ 985	\$ 7,025
97038	\$ 58,052	\$ 41,907	\$ 322,277	\$ 12,937	\$ 7,988	\$ 11,090
97041						\$ 46
97042	\$ 4,698	\$ 2,547	\$ 69,882	\$ 3,078	\$ 252	\$ 4,166
97045	\$ 115,036	\$ 70,263	\$ 820,170	\$ 34,189	\$ 6,548	\$ 18,779
97049	\$ 6,702	\$ 394	\$ 38,026	\$ 4,034		\$ 298
97055	\$ 51,795	\$ 28,848	\$ 304,239	\$ 14,422	\$ 13,343	\$ 42,270
97056			\$ 3,765			
97060	\$ 37,649	\$ 37,491	\$ 253,097	\$ 3,711	\$ 1,245	\$ 15,892
97062	\$ 59,524	\$ 40,310	\$ 393,191	\$ 13,247	\$ 7,035	\$ 9,138
97067	\$ 4,272	\$ 330	\$ 42,664	\$ 682		\$ 830
97068	\$ 37,163	\$ 16,764	\$ 176,785	\$ 2,626	\$ 6,042	\$ 53,628
97070	\$ 34,634	\$ 19,101	\$ 262,907	\$ 6,258	\$ 83	\$ 3,714
97071	\$ 62,389	\$ 29,617	\$ 236,041	\$ 12,330	\$ 3,926	\$ 49,450
97078	\$ 55,522	\$ 54,641	\$ 387,434	\$ 10,219	\$ 1,783	\$ 6,525
97080	\$ 106,611	\$ 86,619	\$ 676,387	\$ 8,330	\$ 888	\$ 3,937
97086	\$ 78,241	\$ 55,596	\$ 405,097	\$ 12,138	\$ 6,431	\$ 13,015
97089	\$ 42,210	\$ 28,984	\$ 167,165	\$ 13,951	\$ 6,683	\$ 25,468

97101	\$ 9,299	\$ 6,715	\$ 65,936	\$ 2,577		\$ 3,166
97106	\$ 6,757	\$ 3,154	\$ 38,631	\$ 1,211	\$ 136	\$ 783
97109	\$ 313	\$ 397	\$ 95			
97111	\$ 8,110	\$ 7,050	\$ 36,463	\$ 222	\$ 188	\$ 5,486
97113	\$ 25,375	\$ 26,200	\$ 161,847	\$ 943	\$ 5,085	\$ 9,044
97114	\$ 9,432	\$ 7,737	\$ 101,071	\$ 16,213	\$ 439	\$ 14,098
97115	\$ 12,803	\$ 8,318	\$ 49,648	\$ 1,642	\$ 1,002	\$ 2,654
97116	\$ 4,302	\$ 1,695	\$ 30,836	\$ 475	\$ 1,863	\$ 8,344
97117	\$ 2,072	\$ 914	\$ 13,798	\$ 338	\$ 37	\$ 274
97119	\$ 10,061	\$ 5,286	\$ 57,884	\$ 640		\$ 1,792
97123	\$ 71,318	\$ 54,357	\$ 525,126	\$ 19,360	\$ 14,879	\$ 58,515
97124	\$ 81,175	\$ 63,188	\$ 539,167	\$ 18,415	\$ 14,833	\$ 30,077
97125				\$ 34		
97127	\$ 8,865	\$ 6,533	\$ 66,204	\$ 54	\$ 66	\$ 4,466
97128	\$ 4,622	\$ 2,024	\$ 26,362	\$ 645	\$ 2,062	\$ 177
97132	\$ 77,228	\$ 42,153	\$ 370,943	\$ 26,477	\$ 877	\$ 39,768
97133	\$ 5,182	\$ 903	\$ 58,553	\$ 2,405	\$ 697	\$ 1,645
97137	\$ 2,582	\$ 732	\$ 17,777	\$ 2,199	\$ 111	\$ 124
97140	\$ 38,255	\$ 19,686	\$ 188,007	\$ 31,494	\$ 24,811	\$ 31,954
97148	\$ 9,523	\$ 4,717	\$ 63,219	\$ 422	\$ 733	\$ 2,139
97201	\$ 19,334	\$ 13,514	\$ 111,339	\$ 17,740	\$ 2,034	\$ 2,198
97202	\$ 101,208	\$ 61,127	\$ 392,622	\$ 55,710	\$ 39,182	\$ 64,046
97203	\$ 77,136	\$ 57,659	\$ 479,911	\$ 26,418	\$ 30,676	\$ 31,957
97204	\$ 1,207	\$ 885	\$ 9,748	\$ 22,540	\$ 2,817	\$ 18,560
97205	\$ 8,210	\$ 6,720	\$ 45,856	\$ 6,412	\$ 1,633	\$ 2,879
97206	\$ 140,533	\$ 102,949	\$ 758,294	\$ 44,641	\$ 12,765	\$ 27,690
97209	\$ 33,577	\$ 32,991	\$ 259,474	\$ 22,974	\$ 19,683	\$ 54,017
97210	\$ 17,642	\$ 11,018	\$ 94,280	\$ 13,568	\$ 4,583	\$ 19,042
97212						\$ 74
97213	\$ 11,020	\$ 13,464	\$ 60,805	\$ 1,117	\$ 338	\$ 2,441
97214	\$ 54,090	\$ 34,551	\$ 244,476	\$ 38,798	\$ 9,981	\$ 50,735
97215	\$ 23,260	\$ 17,091	\$ 145,326	\$ 3,166	\$ 3,139	\$ 2,944
97216	\$ 18,850	\$ 21,545	\$ 179,257	\$ 1,052	\$ 582	\$ 15,381
97217	\$ 51,812	\$ 39,419	\$ 350,700	\$ 22,907	\$ 14,906	\$ 27,346
97219	\$ 50,086	\$ 35,550	\$ 348,915	\$ 5,799	\$ 3,558	\$ 11,910
97221	\$ 11,527	\$ 9,941	\$ 75,824	\$ 4,131	\$ 9,033	
97222	\$ 90,988	\$ 55,913	\$ 666,131	\$ 15,604	\$ 4,584	\$ 14,609
97223	\$ 104,547	\$ 89,431	\$ 714,361	\$ 23,840	\$ 14,874	\$ 45,783
97224	\$ 57,995	\$ 39,273	\$ 357,917	\$ 28,668	\$ 9,224	\$ 12,280
97225	\$ 53,662	\$ 27,269	\$ 240,289	\$ 9,880	\$ 3,567	\$ 14,752
97227	\$ 1,364	\$ 369	\$ 4,432	\$ 261		
97229	\$ 79,821	\$ 40,846	\$ 450,358	\$ 16,053	\$ 11,322	\$ 11,956
97230	\$ 100,264	\$ 78,736	\$ 818,618	\$ 17,176	\$ 5,178	\$ 22,651
97231	\$ 5,904	\$ 3,117	\$ 38,919	\$ 87	\$ 218	\$ 6,389
97232	\$ 14,183	\$ 9,901	\$ 91,126	\$ 8,200	\$ 5,339	\$ 19,878
97233	\$ 137,566	\$ 125,331	#####	\$ 9,277	\$ 3,902	\$ 18,930
97236	\$ 122,883	\$ 120,490	\$ 980,005	\$ 5,772	\$ 5,861	\$ 19,997
97239	\$ 21,148	\$ 17,115	\$ 141,754	\$ 2,933	\$ 925	\$ 22,430
97266	\$ 90,809	\$ 85,152	\$ 877,423	\$ 24,442	\$ 9,360	\$ 69,028
97267	\$ 73,165	\$ 41,897	\$ 431,556	\$ 12,984	\$ 451	\$ 16,549
97301	\$ 181,384	\$ 154,196	#####	\$ 32,034	\$ 8,340	\$ 41,343
97302	\$ 71,403	\$ 65,719	\$ 501,166	\$ 16,485	\$ 13,366	\$ 64,450
97303	\$ 50,006	\$ 26,996	\$ 344,138	\$ 6,269	\$ 725	\$ 9,765
97304	\$ 4,807	\$ 2,245	\$ 22,262	\$ 115		\$ 1,132
97305	\$ 169,647	\$ 141,798	\$ 890,452	\$ 26,388	\$ 14,966	\$ 41,597
97306	\$ 53,225	\$ 46,662	\$ 391,621	\$ 3,520	\$ 522	\$ 974
97317	\$ 63,166	\$ 49,067	\$ 352,277	\$ 8,667	\$ 2,559	\$ 10,421
97325	\$ 1,534	\$ 773	\$ 5,497	\$ 87		\$ 1,912
97338	\$ 2,612	\$ 391	\$ 13,543	\$ 27		\$ 108
97347	\$ 2,492	\$ 2,490	\$ 70,156	\$ 1,266		\$ 181
97352	\$ 2,005	\$ 272	\$ 3,568	\$ 6		
97362	\$ 11,188	\$ 5,456	\$ 47,243	\$ 2,773	\$ 358	\$ 6,139
97371	\$ 79					
97375	\$ 7,588	\$ 4,601	\$ 14,571	\$ 918		\$ 2,306
97378	\$ 26,589	\$ 20,869	\$ 183,874	\$ 9,523	\$ 4,317	\$ 20,396
97381	\$ 40,730	\$ 29,849	\$ 153,163	\$ 7,819	\$ 2,553	\$ 3,238
97385	\$ 787	\$ 1,877	\$ 3,379			
97392	\$ 16,694	\$ 7,089	\$ 42,326	\$ 701	\$ 1,582	\$ 34,097
97396	15820.26	8319.45	80993.58	1585.57		1051.42

*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*

Data reflects customers that had a past due balance on the last Friday of January 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 144	\$ 370	\$ 1,227	\$ 82	\$ 220	\$ 1,302
97003	\$ 108	\$ 247	\$ 734	\$ 250	\$ 496	\$ 515
97004	\$ 205	\$ 502	\$ 1,385	\$ 273	\$ 158	\$ 305
97005	\$ 99	\$ 233	\$ 693	\$ 213	\$ 257	\$ 1,085
97006	\$ 104	\$ 222	\$ 729	\$ 210	\$ 492	\$ 1,260
97007	\$ 113	\$ 247	\$ 864	\$ 124	\$ 258	\$ 619
97008	\$ 116	\$ 258	\$ 843	\$ 176	\$ 170	\$ 313
97009	\$ 176	\$ 673	\$ 1,606	\$ 312	\$ 2,835	\$ 1,937
97011	\$ 82	\$ -	\$ 1,028	\$ 54	\$ 219	\$ -
97013	\$ 193	\$ 349	\$ 1,443	\$ 164	\$ 455	\$ 2,043
97015	\$ 117	\$ 251	\$ 908	\$ 348	\$ 1,593	\$ 834
97017	\$ 250	\$ 483	\$ 1,213	\$ 782	\$ 88	\$ 1,717
97019	\$ 197	\$ 345	\$ 1,717	\$ 512	\$ 191	\$ 3,414
97020	\$ 116	\$ 432	\$ 1,589	\$ 176	\$ -	\$ 459
97022	\$ 213	\$ 423	\$ 1,512	\$ 378	\$ 132	\$ 426
97023	\$ 158	\$ 432	\$ 1,124	\$ 363	\$ 790	\$ 1,660
97024	\$ 105	\$ 279	\$ 848	\$ 134	\$ 605	\$ 117
97026	\$ 151	\$ 322	\$ 1,097	\$ 372	\$ 198	\$ 859
97027	\$ 123	\$ 261	\$ 930	\$ 138	\$ 149	\$ 1,241
97028	\$ 90	\$ 24	\$ 395	\$ 27	\$ -	\$ 94
97030	\$ 119	\$ 268	\$ 882	\$ 262	\$ 339	\$ 1,028
97032	\$ 108	\$ 280	\$ 858	\$ 75	\$ 94	\$ 149
97034	\$ 112	\$ 410	\$ 1,034	\$ 90	\$ 427	\$ 179
97035	\$ 103	\$ 223	\$ 731	\$ 87	\$ 164	\$ 781
97038	\$ 153	\$ 384	\$ 1,155	\$ 180	\$ 470	\$ 427
97041	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 46
97042	\$ 124	\$ 318	\$ 1,456	\$ 154	\$ 84	\$ 521
97045	\$ 134	\$ 293	\$ 965	\$ 242	\$ 218	\$ 391
97049	\$ 168	\$ 394	\$ 905	\$ 183	\$ -	\$ 99
97055	\$ 141	\$ 267	\$ 1,001	\$ 123	\$ 1,334	\$ 863
97056	\$ -	\$ -	\$ 1,883	\$ -	\$ -	\$ -
97060	\$ 105	\$ 300	\$ 844	\$ 120	\$ 207	\$ 1,445
97062	\$ 112	\$ 234	\$ 809	\$ 228	\$ 235	\$ 1,015
97067	\$ 119	\$ 165	\$ 1,255	\$ 85	\$ -	\$ 207
97068	\$ 141	\$ 247	\$ 935	\$ 109	\$ 549	\$ 3,831
97070	\$ 92	\$ 217	\$ 683	\$ 232	\$ 83	\$ 531
97071	\$ 123	\$ 312	\$ 643	\$ 145	\$ 357	\$ 2,060
97078	\$ 107	\$ 235	\$ 796	\$ 330	\$ 149	\$ 435
97080	\$ 124	\$ 255	\$ 955	\$ 214	\$ 127	\$ 394
97086	\$ 123	\$ 273	\$ 873	\$ 233	\$ 919	\$ 930
97089	\$ 172	\$ 414	\$ 1,506	\$ 332	\$ 835	\$ 1,340
97101	\$ 152	\$ 305	\$ 1,157	\$ 234	\$ -	\$ 452
97106	\$ 165	\$ 315	\$ 1,207	\$ 135	\$ 45	\$ 261
97109	\$ 157	\$ 397	\$ 95	\$ -	\$ -	\$ -
97111	\$ 189	\$ 353	\$ 1,042	\$ 32	\$ 94	\$ 1,371
97113	\$ 120	\$ 308	\$ 847	\$ 52	\$ 1,271	\$ 904
97114	\$ 152	\$ 309	\$ 1,233	\$ 463	\$ 88	\$ 7,049
97115	\$ 136	\$ 268	\$ 1,056	\$ 71	\$ 251	\$ 379
97116	\$ 205	\$ 282	\$ 1,713	\$ 119	\$ 311	\$ 1,043
97117	\$ 207	\$ 457	\$ 1,725	\$ 169	\$ 37	\$ 274
97119	\$ 183	\$ 378	\$ 1,016	\$ 71	\$ -	\$ 299
97123	\$ 120	\$ 230	\$ 751	\$ 228	\$ 317	\$ 1,147
97124	\$ 107	\$ 252	\$ 749	\$ 307	\$ 232	\$ 885
97125	\$ -	\$ -	\$ -	\$ 34	\$ -	\$ -
97127	\$ 125	\$ 344	\$ 1,103	\$ 27	\$ 66	\$ 1,117
97128	\$ 231	\$ 506	\$ 1,757	\$ 92	\$ 516	\$ 88
97132	\$ 140	\$ 293	\$ 883	\$ 344	\$ 146	\$ 1,894
97133	\$ 115	\$ 181	\$ 1,148	\$ 200	\$ 139	\$ 235
97137	\$ 199	\$ 366	\$ 1,616	\$ 314	\$ 111	\$ 124
97140	\$ 116	\$ 224	\$ 969	\$ 315	\$ 1,034	\$ 1,331
97148	\$ 203	\$ 429	\$ 1,756	\$ 84	\$ 366	\$ 535
97201	\$ 67	\$ 119	\$ 351	\$ 444	\$ 508	\$ 314
97202	\$ 96	\$ 167	\$ 660	\$ 422	\$ 1,264	\$ 1,256
97203	\$ 104	\$ 225	\$ 787	\$ 489	\$ 639	\$ 1,389
97204	\$ 55	\$ 111	\$ 227	\$ 683	\$ 939	\$ 1,547
97205	\$ 67	\$ 124	\$ 358	\$ 256	\$ 327	\$ 720
97206	\$ 115	\$ 236	\$ 881	\$ 402	\$ 355	\$ 748
97209	\$ 58	\$ 120	\$ 407	\$ 315	\$ 856	\$ 1,256
97210	\$ 76	\$ 103	\$ 319	\$ 230	\$ 417	\$ 1,002
97212	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 74

97213	\$ 75	\$ 221	\$ 574	\$ 124	\$ 113	\$ 407
97214	\$ 65	\$ 119	\$ 434	\$ 321	\$ 285	\$ 976
97215	\$ 87	\$ 190	\$ 730	\$ 117	\$ 392	\$ 491
97216	\$ 101	\$ 308	\$ 929	\$ 81	\$ 145	\$ 2,563
97217	\$ 89	\$ 195	\$ 689	\$ 269	\$ 877	\$ 855
97219	\$ 107	\$ 210	\$ 819	\$ 126	\$ 395	\$ 701
97221	\$ 90	\$ 195	\$ 671	\$ 459	\$ 4,516	\$ -
97222	\$ 114	\$ 233	\$ 817	\$ 274	\$ 382	\$ 487
97223	\$ 106	\$ 249	\$ 789	\$ 284	\$ 338	\$ 1,635
97224	\$ 95	\$ 222	\$ 775	\$ 486	\$ 485	\$ 534
97225	\$ 106	\$ 213	\$ 735	\$ 137	\$ 170	\$ 776
97227	\$ 91	\$ 185	\$ 403	\$ 87	\$ -	\$ -
97229	\$ 100	\$ 213	\$ 678	\$ 220	\$ 210	\$ 362
97230	\$ 125	\$ 258	\$ 858	\$ 419	\$ 1,036	\$ 1,192
97231	\$ 107	\$ 283	\$ 885	\$ 17	\$ 73	\$ 710
97232	\$ 67	\$ 122	\$ 233	\$ 191	\$ 445	\$ 1,104
97233	\$ 121	\$ 254	\$ 852	\$ 155	\$ 260	\$ 676
97236	\$ 131	\$ 286	\$ 947	\$ 118	\$ 326	\$ 690
97239	\$ 76	\$ 151	\$ 549	\$ 209	\$ 231	\$ 2,492
97266	\$ 107	\$ 264	\$ 912	\$ 322	\$ 493	\$ 1,770
97267	\$ 124	\$ 264	\$ 814	\$ 271	\$ 150	\$ 752
97301	\$ 117	\$ 257	\$ 797	\$ 281	\$ 269	\$ 919
97302	\$ 105	\$ 260	\$ 793	\$ 289	\$ 535	\$ 1,653
97303	\$ 118	\$ 265	\$ 768	\$ 241	\$ 181	\$ 465
97304	\$ 160	\$ 449	\$ 968	\$ 23	\$ -	\$ 141
97305	\$ 126	\$ 270	\$ 821	\$ 249	\$ 576	\$ 1,541
97306	\$ 113	\$ 273	\$ 876	\$ 147	\$ 261	\$ 325
97317	\$ 128	\$ 267	\$ 955	\$ 138	\$ 160	\$ 347
97325	\$ 307	\$ 387	\$ 1,374	\$ 43	\$ -	\$ 1,912
97338	\$ 373	\$ 391	\$ 1,354	\$ 27	\$ -	\$ 54
97347	\$ 92	\$ 356	\$ 1,063	\$ 181	\$ -	\$ 181
97352	\$ 401	\$ 272	\$ 892	\$ 6	\$ -	\$ -
97362	\$ 115	\$ 260	\$ 891	\$ 252	\$ 358	\$ 2,046
97371	\$ 79	\$ -	\$ -	\$ -	\$ -	\$ -
97375	\$ 330	\$ 657	\$ 1,214	\$ 131	\$ -	\$ 461
97378	\$ 148	\$ 354	\$ 1,179	\$ 244	\$ 392	\$ 1,200
97381	\$ 125	\$ 351	\$ 951	\$ 128	\$ 319	\$ 360
97385	\$ 393	\$ 469	\$ 845	\$ -	\$ -	\$ -
97392	\$ 119	\$ 322	\$ 1,176	\$ 44	\$ 527	\$ 2,006
97396	152.11788	319.97885	1109.5	99.098125	0	150.203

*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 I - Total number of service disconnections for non-payment

Data reflects customers that were disconnected during January 2021.

Zip Code	Non-Residential	Residential
97002	2	0
97080	1	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

Data reflects customers that were reconnected during January 2021.

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	2	0	0	0	0

connect,