



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

November 18, 2021

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 October 2021. The AMP activity information for September 2021 is included on the "Program Participation" tab. The updated response for IR 040 with data for October 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

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

Zip Code	Non-Residential	Residential
97002	930	2,245
97003	783	11,253
97004	452	1,787
97005	2,527	11,993
97006	1,643	18,680
97007	915	18,616
97008	1,171	11,979
97009	1,116	3,386
97010	1	2
97011	81	500
97013	827	2,380
97015	2,027	9,104
97017	233	1,127
97019	267	1,226
97020	77	377
97022	409	1,451
97023	1,055	4,780
97024	508	4,592
97026	282	1,172
97027	469	4,936
97028	145	726
97030	2,192	15,338
97032	485	1,749
97034	906	8,449
97035	1,342	11,393
97036	18	2
97038	1,163	6,332
97041	7	
97042	336	1,215
97045	3,457	22,121
97049	170	1,767
97051	5	
97055	1,504	7,961
97056	7	29
97060	1,088	8,028
97062	2,033	11,355
97067	403	1,258
97068	1,218	11,666
97070	1,860	11,468
97071	1,635	9,792
97078	552	9,481
97079	4	

97080	903	16,285
97086	910	12,839
97089	778	4,831
97101	338	1,562
97106	353	1,561
97109	19	82
97111	345	1,480
97113	665	5,098
97114	540	1,781
97115	328	1,727
97116	295	848
97117	66	262
97119	367	1,621
97123	2,645	17,737
97124	3,249	21,766
97125	6	18
97127	93	1,445
97128	164	492
97132	1,939	11,889
97133	463	2,289
97137	280	485
97140	1,623	9,473
97148	336	1,343
97201	737	7,379
97202	2,604	19,987
97203	1,435	12,885
97204	627	419
97205	314	2,977
97206	1,642	21,687
97208	8	
97209	2,132	15,196
97210	1,868	7,956
97211	5	
97212	2	
97213	262	3,089
97214	2,909	15,306
97215	524	7,623
97216	504	4,184
97217	1,704	12,790
97218	1	
97219	1,334	17,495
97221	324	5,562
97222	1,966	15,583
97223	2,453	20,806
97224	1,660	15,862
97225	1,162	11,629
97227	56	420

97229	1,549	27,981
97230	2,098	15,536
97231	546	2,004
97232	802	5,293
97233	1,179	15,128
97236	996	13,821
97239	765	9,847
97251	3	
97258	1	
97266	1,522	13,269
97267	1,098	12,841
97280	1	
97291	1	
97301	2,965	18,784
97302	2,791	17,176
97303	1,184	10,731
97304	284	1,334
97305	1,868	15,492
97306	805	13,797
97310	31	
97311	1	
97312	3	
97317	1,206	8,402
97325	63	162
97338	79	247
97347	200	790
97352	33	125
97362	300	1,516
97371	45	107
97373	1	
97375	117	520
97378	554	2,808
97381	1,176	6,450
97385	53	160
97392	370	1,939
97396	238	1,351
97424		1
97438	1	
98086		1
97346	1	
97463		1

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 October 2021.

Zip Code	Non-Residential	Residential
97002	98	0
97003	103	0
97004	56	0
97005	323	0
97006	206	0
97007	104	0
97008	135	0
97009	166	0
97011	11	0
97013	94	0
97015	263	0
97017	46	0
97019	35	0
97020	7	0
97022	47	0
97023	145	0
97024	75	0
97026	31	0
97027	51	0
97028	3	0
97030	358	0
97032	78	0
97034	84	0
97035	164	0
97038	170	0
97042	46	0
97045	431	0
97049	23	0
97055	246	0
97056	1	0
97060	132	0
97062	290	0
97067	30	0
97068	117	0
97070	196	0
97071	181	0
97078	68	0
97080	129	0
97086	118	0
97089	109	0
97101	34	0

97106	40	0
97109		0
97111	44	0
97113	72	0
97114	73	0
97115	65	0
97116	36	0
97117	6	0
97119	52	0
97123	317	0
97124	340	0
97125		0
97127	23	0
97128	30	0
97132	214	0
97133	50	0
97137	22	0
97140	206	0
97148	27	0
97201	60	0
97202	369	0
97203	195	0
97204	65	0
97205	34	0
97206	249	0
97209	216	0
97210	164	0
97213	23	0
97214	403	0
97215	47	0
97216	50	0
97217	188	0
97219	154	0
97221	34	0
97222	244	0
97223	265	0
97224	172	0
97225	129	0
97227	4	0
97229	222	0
97230	288	0
97231	53	0
97232	65	0
97233	216	0
97236	188	0
97239	84	0
97266	251	0

97267	153	0
97301	318	0
97302	304	0
97303	150	0
97304	39	0
97305	295	0
97306	86	0
97317	138	0
97325	5	0
97338	16	0
97347	26	0
97352	7	0
97362	36	0
97371	3	0
97375	9	0
97378	90	0
97381	138	0
97385	6	0
97392	43	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)*

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

Zip Code	Non-Residential	Residential
97002	1	61
97003	1	374
97004	3	37
97005	5	421
97006		527
97007	1	286
97008	2	352
97009	6	101
97011		19
97013	6	52
97015	5	369
97017	1	40
97019	1	38
97020		10
97022	1	61
97023	6	157
97024	3	231
97026	1	49
97027	2	213
97028		4
97030	3	860
97032	1	65
97034		58
97035		163
97038	8	253
97042	2	35
97045	8	697
97049	2	28
97055	12	283
97056		1
97060	4	312
97062	1	301
97067	1	27
97068	6	146
97070	1	269
97071	5	294
97078		325
97080	2	624
97086	3	343
97089	8	121
97101		55

97106	1	32
97111	2	37
97113	4	124
97114	2	65
97115		36
97116		12
97117	1	5
97119	1	45
97123	10	431
97124	7	479
97127	2	52
97128		12
97132	2	291
97133	2	36
97137	1	19
97140	3	163
97148	1	52
97201	1	85
97202	9	296
97203	5	376
97204		8
97205	2	34
97206	12	537
97209	6	235
97210	2	70
97213	2	51
97214	9	212
97215	1	86
97216		129
97217	3	269
97219	2	259
97221	1	65
97222	7	503
97223	9	566
97224	3	287
97225	1	178
97227		2
97229	2	411
97230	8	733
97231		23
97232	2	68
97233	13	987
97236	13	752
97239	2	99
97266	9	627
97267	4	353
97301	10	877
97302	19	500
97303	6	361

97304		18
97305	13	721
97306		395
97317	4	290
97325		8
97338		6
97347		35
97352		2
97362		40
97375	1	14
97378	4	142
97381		145
97385		4
97392	1	42
97396		54

*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 October 2021 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002		16
97003		84
97004	1	5
97005	2	85
97006		107
97007		59
97008		61
97009	3	19
97011		1
97013		3
97015	1	74
97017		6
97019		5
97020		1
97022		5
97023	1	28
97024		57
97026	1	8
97027		48
97030		174
97032		9
97034		13
97035		24
97038	2	43
97042		5
97045	2	148
97049		6
97055	3	37
97060	1	67
97062		65
97067		2
97068	1	27
97070		57
97071	2	44
97078		66
97080		127
97086	2	79
97089	2	21
97101		7
97106		3
97111		4

97113		20
97114		11
97115		6
97116		3
97117		1
97119		2
97123	4	86
97124	2	105
97127	1	9
97128		1
97132		71
97133	1	7
97137		3
97140		31
97148		7
97201		19
97202	1	64
97203	2	86
97204		1
97205		10
97206	3	98
97209	1	69
97210	1	18
97213	1	7
97214	1	44
97215		15
97216		31
97217	2	53
97219	1	70
97221		12
97222	1	107
97223		111
97224		74
97225		33
97229		102
97230	2	184
97231		3
97232	1	16
97233		230
97236	2	167
97239	1	25
97266	4	148
97267	1	68
97301	4	141
97302	1	104
97303	2	84
97304		3

97305	6	152
97306		72
97317		44
97325		2
97338		3
97347		2
97352		1
97362		8
97375		1
97378		30
97381		22
97392	1	5
97396		11

*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 October 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	95	32	31	26	2	13
97003	634	257	326	21	7	5
97004	57	16	16	11	8	10
97005	807	342	466	89	15	15
97006	940	345	475	86	14	5
97007	636	225	220	9	3	8
97008	659	249	319	42	4	7
97009	166	52	63	61	10	13
97011	14	3	10	1	1	4
97013	64	29	30	19	9	7
97015	569	227	307	76	20	24
97017	39	17	17	14	3	4
97019	78	23	18	13	2	4
97020	14	6	5	4		1
97022	84	34	45	15	8	7
97023	233	92	111	48	14	14
97024	242	103	156	17	4	6
97026	58	16	25	10	2	2
97027	347	144	154	21	5	3
97028	10	2	5	1		2
97030	1,086	459	607	63	26	22
97032	139	47	49	25	5	4
97034	170	51	44	12	3	5
97035	354	129	112	28	8	8
97038	380	142	155	54	12	14
97041				1		
97042	49	11	11	14	3	6
97045	1,021	378	503	144	37	41
97049	42	5	34	3		5
97055	516	162	156	81	26	19
97056		1		1		
97060	410	127	197	20	7	9
97062	530	194	257	82	16	9
97067	42	4	18	9	2	3
97068	262	65	96	15	7	12
97070	434	145	245	20	5	4
97071	491	196	185	121	14	10
97078	512	216	232	9	7	8
97080	935	351	385	28	7	10

97086	667	246	311	53	13	14
97089	243	56	66	49	9	16
97101	64	23	30	6	2	3
97106	46	9	16	9	4	
97109	2	1	1			
97111	45	12	27	7	3	6
97113	178	63	97	7	4	2
97114	61	28	29	7	3	5
97115	94	33	19	22	3	2
97116	33	2	9	10	6	5
97117	8	1	2	2	1	
97119	61	28	22	13	2	3
97123	606	249	339	78	13	23
97124	778	270	401	47	21	21
97127	73	18	26	2	2	6
97128	18	2	6	8	1	2
97132	642	204	180	76	22	25
97133	45	8	23	8		3
97137	11	3	5	2		
97140	356	111	98	69	21	15
97148	37	18	20	4	3	2
97201	344	120	319	26	4	4
97202	1,047	419	456	114	46	29
97203	781	293	371	49	9	10
97204	25	21	54	18	5	5
97205	154	74	142	9	2	
97206	1,291	497	618	99	32	25
97209	832	350	638	121	16	15
97210	323	109	223	50	5	7
97211				1		
97212				1		
97213	168	77	77	1	2	5
97214	837	346	505	108	29	34
97215	301	97	147	16	3	6
97216	185	53	120	16	5	1
97217	619	297	374	72	19	23
97219	543	178	290	29	8	11
97221	171	66	93	11	2	2
97222	1,053	391	534	78	22	14
97223	1,022	415	537	58	19	21
97224	588	201	247	48	5	13
97225	503	167	177	50	15	16
97227	18	8	6	5		
97229	1,122	341	371	102	26	19
97230	767	312	558	41	7	7
97231	44	15	27	7	3	3
97232	246	121	180	17	4	2

97233	1,077	524	920	49	22	17
97236	915	399	651	45	15	21
97239	335	126	213	11	4	8
97266	849	382	594	71	24	15
97267	613	191	296	36	4	16
97301	1,471	639	743	83	38	34
97302	677	246	365	57	21	17
97303	560	179	223	46	9	5
97304	24	15	9	6	4	4
97305	1,258	525	523	93	31	18
97306	518	179	215	9	1	4
97317	443	154	176	40	17	11
97325	7		5	2		
97338	4	1	4		2	
97347	75	35	33	9	6	2
97352	3	2	3	4		
97362	78	30	35	14	4	2
97371	1			1		
97375	15	10	12	5	2	2
97378	164	72	83	39	2	8
97381	296	90	98	50	13	12
97385	8	1	4	2		
97392	64	26	19	6	1	2
97396	119	32	37	10	2	2

*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 October 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$10,720	\$11,261	\$18,952	\$2,166	\$114	\$2,452
97003	\$59,965	\$57,044	\$214,294	\$2,543	\$1,114	\$1,205
97004	\$11,111	\$5,255	\$11,946	\$5,002	\$9,465	\$1,681
97005	\$63,088	\$59,788	\$310,772	\$16,526	\$2,962	\$4,043
97006	\$92,581	\$70,017	\$332,557	\$31,187	\$1,205	\$4,151
97007	\$60,291	\$54,692	\$152,366	\$629	\$264	\$3,262
97008	\$58,357	\$50,489	\$219,852	\$3,489	\$640	\$2,672
97009	\$27,342	\$15,082	\$71,332	\$50,698	\$1,488	\$3,019
97011	\$1,565	\$559	\$3,855	\$25	\$100	\$260
97013	\$12,024	\$11,636	\$19,783	\$7,488	\$2,109	\$1,792
97015	\$55,010	\$55,294	\$230,906	\$44,774	\$15,735	\$41,068
97017	\$9,786	\$6,674	\$15,966	\$2,859	\$2,007	\$549
97019	\$14,918	\$6,522	\$35,060	\$11,275	\$160	\$809
97020	\$2,540	\$1,414	\$8,198	\$144		\$152
97022	\$13,557	\$10,322	\$35,618	\$4,638	\$16,462	\$1,172
97023	\$36,735	\$29,800	\$79,036	\$26,037	\$9,760	\$19,655
97024	\$24,560	\$21,797	\$123,156	\$1,965	\$4,392	\$615
97026	\$7,883	\$4,239	\$24,008	\$330	\$784	\$5,569
97027	\$33,708	\$39,922	\$105,510	\$3,620	\$2,079	\$569
97028	\$511	\$97	\$1,627	\$79		\$1,052
97030	\$103,320	\$101,459	\$494,668	\$11,238	\$6,856	\$26,148
97032	\$15,633	\$9,692	\$39,164	\$3,112	\$2,253	\$1,243
97034	\$16,451	\$9,232	\$27,398	\$754	\$328	\$2,282
97035	\$25,396	\$22,991	\$59,898	\$6,172	\$1,044	\$1,808
97038	\$50,806	\$41,242	\$138,304	\$7,225	\$8,658	\$3,018
97041				\$20		
97042	\$6,365	\$5,529	\$14,330	\$1,411	\$2,264	\$882
97045	\$111,746	\$90,351	\$363,997	\$35,961	\$24,136	\$15,833
97049	\$4,720	\$1,047	\$15,422	\$1,206		\$698
97055	\$65,170	\$42,943	\$137,832	\$42,701	\$20,439	\$4,527
97056		\$66		\$1,240		
97060	\$40,716	\$37,533	\$131,704	\$11,837	\$10,766	\$13,527
97062	\$50,520	\$41,454	\$179,260	\$14,407	\$10,777	\$2,704
97067	\$4,458	\$617	\$10,967	\$588	\$236	\$1,266
97068	\$26,639	\$13,448	\$66,392	\$1,144	\$924	\$7,021
97070	\$39,352	\$27,964	\$151,250	\$1,895	\$1,714	\$513
97071	\$47,846	\$41,180	\$110,501	\$57,726	\$3,563	\$1,995
97078	\$45,105	\$45,709	\$178,814	\$1,333	\$1,785	\$1,507
97080	\$111,442	\$94,403	\$300,747	\$15,857	\$8,517	\$9,483

97086	\$67,092	\$62,185	\$244,232	\$12,284	\$4,396	\$2,048
97089	\$47,745	\$22,539	\$60,605	\$14,687	\$5,989	\$5,306
97101	\$7,439	\$5,972	\$25,339	\$502	\$9,751	\$789
97106	\$5,716	\$2,040	\$18,189	\$770	\$469	
97109	\$199	\$28	\$507			
97111	\$4,904	\$2,986	\$26,401	\$1,584	\$533	\$1,716
97113	\$16,858	\$15,229	\$80,103	\$489	\$582	\$1,144
97114	\$6,914	\$10,374	\$28,526	\$664	\$1,252	\$986
97115	\$10,894	\$6,673	\$8,507	\$3,985	\$751	\$624
97116	\$4,320	\$455	\$6,973	\$1,697	\$485	\$742
97117	\$1,463	\$39	\$8,008	\$128	\$55	
97119	\$9,129	\$8,327	\$19,726	\$534	\$106	\$1,419
97123	\$59,413	\$63,177	\$236,162	\$15,217	\$4,158	\$15,413
97124	\$71,608	\$52,002	\$267,796	\$4,084	\$6,644	\$5,705
97127	\$9,453	\$5,543	\$32,110	\$117	\$288	\$1,712
97128	\$2,766	\$690	\$4,171	\$772	\$54	\$441
97132	\$72,074	\$46,264	\$155,599	\$7,850	\$5,336	\$8,727
97133	\$13,458	\$1,075	\$16,775	\$553		\$498
97137	\$1,286	\$1,030	\$7,157	\$271		
97140	\$38,252	\$27,200	\$90,505	\$16,099	\$22,481	\$15,531
97148	\$5,352	\$5,004	\$9,299	\$387	\$586	\$669
97201	\$18,282	\$12,084	\$123,218	\$6,827	\$4,558	\$3,908
97202	\$71,521	\$69,905	\$227,169	\$51,019	\$19,030	\$9,758
97203	\$66,179	\$54,841	\$243,721	\$10,720	\$1,020	\$4,612
97204	\$1,291	\$1,903	\$19,889	\$18,135	\$1,066	\$3,058
97205	\$7,865	\$8,288	\$45,262	\$610	\$229	
97206	\$122,015	\$105,876	\$386,754	\$34,374	\$13,259	\$8,009
97209	\$46,344	\$37,619	\$255,531	\$24,575	\$7,477	\$14,786
97210	\$16,423	\$11,626	\$77,115	\$24,463	\$380	\$2,133
97211				\$52		
97212				\$37		
97213	\$9,625	\$10,700	\$38,397	\$0	\$586	\$918
97214	\$48,056	\$37,538	\$202,550	\$37,636	\$7,869	\$9,667
97215	\$20,933	\$14,763	\$100,094	\$2,952	\$430	\$2,484
97216	\$16,492	\$14,162	\$91,842	\$1,666	\$477	\$249
97217	\$46,289	\$44,086	\$203,966	\$19,309	\$11,892	\$8,102
97219	\$45,102	\$32,392	\$188,559	\$3,192	\$875	\$3,338
97221	\$12,280	\$11,887	\$55,912	\$1,408	\$6,236	\$227
97222	\$99,142	\$82,077	\$337,681	\$15,615	\$5,783	\$3,720
97223	\$88,289	\$83,358	\$381,770	\$9,649	\$5,133	\$12,791
97224	\$49,457	\$39,827	\$178,973	\$5,732	\$1,054	\$1,975
97225	\$43,817	\$25,652	\$102,584	\$8,967	\$3,690	\$2,758
97227	\$984	\$1,215	\$3,760	\$1,102		
97229	\$102,588	\$61,719	\$220,288	\$12,119	\$5,282	\$3,712
97230	\$83,129	\$69,461	\$440,790	\$22,974	\$1,286	\$1,158
97231	\$6,464	\$4,349	\$33,050	\$358	\$134	\$561
97232	\$11,626	\$11,885	\$70,739	\$1,965	\$342	\$314

97233	\$107,098	\$119,457	\$687,057	\$10,260	\$8,330	\$10,495
97236	\$107,430	\$96,572	\$504,290	\$10,981	\$4,590	\$12,503
97239	\$21,415	\$17,132	\$97,750	\$1,208	\$4,519	\$3,208
97266	\$85,891	\$88,748	\$443,405	\$14,019	\$6,229	\$5,037
97267	\$67,573	\$51,676	\$194,649	\$4,003	\$1,027	\$7,235
97301	\$143,731	\$137,971	\$466,714	\$35,330	\$13,230	\$16,289
97302	\$62,351	\$49,553	\$260,812	\$5,327	\$10,674	\$17,895
97303	\$60,649	\$40,600	\$158,077	\$9,746	\$2,484	\$1,387
97304	\$2,493	\$3,237	\$7,925	\$285	\$339	\$703
97305	\$127,581	\$114,684	\$360,484	\$54,279	\$21,835	\$8,709
97306	\$55,434	\$44,269	\$173,682	\$445	\$98	\$3,974
97317	\$47,636	\$35,751	\$121,031	\$3,353	\$2,030	\$1,844
97325	\$793		\$3,892	\$63		
97338	\$239	\$251	\$5,318		\$129	
97347	\$10,407	\$12,851	\$47,134	\$1,434	\$1,762	\$771
97352	\$209	\$861	\$531	\$4,727		
97362	\$9,663	\$8,317	\$25,184	\$7,568	\$1,084	\$173
97371	\$79			\$220		
97375	\$1,300	\$4,918	\$14,528	\$279	\$130	\$423
97378	\$17,771	\$20,967	\$73,280	\$14,939	\$289	\$2,811
97381	\$33,996	\$19,176	\$60,138	\$19,437	\$1,950	\$2,451
97385	\$1,030	\$264	\$5,099	\$176		
97392	\$8,176	\$7,215	\$19,285	\$416	\$101	\$268
97396	\$13,304	\$11,814	\$27,744	\$2,124	\$277	\$306

*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 October 2021.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	\$ 113	\$ 352	\$ 611	\$ 83	\$ 57	\$ 189
97003	\$ 95	\$ 222	\$ 657	\$ 121	\$ 159	\$ 241
97004	\$ 195	\$ 328	\$ 747	\$ 455	\$ 1,183	\$ 168
97005	\$ 78	\$ 175	\$ 667	\$ 186	\$ 197	\$ 270
97006	\$ 98	\$ 203	\$ 700	\$ 363	\$ 86	\$ 830
97007	\$ 95	\$ 243	\$ 693	\$ 70	\$ 88	\$ 408
97008	\$ 89	\$ 203	\$ 689	\$ 83	\$ 160	\$ 382
97009	\$ 165	\$ 290	\$ 1,132	\$ 831	\$ 149	\$ 232
97011	\$ 112	\$ 186	\$ 386	\$ 25	\$ 100	\$ 65
97013	\$ 188	\$ 401	\$ 659	\$ 394	\$ 234	\$ 256
97015	\$ 97	\$ 244	\$ 752	\$ 589	\$ 787	\$ 1,711
97017	\$ 251	\$ 393	\$ 939	\$ 204	\$ 669	\$ 137
97019	\$ 191	\$ 284	\$ 1,948	\$ 867	\$ 80	\$ 202
97020	\$ 181	\$ 236	\$ 1,640	\$ 36	\$ -	\$ 152
97022	\$ 161	\$ 304	\$ 792	\$ 309	\$ 2,058	\$ 167
97023	\$ 158	\$ 324	\$ 712	\$ 542	\$ 697	\$ 1,404
97024	\$ 101	\$ 212	\$ 789	\$ 116	\$ 1,098	\$ 102
97026	\$ 136	\$ 265	\$ 960	\$ 33	\$ 392	\$ 2,784
97027	\$ 97	\$ 277	\$ 685	\$ 172	\$ 416	\$ 190
97028	\$ 51	\$ 49	\$ 325	\$ 79	\$ -	\$ 526
97030	\$ 95	\$ 221	\$ 815	\$ 178	\$ 264	\$ 1,189
97032	\$ 112	\$ 206	\$ 799	\$ 124	\$ 451	\$ 311
97034	\$ 97	\$ 181	\$ 623	\$ 63	\$ 109	\$ 456
97035	\$ 72	\$ 178	\$ 535	\$ 220	\$ 131	\$ 226
97038	\$ 134	\$ 290	\$ 892	\$ 134	\$ 721	\$ 216
97041	\$ -	\$ -	\$ -	\$ 20	\$ -	\$ -
97042	\$ 130	\$ 503	\$ 1,303	\$ 101	\$ 755	\$ 147
97045	\$ 109	\$ 239	\$ 724	\$ 250	\$ 652	\$ 386
97049	\$ 112	\$ 209	\$ 454	\$ 402	\$ -	\$ 140
97055	\$ 126	\$ 265	\$ 884	\$ 527	\$ 786	\$ 238
97056	\$ -	\$ 66	\$ -	\$ 1,240	\$ -	\$ -
97060	\$ 99	\$ 296	\$ 669	\$ 592	\$ 1,538	\$ 1,503
97062	\$ 95	\$ 214	\$ 698	\$ 176	\$ 674	\$ 300
97067	\$ 106	\$ 154	\$ 609	\$ 65	\$ 118	\$ 422
97068	\$ 102	\$ 207	\$ 692	\$ 76	\$ 132	\$ 585
97070	\$ 91	\$ 193	\$ 617	\$ 95	\$ 343	\$ 128
97071	\$ 97	\$ 210	\$ 597	\$ 477	\$ 254	\$ 199
97078	\$ 88	\$ 212	\$ 771	\$ 148	\$ 255	\$ 188
97080	\$ 119	\$ 269	\$ 781	\$ 566	\$ 1,217	\$ 948

97086	\$	101	\$	253	\$	785	\$	232	\$	338	\$	146
97089	\$	196	\$	402	\$	918	\$	300	\$	665	\$	332
97101	\$	116	\$	260	\$	845	\$	84	\$	4,875	\$	263
97106	\$	124	\$	227	\$	1,137	\$	86	\$	117	\$	-
97109	\$	99	\$	28	\$	507	\$	-	\$	-	\$	-
97111	\$	109	\$	249	\$	978	\$	226	\$	178	\$	286
97113	\$	95	\$	242	\$	826	\$	70	\$	146	\$	572
97114	\$	113	\$	371	\$	984	\$	95	\$	417	\$	197
97115	\$	116	\$	202	\$	448	\$	181	\$	250	\$	312
97116	\$	131	\$	227	\$	775	\$	170	\$	81	\$	148
97117	\$	183	\$	39	\$	4,004	\$	64	\$	55	\$	-
97119	\$	150	\$	297	\$	897	\$	41	\$	53	\$	473
97123	\$	98	\$	254	\$	697	\$	195	\$	320	\$	670
97124	\$	92	\$	193	\$	668	\$	87	\$	316	\$	272
97127	\$	129	\$	308	\$	1,235	\$	58	\$	144	\$	285
97128	\$	154	\$	345	\$	695	\$	96	\$	54	\$	221
97132	\$	112	\$	227	\$	864	\$	103	\$	243	\$	349
97133	\$	299	\$	134	\$	729	\$	69	\$	-	\$	166
97137	\$	117	\$	343	\$	1,431	\$	136	\$	-	\$	-
97140	\$	107	\$	245	\$	924	\$	233	\$	1,071	\$	1,035
97148	\$	145	\$	278	\$	465	\$	97	\$	195	\$	335
97201	\$	53	\$	101	\$	386	\$	263	\$	1,139	\$	977
97202	\$	68	\$	167	\$	498	\$	448	\$	414	\$	336
97203	\$	85	\$	187	\$	657	\$	219	\$	113	\$	461
97204	\$	52	\$	91	\$	368	\$	1,007	\$	213	\$	612
97205	\$	51	\$	112	\$	319	\$	68	\$	115	\$	-
97206	\$	95	\$	213	\$	626	\$	347	\$	414	\$	320
97209	\$	56	\$	107	\$	401	\$	203	\$	467	\$	986
97210	\$	51	\$	107	\$	346	\$	489	\$	76	\$	305
97211	\$	-	\$	-	\$	-	\$	52	\$	-	\$	-
97212	\$	-	\$	-	\$	-	\$	37	\$	-	\$	-
97213	\$	57	\$	139	\$	499	\$	0	\$	293	\$	184
97214	\$	57	\$	108	\$	401	\$	348	\$	271	\$	284
97215	\$	70	\$	152	\$	681	\$	185	\$	143	\$	414
97216	\$	89	\$	267	\$	765	\$	104	\$	95	\$	249
97217	\$	75	\$	148	\$	545	\$	268	\$	626	\$	352
97219	\$	83	\$	182	\$	650	\$	110	\$	109	\$	303
97221	\$	72	\$	180	\$	601	\$	128	\$	3,118	\$	114
97222	\$	94	\$	210	\$	632	\$	200	\$	263	\$	266
97223	\$	86	\$	201	\$	711	\$	166	\$	270	\$	609
97224	\$	84	\$	198	\$	725	\$	119	\$	211	\$	152
97225	\$	87	\$	154	\$	580	\$	179	\$	246	\$	172
97227	\$	55	\$	152	\$	627	\$	220	\$	-	\$	-
97229	\$	91	\$	181	\$	594	\$	119	\$	203	\$	195
97230	\$	108	\$	223	\$	790	\$	560	\$	184	\$	165
97231	\$	147	\$	290	\$	1,224	\$	51	\$	45	\$	187
97232	\$	47	\$	98	\$	393	\$	116	\$	86	\$	157

97233	\$	99	\$	228	\$	747	\$	209	\$	379	\$	617
97236	\$	117	\$	242	\$	775	\$	244	\$	306	\$	595
97239	\$	64	\$	136	\$	459	\$	110	\$	1,130	\$	401
97266	\$	101	\$	232	\$	746	\$	197	\$	260	\$	336
97267	\$	110	\$	271	\$	658	\$	111	\$	257	\$	452
97301	\$	98	\$	216	\$	628	\$	426	\$	348	\$	479
97302	\$	92	\$	201	\$	715	\$	93	\$	508	\$	1,053
97303	\$	108	\$	227	\$	709	\$	212	\$	276	\$	277
97304	\$	104	\$	216	\$	881	\$	48	\$	85	\$	176
97305	\$	101	\$	218	\$	689	\$	584	\$	704	\$	484
97306	\$	107	\$	247	\$	808	\$	49	\$	98	\$	993
97317	\$	108	\$	232	\$	688	\$	84	\$	119	\$	168
97325	\$	113	\$	-	\$	778	\$	31	\$	-	\$	-
97338	\$	60	\$	251	\$	1,330	\$	-	\$	65	\$	-
97347	\$	139	\$	367	\$	1,428	\$	159	\$	294	\$	385
97352	\$	70	\$	430	\$	177	\$	1,182	\$	-	\$	-
97362	\$	124	\$	277	\$	720	\$	541	\$	271	\$	87
97371	\$	79	\$	-	\$	-	\$	220	\$	-	\$	-
97375	\$	87	\$	492	\$	1,211	\$	56	\$	65	\$	211
97378	\$	108	\$	291	\$	883	\$	383	\$	144	\$	351
97381	\$	115	\$	213	\$	614	\$	389	\$	150	\$	204
97385	\$	129	\$	264	\$	1,275	\$	88	\$	-	\$	-
97392	\$	128	\$	278	\$	1,015	\$	69	\$	101	\$	134
97396	\$	112	\$	369	\$	750	\$	212	\$	139	\$	153

*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 October 1, 2021 and October 31, 2021.

For this period, we sent Bill Due Notices only for Residential customers and Disconnect Notices to Small Commercial customers.

Zip Code	Disconnect Notice Small Commercial		Disconnect Notice Residential		
	15-Day Notice	5-Day Notice	15-Day Notice	5-Day Notice	Friendly Reminder
97002	24	13	183	145	23
97003	27	19	1072	1168	94
97004	11	7	132	106	14
97005	103	50	1107	1201	77
97006	28	22	1418	1533	139
97007	16	7	1135	1075	147
97008	31	22	937	993	73
97009	49	38	300	239	19
97011	1		36	26	3
97013	27	21	204	150	18
97015	115	77	914	966	80
97017	8	5	135	101	5
97019	15	19	98	85	11
97020	1	1	45	36	1
97022	12	6	166	140	10
97023	45	52	489	429	45
97024	16	8	533	581	37
97026	7	6	137	118	8
97027	17	4	491	547	43
97028	4	2	10	9	3
97030	85	58	1995	2153	114
97032	11	14	197	181	18
97034	16	8	307	227	59
97035	47	24	486	480	66
97038	26	25	724	618	51
97041	1				
97042	11	10	115	87	12
97045	106	63	2021	1940	171
97049	3	3	108	78	5
97055	59	47	716	652	56
97056			2		1
97060	44	23	835	878	60
97062	115	47	858	959	72
97067	10	10	80	77	8
97068	19	13	598	506	100
97070	58	36	764	835	88
97071	51	39	890	831	65
97078	15	5	896	837	78
97080	28	21	1616	1587	142
97086	18	19	984	1024	116
97089	23	19	367	307	37
97101	7	8	154	147	10

97106	5	1	118	97	4
97109			4	2	
97111	6	4	124	101	15
97113	13	9	467	439	44
97114	18	8	205	172	10
97115	10	8	120	88	20
97116	4	4	51	48	6
97117	1	1	18	16	2
97119	10	6	162	147	19
97123	98	85	1368	1480	107
97124	101	68	1470	1488	156
97125					1
97127	7	7	163	142	5
97128	6	3	49	40	5
97132	34	17	857	757	74
97133	11	6	129	111	17
97137	7	4	41	37	4
97140	61	33	569	509	58
97148	5	4	135	123	14
97201	28	29	410	537	69
97202	115	84	1050	1167	138
97203	81	44	1208	1224	105
97204	41	30	50	67	4
97205	10	7	172	229	26
97206	87	58	1698	1673	142
97209	85	56	903	1214	159
97210	58	43	337	361	71
97213	6	6	188	181	16
97214	129	85	865	963	109
97215	12	11	365	364	35
97216	20	19	433	437	29
97217	73	56	900	964	106
97219	36	25	974	964	101
97221	10	10	284	286	42
97222	63	29	1414	1549	124
97223	97	48	1581	1649	152
97224	57	33	894	872	106
97225	32	11	565	578	77
97227	3		15	13	4
97229	24	25	1186	1328	173
97230	92	69	1784	1801	141
97231	4	4	109	80	10
97232	24	9	262	308	43
97233	57	42	2592	2735	155
97236	65	51	2037	2051	127
97239	26	14	469	530	80
97266	100	57	1733	1841	136
97267	39	20	1058	1022	77
97301	147	68	2328	2315	161
97302	82	63	1314	1384	120
97303	26	22	948	962	89
97304	4	4	76	80	12
97305	77	46	1805	1861	108
97306	23	12	1091	1016	110

97310	1				
97317	21	14	843	782	74
97325			15	9	1
97338	6	2	14	18	3
97347	3	6	113	87	12
97352	2		11	9	4
97362	11	7	126	93	8
97371	1		2	1	2
97375	1		44	38	3
97378	23	17	325	295	28
97381	43	27	429	384	36
97385	1		15	11	4
97392	9	11	130	117	14
97396	3	2	152	143	15

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

Data reflects customers that were disconnected from October 1, 2021 through October 31, 2021.

Zip Code	Non-Residential	Residential
97002		1
97003		11
97004		1
97005	2	11
97006		16
97007		6
97008		7
97009		1
97015	1	14
97022		1
97023	1	5
97024	1	9
97027		5
97030		18
97032	1	
97035		4
97038		1
97045		15
97049	1	1
97055	1	7
97060		5
97062		7
97067		1
97068		2
97070		4
97071	2	9
97078		7
97080		11
97086	1	11
97113		1
97114		1
97115		1
97119		1
97123	2	9
97124		26
97127		5
97132		9
97133	1	1
97140		2
97148		2
97202		6
97203	1	5
97206		8
97209	1	4

97210		2
97213		3
97214	3	3
97215		1
97216		1
97217		4
97219	1	10
97221	1	
97222		13
97223		9
97224		8
97225		4
97229	1	12
97230		22
97232		1
97233		22
97236	1	18
97266		17
97267	1	7
97301	1	22
97302		24
97303	1	9
97305	2	28
97306		8
97317	1	5
97347		1
97362		3
97378	1	3
97381	1	2
97392		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

Data reflects customers that were disconnected from October 1, 2021 through October 31, 2021.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002					1			
97003					6	2	2	
97004					1			
97005	1				10		1	
97006					15	1		
97007					4	2		
97008					6		1	
97009					1			
97015	1				8	3	2	
97022					1			
97023			1		3			
97024					7			
97027					4	1		
97030					11	3	1	
97032	1							
97035					1	2	1	
97038						1		
97045					10	1	3	
97055					2	1	2	1
97060					4		1	
97062					4	2		
97067						1		
97068					2			
97070					2			1
97071	1	1			3	2	2	1
97078					5	1	1	
97080					9	1		
97086	1				9		2	
97113					1			
97114					1			
97115					1			
97119						1		
97123	1		1		7	1		1
97124					14	4	4	1
97127					3	1		
97132					6	1		2
97133		1			1			
97140					2			
97148					2			
97202					2	3		
97203			1		4			
97206					3	1	1	
97209				1	3		1	

97210				2			
97213				1			
97214	1	1		1	1	1	
97215				1			
97216				1			
97217				2	2		
97219	1			2	4	2	
97221			1				
97222				5	4		2
97223				7	1		1
97224				6	1		
97225				3	1		
97229	1			11			
97230				15	3	1	
97233				12	2	3	
97236		1		12	1	3	1
97266				9	1	2	5
97267		1		3	1		1
97301				8	2	5	1
97302				17	1	3	
97303		1		7	2		
97305	2			15	6	2	1
97306				6		1	
97317	1			4			
97347						1	
97362				1		1	
97378			1	3			
97381	1			2			
97392				1			

AMP activity for October

1. Number of customers enrolled and/or participating:

Program:	October	Total
• 50/50	11	9,822
• Three-Month Payment Match	294	12,175
• Extended Match	4,881	12,776
• Customer Assistance	6,149	8,966
• Reconnect Assistance	275	371
Total number of recipients:	11,610	44,110

Table has been updated to show overarching number of customers enrolled and/or participating

2. Funds expended by program and total:

Program:	October	Total
• 50/50	\$7,421	\$3,544,716
• Three-Month Payment Match	\$38,998	\$1,934,095
• Extended Match	\$1,010,901	\$5,867,833
• Customer Assistance	\$2,392,846	\$3,329,808
• Reconnect Assistance	\$135,904	\$183,440
Total funds expended:	\$3,586,070	\$14,859,892

3. Total funds unallocated:

PGE first tranche: \$17,557,000
PGE second tranche: \$6,000,000

Total funds unallocated:	\$1,954,919
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	Total
Total funds spent:	\$14,859,892
Total funds reserved:	\$6,742,189
Total funds allocated:	\$21,602,081

When calculating available funds, PGE considered the amount of funds already provided to customers and the amount set aside for each customer enrolled in the Three-Month Payment Match and Extended Match Program. When a customer enrolls in the Three-Month Payment Match, PGE allocates \$500 for them and when someone enrolls in the Extended Match, PGE allocates \$1,000 based on the max amount of funding a customer can receive on each program. If the customer gets caught up sooner and doesn't need the full allotment, those funds are then added back into total funds available.

4. Average customer payments per option:

Program:	October	Total
• 50/50	\$674	\$361
• Three-Month Payment Match	\$133	\$159
• Extended Match	\$207	\$371
• Customer Assistance	\$389	\$459
• Reconnect Assistance	\$494	\$494

This shows the average customer payment per option, as well as the average PGE match for the matching programs. The Customer Assistance does 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%