



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

December 20, 2023

Via Electronic Filing

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

Re: **RE 188 (UM 2114) – Investigation into the Effects of the COVID-19 Pandemic on Utility Customers.** PGE Report of COVID-19 related late payment fees, time payment agreements, arrearages, disconnects and reconnects

Dear Filing Center:

On November 5, 2020, the Commission issued Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers formally approving Staff's recommendation. The Staff Report approved by Order 20-401 included a recommendation that the Commission approve the Stipulated Agreement on the Effects of the COVID-19 Pandemic on Energy Utility Customers. Attachment A of the Stipulation requires that each energy utility (utility) report certain information on a monthly basis for the prior month through December 2023. The first monthly report was due November 1, 2020, for October 2020, with subsequent monthly reports due the 20th day of the following month.

Further, Commission Order 21-057 included the requirement that the utilities that signed the UM 2114 Stipulated Agreement report on a monthly basis the number of recipients per Arrearage Management Program (AMP) option, total funds expended, total funds available, funds expended per option and average customer payments per option.

Attached is the PGE monthly COVID-19 report for December 2023. The updated response for IR 040 is also included as a separate tab. If you have any questions regarding the report, please contact Stefan Brown at (503) 464-8172. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com.

Sincerely,

/s/ Shay LaBray

Shay LaBray
Senior Director, Regulatory Affairs & Strategy

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

Counts were made on customers on the last business day of November 2023

Zip Code	Non-Residential	Residential
97002	955	2,252
97003	777	11,277
97004	474	1,792
97005	2,555	12,319
97006	1,658	19,313
97007	963	19,003
97008	1,164	11,987
97009	1,134	3,420
97011	66	497
97013	849	2,382
97015	2,049	9,286
97017	225	1,126
97019	269	1,230
97020	76	378
97022	427	1,459
97023	1,116	5,095
97024	543	4,698
97026	292	1,237
97027	489	4,953
97028	146	807
97030	2,223	15,550
97032	496	1,782
97034	879	8,478
97035	1,358	11,455
97036	21	3
97038	1,205	6,537
97041	8	
97042	340	1,222
97045	3,536	22,502
97049	163	1,650
97051	4	
97055	1,569	8,136
97056	8	29
97060	1,135	8,169
97062	2,079	11,633
97067	415	1,394
97068	1,220	11,743
97070	1,883	11,644
97071	1,703	10,873
97078	516	9,159
97079	1	
97080	918	16,821

97086	1,048	13,579
97089	798	5,032
97101	352	1,571
97106	356	1,593
97109	24	82
97111	361	1,547
97113	673	5,441
97114	553	1,789
97115	344	1,739
97116	298	850
97117	70	265
97119	377	1,642
97123	2,720	18,807
97124	3,310	21,897
97125	6	18
97127	99	1,559
97128	173	497
97132	2,005	12,294
97133	484	2,495
97137	288	488
97140	1,682	9,598
97148	333	1,366
97201	715	7,344
97202	2,614	20,361
97203	1,450	13,211
97204	622	417
97205	304	3,228
97206	1,632	22,261
97208	1	
97209	2,158	15,650
97210	1,872	8,007
97211	12	7
97212	1	
97213	262	3,131
97214	2,939	15,676
97215	511	7,754
97216	468	4,256
97217	1,705	13,508
97218	4	
97219	1,346	17,628
97221	326	5,584
97222	1,976	15,893
97223	2,491	21,388
97224	1,668	16,278
97225	1,162	11,641
97227	58	425
97229	1,568	28,616

97230	2,101	15,681
97231	541	2,002
97232	843	5,555
97233	1,151	15,525
97236	1,000	14,209
97239	784	10,599
97240	1	
97251	12	
97266	1,444	13,438
97267	1,092	12,885
97280	1	
97286	1	
97291	1	
97294	1	
97301	3,079	19,545
97302	2,819	17,605
97303	1,108	10,832
97304	286	1,347
97305	1,920	15,905
97306	848	14,043
97310	31	
97311	1	
97312	3	
97317	1300	8565
97325	62	161
97338	82	248
97347	210	832
97352	33	126
97362	309	1570
97371	44	109
97373	1	
97375	119	524
97378	550	2872
97381	1208	6532
97385	57	161
97392	379	1957
97396	243	1372
97380	1	
97048	1	
97147	1	
9722		5
97806		1
97346		1

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

Counts were made on customers that had late pay charges at any point in November 2023.

Zip Code	Non-Residential	Residential
97002	107	259
97003	86	1588
97004	49	214
97005	273	1987
97006	172	2351
97007	78	1963
97008	107	1487
97009	156	443
97011	6	64
97013	94	273
97015	224	1312
97017	34	147
97019	27	139
97020	10	52
97022	66	228
97023	171	816
97024	83	694
97026	27	205
97027	72	733
97028	4	47
97030	264	2701
97032	70	262
97034	78	655
97035	143	1155
97038	173	1019
97041	1	
97042	47	184
97045	394	2788
97049	16	144
97055	246	1146
97056	1	2
97060	137	1225
97062	270	1495
97067	149	137
97068	107	1078
97070	176	1425
97071	234	1609
97078	75	1404
97080	113	2382
97086	106	1619
97089	105	540

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

97101	38	197
97106	39	183
97109		4
97111	54	181
97113	85	681
97114	81	275
97115	42	163
97116	41	110
97117	5	31
97119	53	223
97123	350	2218
97124	299	2605
97125	1	1
97127	22	268
97128	22	62
97132	233	1340
97133	57	214
97137	21	62
97140	210	922
97147	1	
97148	32	200
97201	52	1056
97202	348	2479
97203	212	1858
97204	84	93
97205	42	504
97206	252	2807
97209	311	3021
97210	244	1082
97211	2	2
97213	29	404
97214	369	2313
97215	53	839
97216	59	640
97217	213	2138
97219	162	1788
97221	27	569
97222	241	2170
97223	323	2735
97224	167	1607
97225	116	1223
97227	4	51
97229	105	2420
97230	295	2379
97231	66	224
97232	96	882
97233	213	2964

97236	177	2446
97239	94	1219
97251	1	
97266	230	2148
97267	132	1537
97301	432	3213
97302	294	2175
97303	91	1332
97304	39	122
97305	270	2743
97306	75	1755
97317	158	1154
97325	3	17
97338	9	24
97347	15	132
97352	3	16
97362	37	198
97371	4	9
97375	9	59
97378	98	423
97381	124	711
97385	4	20
97392	57	221
97396	36	204

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 the last calendar day of November, 2023, have close dates after March 31, 2022, and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	0	73
97003	0	472
97004	0	44
97005	0	453
97006	0	682
97007	0	424
97008	0	420
97009	1	102
97011	0	19
97013	2	68
97015	1	414
97017	0	47
97019	0	37
97020	0	18
97022	0	84
97023	0	212
97024	0	315
97026	0	61
97027	0	246
97028	0	1
97030	2	1043
97032	0	82
97034	0	62
97035	0	189
97038	0	301
97042	0	32
97045	0	802
97049	0	31
97055	1	350
97060	0	401
97062	0	385
97067	0	34
97068	0	202
97070	0	361
97071	1	402
97078	0	354
97080	1	793
97086	0	459
97089	1	130

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

97101	0	60
97106	0	41
97109	0	1
97111	1	54
97113	1	198
97114	0	82
97115	0	57
97116	2	15
97117	0	12
97119	0	56
97123	1	565
97124	1	664
97127	0	76
97128	0	22
97132	0	383
97133	0	44
97137	0	12
97140	0	206
97148	0	51
97201	0	164
97202	0	431
97203	1	532
97204	0	22
97205	0	77
97206	1	698
97209	1	451
97210	1	116
97213	0	91
97214	0	329
97215	1	115
97216	0	205
97217	1	411
97219	0	380
97221	0	112
97222	0	667
97223	1	649
97224	0	362
97225	0	247
97227	0	7
97229	1	480
97230	0	931
97231	0	26
97232	0	118
97233	1	1182
97236	1	973
97239	1	163
97266	0	850

97267	0	456
97301	0	1339
97302	0	701
97303	0	483
97304	0	34
97305	1	1006
97306	0	582
97317	0	483
97325	0	6
97338	0	11
97347	0	57
97352	0	4
97362	0	54
97371	0	1
97375	0	18
97378	0	179
97381	0	218
97385	0	3
97392	0	56
97396	0	82

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 October 2023 and have a "TPA Success" of Active Arrears, Active Current, or Renegotiated.

Zip Code	Non-Residential	Residential
97002	0	11
97003	0	77
97004	0	5
97005	0	68
97006	0	106
97007	0	75
97008	0	72
97009	0	11
97011	0	2
97013	0	11
97015	0	76
97017	0	4
97019	0	2
97020	0	2
97022	0	11
97023	0	33
97024	0	60
97026	0	7
97027	0	34
97028	0	1
97030	0	167
97032	0	7
97034	0	9
97035	0	21
97038	0	44
97042	0	3
97045	0	122
97049	0	2
97055	0	54
97060	0	71
97062	0	55
97067	0	2
97068	0	24
97070	0	60
97071	0	74
97078	0	59
97080	0	110
97086	0	97
97089	0	26
97101	0	11
97106	0	2
97111	0	2

*New TPAs entered into during current month (or quarter if quarter report)

97113	1	27
97114	0	6
97115	0	7
97116	0	3
97117	0	1
97119	0	5
97123	1	94
97124	0	87
97127	0	9
97128	0	4
97132	0	42
97133	0	9
97137	0	3
97140	0	37
97148	0	4
97201	0	21
97202	0	68
97203	0	81
97204	0	2
97205	0	18
97206	0	129
97209	0	76
97210	1	17
97213	0	15
97214	0	45
97215	0	11
97216	0	33
97217	0	66
97219	0	42
97221	0	11
97222	0	98
97223	1	110
97224	0	65
97225	0	43
97227	0	1
97229	0	78
97230	0	162
97231	0	5
97232	0	13
97233	1	201
97236	0	160
97239	0	20
97266	0	159
97267	0	63
97301	0	222
97302	0	97
97303	0	74

97304	0	6
97305	1	178
97306	0	105
97317	0	84
97325	0	1
97338	0	1
97347	0	10
97352	0	2
97362	0	10
97375	0	1
97378	0	27
97381	0	27
97392	0	10
97396	0	9

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

Counts were made on customers that had a balance on the last day of November 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002	1		1	1		1
97003		4	5		1	1
97004		1	1			2
97005	3	9	3	2	1	1
97006	2	4	11		1	2
97007		1	6	1		2
97008	1	3	4	1		2
97009		1			1	
97013	1					
97015	3	2	9	1		6
97020			1			
97022			1			1
97023				1		
97024	1	2	3	1		
97026	1					
97027		1	3			
97030	4	8	15	1	2	2
97034	1					
97035		2	3		2	
97038			2			
97042		1	1			
97045	3	3	9			1
97055		2	2			
97060	1	2				
97062	1	1	3	1	1	
97067			4			
97068	1	1	1	1		1
97070	1	1	5			
97071	2	1	4		1	1
97078	1	5	4			
97080	1	3	11	1		
97086	1	5	8			1
97089		1	2			
97101		1				
97111						1
97113	1	2			2	2
97114				1		
97116	1					1
97119			1		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.

97123			2	1		1
97124	3	3	6	1		
97127			2			
97132	1					2
97133	1		1			
97137	1					
97140			2	3	1	
97148						1
97201		1	27			1
97202	2	2	11		2	2
97203	1	6	9		1	
97204		1	6		1	1
97205		2	10			1
97206		1	8		1	2
97209	3	4	54	4	1	4
97210		2	13	2		3
97213			4			2
97214		1	17		1	6
97215		2	2			1
97216					1	1
97217	2	5	19	2	1	3
97219	2	1	3			1
97221			2			
97222	1	2	4			2
97223	1	5	3		1	2
97224	1	3	6		1	2
97225	1	3	5			1
97227			1			
97229	2	2	2			
97230	4	7	13		1	
97231			1			
97232		3	13			3
97233	5	8	19	1		1
97236	4	7	22			
97239			8			
97266	4	8	11	1	4	1
97267	1	1	3			
97301	5	6	23	1		2
97302	2	1	6			1
97303			2			1
97305	2	3	8			1
97306		4	5			
97317	1	2	4			
97378		1	2			1
97381			3	2		1
97392		1				1

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

Amounts were made on customers that had a balance on the last day of November 2023.

Zip Code	Residential			Small Commercial			
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days	
97002	\$ 718		\$ 429	\$ 810		\$ 285	*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.
97003		\$ 2,645	\$ 1,822		\$ 416	\$ 333	
97004		\$ 591	\$ 468			\$ 14,348	
97005	\$ 991	\$ 3,130	\$ 954	\$ 845	\$ 270	\$ 609	
97006	\$ 814	\$ 1,055	\$ 4,312		\$ 499	\$ 725	
97007		\$ 203	\$ 2,233	\$ 358		\$ 770	
97008	\$ 269	\$ 1,295	\$ 979	\$ 307		\$ 689	
97009		\$ 495			\$ 427		
97013	\$ 569						
97015	\$ 1,867	\$ 736	\$ 5,341	\$ 353		\$ 3,347	
97020			\$ 300				
97022			\$ 185			\$ 6,235	
97023				\$ 8,933			
97024	\$ 302	\$ 880	\$ 3,067	\$ 360			
97026	\$ 601						
97027		\$ 324	\$ 1,159				
97030	\$ 1,252	\$ 2,677	\$ 7,995	\$ 397	\$ 647	\$ 992	
97034	\$ 315						
97035		\$ 1,722	\$ 1,689		\$ 821		
97038			\$ 1,034				
97042		\$ 493	\$ 1,385				
97045	\$ 2,220	\$ 1,388	\$ 5,711			\$ 302	
97055		\$ 646	\$ 3,229				
97060	\$ 350	\$ 483					
97062	\$ 521	\$ 408	\$ 1,093	\$ 281	\$ 327		
97067			\$ 3,240				
97068	\$ 312	\$ 409	\$ 274	\$ 357		\$ 263	
97070	\$ 358	\$ 208	\$ 1,594				
97071	\$ 631	\$ 245	\$ 2,543		\$ 1,062	\$ 2,158	
97078	\$ 281	\$ 1,794	\$ 1,497				
97080	\$ 248	\$ 1,081	\$ 12,791	\$ 412			
97086	\$ 741	\$ 1,601	\$ 3,280			\$ 2,565	
97089		\$ 336	\$ 2,970				
97101		\$ 236					
97111						\$ 335	
97113	\$ 802	\$ 648			\$ 811	\$ 1,218	
97114				\$ 292			
97116	\$ 622					\$ 376	
97119			\$ 246		\$ 274		

97123			\$ 751	\$ 2,188		\$ 384
97124	\$ 1,146	\$ 843	\$ 2,875	\$ 277		
97127			\$ 1,381			
97132	\$ 1,450					\$ 831
97133	\$ 367		\$ 5,232			
97137	\$ 156					
97140			\$ 623	\$ 905	\$ 345	
97148						\$ 282
97201		\$ 332	\$ 10,255			\$ 982
97202	\$ 631	\$ 698	\$ 5,133		\$ 4,276	\$ 1,982
97203	\$ 375	\$ 2,012	\$ 3,865		\$ 316	
97204		\$ 251	\$ 2,290		\$ 459	\$ 703
97205		\$ 551	\$ 3,640			\$ 872
97206		\$ 410	\$ 3,177		\$ 1,322	\$ 756
97209	\$ 1,014	\$ 1,580	\$ 20,704	\$ 1,565	\$ 1,199	\$ 6,085
97210		\$ 1,552	\$ 3,675	\$ 819		\$ 966
97213			\$ 1,960			\$ 2,865
97214		\$ 934	\$ 6,455		\$ 1,163	\$ 2,318
97215		\$ 428	\$ 603			\$ 793
97216					\$ 623	\$ 372
97217	\$ 527	\$ 2,433	\$ 6,874	\$ 1,038	\$ 588	\$ 2,646
97219	\$ 958	\$ 523	\$ 1,563			\$ 1,083
97221			\$ 665			
97222	\$ 632	\$ 626	\$ 3,779			\$ 1,722
97223	\$ 1,027	\$ 1,382	\$ 942		\$ 336	\$ 681
97224	\$ 266	\$ 744	\$ 2,384		\$ 1,030	\$ 1,071
97225	\$ 229	\$ 1,115	\$ 4,055			\$ 364
97227			\$ 395			
97229	\$ 1,531	\$ 482	\$ 767			
97230	\$ 1,298	\$ 2,387	\$ 5,342		\$ 373	
97231			\$ 2,329			
97232		\$ 1,378	\$ 5,149			\$ 986
97233	\$ 1,922	\$ 4,550	\$ 9,440	\$ 391		\$ 1,478
97236	\$ 1,828	\$ 4,912	\$ 12,268			
97239			\$ 4,202			
97266	\$ 1,009	\$ 4,211	\$ 6,495	\$ 423	\$ 1,793	\$ 489
97267	\$ 291	\$ 446	\$ 1,168			
97301	\$ 2,528	\$ 2,848	\$ 11,460	\$ 833		\$ 1,212
97302	\$ 703	\$ 441	\$ 6,276			\$ 1,165
97303			\$ 1,948			\$ 7,818
97305	\$ 484	\$ 761	\$ 4,299			\$ 900
97306		\$ 1,773	\$ 2,115			
97317	\$ 352	\$ 485	\$ 2,454			
97378		\$ 320	\$ 2,558			\$ 536
97381			\$ 2,844	\$ 769		\$ 570
97392		\$ 554				\$ 718

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

Averages were made on customers that had a balance on the last day of November 2023.

Zip Code	Residential			Small Commercial			
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days	
97002	\$ 718		\$ 429	\$ 810		\$ 285	*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.
97003		\$ 661	\$ 364		\$ 416	\$ 333	
97004		\$ 591	\$ 468			\$ 7,174	
97005	\$ 330	\$ 348	\$ 318	\$ 423	\$ 270	\$ 609	
97006	\$ 407	\$ 264	\$ 392		\$ 499	\$ 362	
97007		\$ 203	\$ 372	\$ 358		\$ 385	
97008	\$ 269	\$ 432	\$ 245	\$ 307		\$ 345	
97009		\$ 495			\$ 427		
97013	\$ 569						
97015	\$ 622	\$ 368	\$ 593	\$ 353		\$ 558	
97020			\$ 300				
97022			\$ 185			\$ 6,235	
97023				\$ 8,933			
97024	\$ 302	\$ 440	\$ 1,022	\$ 360			
97026	\$ 601						
97027		\$ 324	\$ 386				
97030	\$ 313	\$ 335	\$ 533	\$ 397	\$ 323	\$ 496	
97034	\$ 315						
97035		\$ 861	\$ 563		\$ 410		
97038			\$ 517				
97042		\$ 493	\$ 1,385				
97045	\$ 740	\$ 463	\$ 635			\$ 302	
97055		\$ 323	\$ 1,614				
97060	\$ 350	\$ 241					
97062	\$ 521	\$ 408	\$ 364	\$ 281	\$ 327		
97067			\$ 810				
97068	\$ 312	\$ 409	\$ 274	\$ 357		\$ 263	
97070	\$ 358	\$ 208	\$ 319				
97071	\$ 315	\$ 245	\$ 636		\$ 1,062	\$ 2,158	
97078	\$ 281	\$ 359	\$ 374				
97080	\$ 248	\$ 360	\$ 1,163	\$ 412			
97086	\$ 741	\$ 320	\$ 410			\$ 2,565	
97089		\$ 336	\$ 1,485				
97101		\$ 236					
97111						\$ 335	
97113	\$ 802	\$ 324			\$ 405	\$ 609	
97114				\$ 292			
97116	\$ 622					\$ 376	
97119			\$ 246		\$ 274		

97123				\$ 375	\$ 2,188		\$ 384
97124	\$ 382	\$ 281	\$ 479	\$ 277			
97127			\$ 691				
97132	\$ 1,450						\$ 415
97133	\$ 367		\$ 5,232				
97137	\$ 156						
97140			\$ 311	\$ 302	\$ 345		
97148							\$ 282
97201		\$ 332	\$ 380				\$ 982
97202	\$ 316	\$ 349	\$ 467		\$ 2,138		\$ 991
97203	\$ 375	\$ 335	\$ 429		\$ 316		
97204		\$ 251	\$ 382		\$ 459		\$ 703
97205		\$ 276	\$ 364				\$ 872
97206		\$ 410	\$ 397		\$ 1,322		\$ 378
97209	\$ 338	\$ 395	\$ 383	\$ 391	\$ 1,199		\$ 1,521
97210		\$ 776	\$ 283	\$ 409			\$ 322
97213			\$ 490				\$ 1,433
97214		\$ 934	\$ 380		\$ 1,163		\$ 386
97215		\$ 214	\$ 302				\$ 793
97216					\$ 623		\$ 372
97217	\$ 263	\$ 487	\$ 362	\$ 519	\$ 588		\$ 882
97219	\$ 479	\$ 523	\$ 521				\$ 1,083
97221			\$ 332				
97222	\$ 632	\$ 313	\$ 945				\$ 861
97223	\$ 1,027	\$ 276	\$ 314		\$ 336		\$ 341
97224	\$ 266	\$ 248	\$ 397		\$ 1,030		\$ 535
97225	\$ 229	\$ 372	\$ 811				\$ 364
97227			\$ 395				
97229	\$ 765	\$ 241	\$ 384				
97230	\$ 324	\$ 341	\$ 411		\$ 373		
97231			\$ 2,329				
97232		\$ 459	\$ 396				\$ 329
97233	\$ 384	\$ 569	\$ 497	\$ 391			\$ 1,478
97236	\$ 457	\$ 702	\$ 558				
97239			\$ 525				
97266	\$ 252	\$ 526	\$ 590	\$ 423	\$ 448		\$ 489
97267	\$ 291	\$ 446	\$ 389				
97301	\$ 506	\$ 475	\$ 498	\$ 833			\$ 606
97302	\$ 351	\$ 441	\$ 1,046				\$ 1,165
97303			\$ 974				\$ 7,818
97305	\$ 242	\$ 254	\$ 537				\$ 900
97306		\$ 443	\$ 423				
97317	\$ 352	\$ 242	\$ 613				
97378		\$ 320	\$ 1,279				\$ 536
97381			\$ 948	\$ 385			\$ 570
97392		\$ 554					\$ 718

**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 November 1, 2023 and the last calendar day of November, 2023.

Zip Code	Disconnect Notice Small Commercial		Friendly Reminder	Disconnect Notice Residential	
	Past Due Notice (20-Day)	Disconnect Notice (5-day)		Past Due Notice (20-Day)	Disconnect Notice (5-day)
97002	32	18	13	163	104
97003	25	22	66	971	846
97004	7	4	16	133	81
97005	79	44	86	999	852
97006	48	37	119	1,423	1,274
97007	21	9	109	1,086	899
97008	39	10	69	852	672
97009	47	27	26	273	161
97011	1	1	2	36	23
97013	27	14	18	174	86
97015	77	39	78	779	553
97017	7	3	9	106	81
97019	6	3	6	90	57
97020	2	2	5	38	31
97022	23	14	12	184	124
97023	46	38	47	503	341
97024	32	17	40	546	431
97026	1	7	3	57	86
97027	21	13	32	451	374
97028	4	3	3	12	4
97030	94	83	135	1,827	1,678
97032	23	13	10	172	130
97034	12	5	49	223	142
97035	32	23	78	504	409
97038	45	26	48	686	558
97042	9	5	10	104	76
97045	92	100	149	1,736	1,360
97049	5	1	7	90	73
97055	64	51	60	738	557
97056	1			2	2
97060	48	37	44	868	643
97062	62	41	74	823	696
97067	25		16	79	44
97068	22	13	84	587	402
97070	44	18	78	705	627
97071	75	53	91	917	690
97078	22	16	77	800	660

97080	24	25	125	1,593	1,319
97086	39	20	97	926	663
97089	27	13	30	336	218
97101	4	4	9	148	93
97106	1	5	3	37	77
97109				1	1
97111	13	9	16	132	89
97113	15	30	35	364	316
97114	38	2	17	190	105
97115	4	3	7	98	64
97116	2	8	4	50	35
97117	3	1	3	28	18
97119	11	7	9	146	100
97123	81	107	132	1,373	1,080
97124	77	44	187	1,389	1,208
97127	5	4	14	171	116
97128	6	2	6	40	33
97132	55	33	63	753	594
97133	19	10	8	115	77
97137	8	8	3	38	25
97140	64	41	51	508	332
97148	5	5	17	129	88
97201	20	20	51	367	360
97202	122	105	132	1,016	813
97203	75	38	93	1,074	907
97204	49	39	9	41	42
97205	17	9	21	157	180
97206	74	81	153	1,441	1,053
97209	111	83	149	902	1,009
97210	75	70	65	322	315
97213	4	6	20	175	129
97214	117	113	113	803	752
97215	24	20	38	329	238
97216	17	27	30	340	279
97217	69	69	116	826	754
97218		2			
97219	35	60	100	922	670
97221	3	11	33	194	193
97222	59	44	100	1,200	1,066
97223	95	62	141	1,439	1,192
97224	59	49	90	822	601
97225	25	26	71	558	515
97227	1	5	3	17	10
97229	25	18	149	1,165	1,066
97230	126	87	129	1,444	1,273
97231	16	9	9	97	70
97232	32	58	39	277	269

97233	52	93	159	1,874	1,893
97236	51	85	139	1,725	1,533
97239	17	26	68	355	346
97266	90	114	94	1,513	1,269
97267	36	40	79	936	733
97301	129	96	191	2,182	1,925
97302	99	74	135	1,205	1,071
97303	24	32	63	844	766
97304	10	3	13	81	50
97305	67	80	141	1,804	1,481
97306	16	10	89	950	799
97310	4	2			
97317	25	30	68	869	700
97325				14	5
97338	2	1	2	18	8
97347	1		9	90	74
97352			1	12	11
97362	11	5	12	115	58
97371	1		1	5	2
97375	3	3	3	39	25
97378	24	9	26	279	168
97381	42	9	50	398	232
97385			3	14	5
97392	15	10	11	116	86
97396	5	3	12	148	126
97286	1				
97208	1				

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

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

Zip Code	Non-Residential	Residential
97002	0	3
97003	1	36
97005	1	42
97006	0	44
97007	0	27
97008	0	30
97009	0	5
97011	0	2
97013	0	4
97015	1	40
97017	0	1
97019	0	1
97022	0	1
97023	0	16
97024	1	24
97027	0	13
97030	2	70
97032	0	3
97034	0	4
97035	0	5
97038	1	19
97042	0	1
97045	1	44
97049	0	1
97055	3	13
97060	0	23
97062	0	21
97067	0	2
97068	1	6
97070	0	13
97071	1	12
97078	1	23
97080	0	49
97086	0	60
97089	1	14
97101	0	4
97106	1	2
97113	0	4
97114	0	1
97117	0	1
97119	0	3
97123	4	40

97124	0	37
97127	0	2
97132	0	12
97133	0	2
97140	0	9
97201	0	12
97202	0	28
97203	2	47
97205	0	4
97206	2	57
97209	1	24
97210	0	10
97213	0	6
97214	0	26
97215	0	7
97216	0	10
97217	1	32
97219	4	19
97221	0	5
97222	0	31
97223	1	43
97224	0	24
97225	0	23
97229	0	39
97230	2	57
97231	0	1
97232	0	11
97233	1	98
97236	2	65
97239	0	7
97266	0	55
97267	3	32
97301	3	86
97302	0	32
97303	1	19
97304	0	2
97305	1	66
97306	0	24
97317	1	16
97325	0	1
97347	0	1
97352	0	1
97362	0	3
97375	0	3
97378	0	5
97381	1	6
97392	0	5

97396

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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 November 2023.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002	0	0	0	0	2	0	0	0
97003	0	0	0	0	28	4	1	0
97005	0	1	0	0	27	5	3	0
97006	0	0	0	0	37	1	2	0
97007	0	0	0	0	19	1	3	0
97008	0	0	0	0	23	5	0	0
97009	0	0	0	0	2	2	0	0
97011	0	0	0	0	0	1	0	0
97013	0	0	0	0	3	0	0	0
97015	1	0	0	0	30	4	1	0
97017	0	0	0	0	1	0	0	0
97019	0	0	0	0	1	0	0	0
97022	0	0	0	0	0	1	0	0
97023	0	0	0	0	9	1	1	0
97024	0	1	0	0	18	5	1	0
97027	0	0	0	0	9	0	2	1
97030	0	0	0	0	41	10	8	0
97032	0	0	0	0	3	0	0	0
97034	0	0	0	0	2	1	0	0
97035	0	0	0	0	2	1	0	0
97038	1	0	0	0	13	2	2	0
97042	0	0	0	0	0	1	0	0
97045	0	0	1	0	27	1	3	0
97049	0	0	0	0	1	0	0	0
97055	0	0	0	0	9	3	0	0
97060	0	0	0	0	16	1	1	0
97062	0	0	0	0	16	2	0	0
97067	0	0	0	0	2	0	0	0
97068	0	0	0	0	5	0	0	0
97070	0	0	0	0	8	1	1	0
97071	0	1	0	0	6	2	2	0
97078	0	0	1	0	17	2	4	0
97080	0	0	0	0	31	5	6	0
97086	0	0	0	0	44	6	5	0
97089	0	0	1	0	9	1	3	0
97101	0	0	0	0	3	0	0	0
97106	0	0	0	0	0	0	0	0
97113	0	0	0	0	3	0	0	0

97114	0	0	0	0	1	0	0	0
97117	0	0	0	0	0	0	0	0
97119	0	0	0	0	3	0	0	0
97123	1	0	0	0	25	7	1	0
97124	0	0	0	0	21	4	3	0
97127	0	0	0	0	1	1	0	0
97132	0	0	0	0	6	0	0	0
97133	0	0	0	0	2	0	0	0
97140	0	0	0	0	6	1	0	0
97201	0	0	0	0	5	1	2	1
97202	0	0	0	0	15	1	4	2
97203	0	0	0	0	27	5	5	0
97205	0	0	0	0	1	1	1	0
97206	2	0	0	0	41	4	4	1
97209	0	1	0	0	11	4	2	1
97210	0	0	0	0	6	0	0	0
97213	0	0	0	0	4	1	0	0
97214	0	0	0	0	19	2	2	0
97215	0	0	0	0	2	1	0	0
97216	0	0	0	0	7	1	1	0
97217	0	0	0	0	13	1	7	0
97219	3	0	0	0	11	1	2	0
97221	0	0	0	0	4	0	0	0
97222	0	0	0	0	16	4	5	0
97223	1	0	0	0	28	4	4	0
97224	0	0	0	0	17	3	0	0
97225	0	0	0	0	11	7	3	0
97229	0	0	0	0	32	0	1	0
97230	0	0	0	0	37	3	3	0
97231	0	0	0	0	1	0	0	0
97232	0	0	0	0	6	2	2	0
97233	0	0	0	1	70	8	5	0
97236	1	0	0	1	42	12	5	1
97239	0	0	0	0	3	1	0	1
97266	0	0	0	0	23	9	8	3
97267	0	1	0	0	20	3	1	1
97301	1	0	0	0	44	16	6	0
97302	0	0	0	0	20	4	1	0
97303	0	0	0	0	12	5	0	0
97304	0	0	0	0	1	1	0	0
97305	0	1	0	0	48	3	5	1
97306	0	0	0	0	14	3	0	1
97317	1	0	0	0	14	1	0	0
97325	0	0	0	0	0	0	1	0
97347	0	0	0	0	0	1	0	0
97352	0	0	0	0	1	0	0	0
97362	0	0	0	0	3	0	0	0

97375	0	0	0	0	2	0	0	0
97378	0	0	0	0	3	0	0	0
97381	1	0	0	0	5	0	0	0
97392	0	0	0	0	4	0	0	0
97396	0	0	0	0	0	1	0	0

Month	Disconnect Count	Customer Count	Percent Disconnected
201806	0	103,396	0.00%
201807	0	103,383	0.00%
201808	0	103,699	0.00%
201809	0	103,797	0.00%
201810	0	103,764	0.00%
201811	1	103,759	0.00%
201812	0	103,844	0.00%
201901	1	103,870	0.00%
201902	167	103,924	0.16%
201903	157	103,731	0.15%
201904	109	103,625	0.11%
201905	93	103,652	0.09%
201906	51	103,676	0.05%
201907	57	103,961	0.05%
201908	37	103,999	0.04%
201909	45	103,986	0.04%
201910	50	104,134	0.05%
201911	54	104,263	0.05%
201912	40	104,145	0.04%
202001	68	104,306	0.07%
202002	48	104,429	0.05%
202003	28	104,516	0.03%
202004	0	104,549	0.00%
202005	0	104,603	0.00%
202006	0	104,617	0.00%
202007	0	104,643	0.00%
202008	0	104,674	0.00%
202009	0	104,747	0.00%
202010	1	104,928	0.00%
202011	0	105,021	0.00%
202012	7	105,154	0.01%
202101	3	105,242	0.00%
202102	2	105,272	0.00%
202103	28	105,307	0.03%
202104	64	105,413	0.06%
202105	45	105,419	0.04%
202106	69	105,457	0.07%
202107	46	105,579	0.04%
202108	46	105,689	0.04%
202109	56	105,821	0.05%
202110	31	105,856	0.03%
202111	41	105,918	0.04%
202112	28	105,871	0.03%
202201	50	105,975	0.05%
202202	55	106,034	0.05%
202203	39	106,114	0.04%

202204	32	106,319	0.03%
202205	54	106,475	0.05%
202206	64	106,638	0.06%
202207	49	106,686	0.05%
202208	68	106,721	0.06%
202209	36	106,723	0.03%
202210	50	106,735	0.05%
202211	26	106,851	0.02%
202212	32	106,900	0.03%
202301	39	106,879	0.04%
202302	11	106,916	0.04%
202303	29	106,967	0.05%
202304	10	107,150	0.01%
202305	25	107,226	0.02%
202306	42	107,087	0.04%
202309	28	107,254	0.03%
202310	59	107,314	0.05%
202311	46	107,538	0.04%