



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

January 22, 2024

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 January 2024. 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 December 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 December 2023.

Zip Code	Non-Residential	Residential
97002	97	239
97003	82	1667
97004	51	179
97005	270	2060
97006	167	2395
97007	72	1798
97008	111	1434
97009	127	396
97011	8	70
97013	33	156
97015	226	1318
97017	22	142
97019	33	163
97020	15	43
97022	55	217
97023	150	720
97024	90	765
97026	43	217
97027	57	744
97028	5	49
97030	252	2577
97032	51	267
97034	37	506
97035	183	1185
97036	16	1
97038	152	986
97041	1	
97042	22	139
97045	365	2805
97049	21	176
97055	252	1263
97056	1	3
97060	198	1273
97062	252	1488
97067	230	161
97068	120	1184
97070	280	1365
97071	270	1768
97078	71	1315
97080	106	2368
97086	137	1642

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

97089	99	602
97101	49	218
97106	52	192
97109	3	7
97111	45	168
97113	72	537
97114	38	142
97115	33	167
97116	13	41
97117	1	12
97119	52	175
97123	349	2320
97124	371	2787
97125	2	1
97127	21	210
97128	29	53
97132	227	1454
97133	77	222
97137	22	55
97140	229	927
97148	38	177
97201	29	869
97202	362	2430
97203	160	1767
97204	81	82
97205	39	536
97206	247	2814
97209	250	2502
97210	227	1001
97211	1	1
97213	33	384
97214	332	2248
97215	52	798
97216	25	290
97217	192	2057
97219	205	1861
97221	46	593
97222	273	2354
97223	327	2609
97224	143	1605
97225	94	1259
97227	4	51
97229	126	2507
97230	429	2549
97231	51	177
97232	134	964
97233	234	2731

97236	162	2314
97239	67	978
97251	2	
97266	171	1867
97267	157	1622
97301	387	3253
97302	337	2277
97303	137	1579
97304	40	131
97305	309	2813
97306	67	1398
97317	120	1054
97325	3	14
97338	8	27
97347	37	129
97352	1	13
97362	36	179
97371	4	10
97375	12	60
97378	96	448
97381	133	744
97385	4	18
97392	36	186
97396	34	229

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 December, 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	72
97003	0	452
97004	0	48
97005	0	455
97006	0	673
97007	0	433
97008	0	401
97009	3	104
97011	0	18
97013	2	60
97015	1	412
97017	0	50
97019	0	38
97020	0	12
97022	0	83
97023	0	217
97024	0	319
97026	0	58
97027	0	240
97028	0	2
97030	1	1077
97032	1	81
97034	0	58
97035	0	200
97038	0	296
97042	0	36
97045	0	806
97049	0	33
97055	1	342
97060	0	429
97062	1	391
97067	0	31
97068	0	214
97070	1	366
97071	1	440
97078	1	363
97080	1	814
97086	0	438
97089	0	130

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

97101	0	63
97106	0	43
97109	0	1
97111	0	56
97113	1	209
97114	0	81
97115	0	57
97116	0	19
97117	0	11
97119	0	60
97123	1	581
97124	1	674
97127	0	85
97128	0	23
97132	0	392
97133	0	47
97137	0	11
97140	0	209
97148	0	48
97201	0	185
97202	0	419
97203	1	527
97204	1	23
97205	0	91
97206	1	684
97209	1	470
97210	2	123
97213	0	87
97214	0	349
97215	1	118
97216	0	214
97217	1	399
97219	0	373
97221	0	106
97222	0	665
97223	1	641
97224	0	336
97225	0	230
97227	0	8
97229	1	497
97230	0	952
97231	0	27
97232	0	112
97233	2	1194
97236	1	986
97239	0	175
97266	1	832

97267	0	453
97301	1	1351
97302	1	695
97303	0	500
97304	0	38
97305	1	1001
97306	0	599
97317	0	476
97325	0	6
97338	0	11
97347	0	53
97352	0	4
97362	0	57
97371	0	2
97375	0	18
97378	0	170
97381	0	212
97385	0	5
97392	0	55
97396	0	77

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

Zip Code	Non-Residential	Residential
97002	0	23
97003	0	187
97004	0	22
97005	0	210
97006	0	303
97007	0	195
97008	0	171
97009	2	40
97011	0	4
97013	0	25
97015	0	195
97017	0	16
97019	0	7
97020	0	5
97022	0	25
97023	0	91
97024	0	144
97026	0	17
97027	0	91
97028	0	2
97030	1	491
97032	1	27
97034	0	23
97035	0	77
97038	0	116
97042	0	14
97045	0	324
97049	0	14
97055	0	134
97060	0	199
97062	1	179
97067	0	9
97068	0	82
97070	1	164
97071	0	209
97078	1	174
97080	0	345
97086	0	231
97089	0	52
97101	0	26
97106	0	12

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

97111	0	19
97113	1	80
97114	0	26
97115	0	21
97116	0	11
97117	0	2
97119	0	23
97123	1	255
97124	1	311
97127	0	33
97128	0	6
97132	0	139
97133	0	24
97137	0	5
97140	0	87
97148	0	10
97201	0	91
97202	0	175
97203	0	225
97204	1	11
97205	0	45
97206	0	300
97209	0	231
97210	2	57
97213	0	41
97214	0	164
97215	0	45
97216	0	98
97217	0	172
97219	0	140
97221	0	45
97222	0	276
97223	1	301
97224	0	151
97225	0	102
97227	0	3
97229	1	237
97230	0	458
97231	0	13
97232	0	50
97233	2	573
97236	0	446
97239	0	82
97266	1	390
97267	0	179
97301	1	623
97302	1	313

97303	0	236
97304	0	20
97305	1	443
97306	0	267
97317	0	219
97325	0	2
97338	0	3
97347	0	24
97352	0	3
97362	0	27
97371	0	1
97375	0	4
97378	0	61
97381	0	82
97385	0	4
97392	0	19
97396	0	18

Attachment A subpart e - The number of customers completing a TPA during the period

Counts were made on customers that enrolled in a TPA at any point on or before the last calendar day of December, 2023, have close dates at any point between July 1, 2023 and the last calendar day of September, 2023, and have a "TPA Success" of Success.

Zip Code	Non-Residential	Residential
97002	0	19
97003	1	127
97004	1	13
97005	0	142
97006	0	229
97007	0	127
97008	0	139
97009	0	30
97011	0	4
97013	0	20
97015	0	89
97017	0	11
97019	0	8
97020	0	6
97022	0	15
97023	0	43
97024	0	95
97026	0	18
97027	0	61
97030	1	297
97032	0	11
97034	0	19
97035	0	42
97038	0	93
97042	0	7
97045	0	201
97049	0	12
97055	0	96
97060	0	110
97062	0	86
97067	0	9
97068	0	38
97070	0	78
97071	0	108
97078	1	114
97080	0	189
97086	0	119
97089	0	39
97101	0	13

97106	0	11
97111	1	10
97113	0	66
97114	0	19
97115	0	9
97116	1	8
97117	0	2
97119	0	13
97123	0	160
97124	1	206
97127	0	23
97128	0	1
97132	0	100
97133	0	11
97137	0	1
97140	0	57
97148	0	10
97201	0	37
97202	0	125
97203	0	139
97204	0	6
97205	0	14
97206	1	196
97209	0	102
97210	1	28
97213	0	24
97214	0	68
97215	0	25
97216	0	51
97217	0	100
97219	0	101
97221	0	31
97222	0	187
97223	0	217
97224	0	116
97225	0	72
97227	0	1
97229	0	167
97230	1	273
97231	0	7
97232	0	27
97233	0	341
97236	0	242
97239	1	43
97266	0	215
97267	0	118
97301	0	387

97302	0	207
97303	1	118
97304	0	10
97305	0	313
97306	0	153
97317	0	148
97325	0	3
97338	0	2
97347	0	9
97352	0	2
97362	0	25
97375	0	4
97378	0	55
97381	0	62
97385	0	1
97392	0	14
97396	0	23

Attachment A subpart f - The number of customers, by customer class, renegotiating TPAs during the period

Counts were made on customers that enrolled in a TPA at any point on or before the last calendar day of December, 2023, have close dates at any point between October 1, 2023 and the last calendar day of December, 2023, and have a "TPA Success" of Renegotiated.

Zip Code	Non-Residential	Residential
97006	0	1
97007	0	1
97015	0	2
97023	0	3
97030	0	1
97032	0	1
97042	0	1
97055	0	1
97062	0	1
97068	0	1
97071	0	2
97080	0	3
97086	0	2
97089	0	1
97116	0	1
97123	0	2
97124	0	1
97132	0	2
97140	0	1
97202	0	1
97206	0	3
97216	0	1
97217	0	2
97219	0	1
97221	0	1
97223	0	4
97225	0	1
97230	0	2
97233	0	3
97236	0	1
97266	0	1
97267	0	1
97301	0	1
97302	0	3
97303	0	2
97305	0	1
97306	0	2
97317	0	3
97381	0	1

Attachment A subpart h - The number of customers taking service at the beginning of the period under existing medical payment arrangements

Counts were made on customers that enrolled in a TPA at any point before October 1, 2023, have close dates at any point on or after October 1, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97002	0	1
97003	0	11
97004	0	2
97005	0	7
97006	0	15
97007	0	5
97008	0	11
97009	0	7
97013	0	1
97015	0	15
97017	0	2
97019	0	1
97022	0	7
97023	0	10
97024	0	14
97026	0	1
97027	0	5
97030	0	27
97032	0	2
97035	0	1
97038	0	7
97042	0	3
97045	0	18
97049	0	2
97055	0	5
97060	0	11
97062	0	7
97067	0	1
97068	0	2
97070	0	6
97071	0	9
97078	0	10
97080	0	18
97086	0	19
97089	0	6
97101	0	2
97106	0	1
97111	0	1
97113	0	4

97114	0	5
97115	0	3
97123	0	10
97124	0	17
97127	0	4
97128	0	3
97132	0	20
97133	0	1
97140	0	3
97148	0	2
97201	0	5
97202	0	6
97203	0	15
97204	0	1
97205	0	1
97206	0	26
97209	0	2
97210	0	2
97213	0	3
97214	0	4
97215	0	2
97216	0	12
97217	0	6
97219	0	11
97221	0	3
97222	0	25
97223	0	13
97224	0	5
97225	0	4
97227	0	1
97229	0	11
97230	0	41
97233	0	43
97236	0	32
97266	0	26
97267	0	13
97301	0	47
97302	0	14
97303	0	7
97304	0	1
97305	0	36
97306	0	17
97317	0	14
97325	0	2
97347	0	1
97378	0	8
97381	0	1

97392	0	1
97396	0	4

Attachment A subpart i - The number of customers enrolling in new medical payment arrangements during the period

Counts were made on customers that enrolled in a TPA at any point between July 1, 2023 and the last calendar day of December, 2023, have a "TPA Success" of Active Arrears, Active Current, or Renegotiated, and has MedCert.

Zip Code	Non-Residential	Residential
97003	0	4
97004	0	1
97005	0	2
97006	0	5
97007	0	3
97008	0	4
97013	0	1
97015	0	4
97017	0	1
97023	0	6
97024	0	5
97026	0	1
97027	0	1
97030	0	7
97032	0	2
97038	0	3
97045	0	8
97049	0	1
97055	0	1
97060	0	4
97062	0	1
97070	0	1
97071	0	1
97078	0	4
97080	0	5
97086	0	5
97089	0	1
97113	0	1
97114	0	1
97123	0	4
97124	0	7
97127	0	2
97132	0	6
97140	0	3
97201	0	4
97202	0	3
97203	0	6
97206	0	9
97210	0	1

97213	0	1
97214	0	3
97215	0	1
97216	0	5
97217	0	2
97219	0	4
97222	0	12
97223	0	4
97224	0	2
97225	0	1
97227	0	1
97229	0	2
97230	0	14
97233	0	14
97236	0	9
97266	0	5
97267	0	6
97301	0	21
97302	0	6
97303	0	4
97305	0	15
97306	0	6
97317	0	5
97325	0	1
97381	0	1
97396	0	1

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 December 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			2
97003		4	13			
97004						1
97005	1	5	21			
97006		13	27			1
97007	1	2	12			
97008		12	14			1
97009	1	3	4		1	1
97011		1				
97013		1	1			1
97015		10	12		1	3
97019						1
97022		2	4			2
97023		3	7		1	
97024	1	10	19		2	4
97026	1	5	1			
97027		2	10		1	2
97028		1				
97030	2	13	33	1		3
97032		1				1
97034	1	1	3			1
97035		3	6			
97038		6	10		1	1
97042			3			1
97045		14	28			6
97049		2	2			
97055		4	6		1	1
97060		8	16		3	
97062	1	7	15			1
97067			4			
97068	1	6	7			
97070	2	6	11		2	1
97071		13	21			1
97078		4	16			1
97080	2	7	17			
97086	1	5	17		1	
97089		1	3		1	3
97101			1			
97106		1	2	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.

97111			2			
97113	4	3	3	2		3
97114		2				
97115		2				
97116	1	2	1		2	1
97117	1					
97119	2					2
97123	2	20	20	1	2	9
97124	5	12	28		1	3
97132		5	14		1	1
97133			2		1	
97137	1					
97140		1	5			1
97201		3	18			1
97202	2	4	14		1	1
97203		6	13			1
97204			2		1	
97205			5			
97206		7	20			3
97209	1	3	41			4
97210		1	7			1
97213		2	4			1
97214	2	3	15		1	2
97215		1	2			1
97216	5	3	4	1		
97217		1	10			
97219	1	11	24		1	1
97221	1	3	3			
97222		15	33		1	7
97223	1	9	20		1	5
97224		4	16		2	1
97225		4	8		1	
97227		1	1			
97229	2	9	26			1
97230	13	19	40		2	5
97231			3			3
97232		4	10			
97233	7	23	39			1
97236		17	27			1
97239	3	4	16	3	1	3
97266	5	18	33		1	3
97267	1	10	18			2
97301	4	15	44			3
97302	4	13	17			5
97303	1	4	11			2
97305	3	23	38			2
97306	2	3	21			

97317	3	10		1
97347		2		
97362		2		
97378	1		1	1
97381	3	6		
97392				1
97396		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 December 2023.

Zip Code	Residential			Small Commercial		
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days
97002		\$ 788	\$ 3,548			\$ 4,496
97003		\$ 1,390	\$ 6,136			
97004						\$ 3,022
97005	\$ 223	\$ 2,336	\$ 9,624			
97006		\$ 7,436	\$ 12,805			\$ 699
97007	\$ 228	\$ 850	\$ 5,249			
97008		\$ 9,461	\$ 5,476			\$ 551
97009	\$ 324	\$ 4,547	\$ 3,018		\$ 1,801	\$ 328
97011		\$ 554				
97013		\$ 1,002	\$ 440			\$ 2,010
97015		\$ 7,008	\$ 8,016		\$ 2,468	\$ 1,109
97019						\$ 928
97022		\$ 4,686	\$ 1,690			\$ 7,171
97023		\$ 2,629	\$ 7,985		\$ 843	
97024	\$ 381	\$ 4,152	\$ 11,919		\$ 1,507	\$ 1,742
97026	\$ 234	\$ 1,941	\$ 784			
97027		\$ 2,747	\$ 4,920		\$ 1,290	\$ 844
97028		\$ 2,006				
97030	\$ 437	\$ 7,808	\$ 17,987	\$ 829		\$ 1,414
97032		\$ 651				\$ 1,526
97034	\$ 240	\$ 235	\$ 866			\$ 281
97035		\$ 1,914	\$ 3,257			
97038		\$ 3,826	\$ 6,731		\$ 733	\$ 793
97042			\$ 3,123			\$ 902
97045		\$ 9,498	\$ 14,492			\$ 3,145
97049		\$ 1,144	\$ 2,402			
97055		\$ 2,832	\$ 2,743		\$ 3,474	\$ 1,011
97060		\$ 3,043	\$ 6,708		\$ 2,713	
97062	\$ 227	\$ 3,855	\$ 6,398			\$ 734
97067			\$ 4,433			
97068	\$ 354	\$ 3,276	\$ 4,048			
97070	\$ 525	\$ 2,603	\$ 4,676		\$ 1,241	\$ 645
97071		\$ 7,713	\$ 10,477			\$ 2,188
97078		\$ 2,840	\$ 8,649			\$ 479
97080	\$ 514	\$ 4,555	\$ 14,044			
97086	\$ 273	\$ 2,456	\$ 8,362		\$ 687	
97089		\$ 490	\$ 4,056		\$ 8,551	\$ 1,354
97101			\$ 494			
97106		\$ 408	\$ 1,509	\$ 279	\$ 358	

*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.

97111				\$ 938				
97113	\$ 1,395	\$ 781	\$ 1,167	\$ 1,356			\$ 3,587	
97114		\$ 948						
97115		\$ 1,089						
97116	\$ 249	\$ 1,138	\$ 533		\$ 2,747		\$ 694	
97117	\$ 215							
97119	\$ 568						\$ 676	
97123	\$ 482	\$ 9,771	\$ 8,955	\$ 336	\$ 1,096		\$ 6,323	
97124	\$ 1,387	\$ 5,138	\$ 17,649		\$ 439		\$ 3,428	
97132		\$ 4,067	\$ 8,673		\$ 2,432		\$ 689	
97133			\$ 5,963		\$ 764			
97137	\$ 357							
97140		\$ 569	\$ 2,419				\$ 369	
97201		\$ 1,793	\$ 6,488				\$ 1,066	
97202	\$ 633	\$ 2,909	\$ 5,607		\$ 1,293		\$ 1,341	
97203		\$ 3,909	\$ 6,308				\$ 452	
97204			\$ 1,071		\$ 1,045			
97205			\$ 2,024					
97206		\$ 3,046	\$ 8,998				\$ 2,866	
97209	\$ 238	\$ 1,385	\$ 15,768				\$ 7,028	
97210		\$ 602	\$ 2,356				\$ 1,104	
97213		\$ 1,438	\$ 2,500				\$ 2,717	
97214	\$ 643	\$ 1,338	\$ 7,537		\$ 1,333		\$ 1,426	
97215		\$ 641	\$ 679				\$ 836	
97216	\$ 1,434	\$ 2,728	\$ 1,806	\$ 479				
97217		\$ 676	\$ 3,673					
97219	\$ 235	\$ 3,936	\$ 14,107		\$ 424		\$ 449	
97221	\$ 265	\$ 1,894	\$ 1,218					
97222		\$ 10,069	\$ 25,723		\$ 475		\$ 4,560	
97223	\$ 204	\$ 4,308	\$ 8,758		\$ 2,121		\$ 2,666	
97224		\$ 2,863	\$ 7,090		\$ 1,946		\$ 667	
97225		\$ 2,397	\$ 4,696		\$ 951			
97227		\$ 322	\$ 378					
97229	\$ 589	\$ 4,750	\$ 12,353				\$ 344	
97230	\$ 4,540	\$ 14,091	\$ 21,378		\$ 1,070		\$ 4,350	
97231			\$ 3,390				\$ 5,925	
97232		\$ 2,607	\$ 5,096					
97233	\$ 4,813	\$ 12,567	\$ 23,529				\$ 729	
97236		\$ 11,867	\$ 13,403				\$ 539	
97239	\$ 822	\$ 1,674	\$ 8,585	\$ 1,500	\$ 460		\$ 5,737	
97266	\$ 1,500	\$ 11,191	\$ 17,534		\$ 1,222		\$ 1,752	
97267	\$ 397	\$ 7,184	\$ 9,049				\$ 1,075	
97301	\$ 1,206	\$ 10,078	\$ 23,240				\$ 3,321	
97302	\$ 1,370	\$ 5,203	\$ 9,754				\$ 2,978	
97303	\$ 868	\$ 3,080	\$ 5,006				\$ 8,865	
97305	\$ 1,250	\$ 12,421	\$ 17,795				\$ 1,808	
97306	\$ 465	\$ 1,813	\$ 13,697					

97317	\$ 1,680	\$ 6,253		\$ 337
97347		\$ 1,817		
97362		\$ 1,254		
97378	\$ 684		\$ 285	\$ 742
97381	\$ 1,414	\$ 2,400		
97392				\$ 998
97396		\$ 385		\$ 401

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 December 2023.

Zip Code	Residential			Small Commercial			*Customers are placed in their age bucket by their oldest outstanding balance. This is done to ensure that the customer is represented in only one age bucket. Because of this, their total outstanding balance is also represented in only one age bucket, the age bucket of their oldest outstanding balance.
	31-60 Days	61-90 Days	91+ Days	31-60 Days	61-90 Days	91+ Days	
97002		\$ 788	\$ 3,548			\$ 2,248	
97003		\$ 348	\$ 472				
97004						\$ 3,022	
97005	\$ 223	\$ 467	\$ 458				
97006		\$ 572	\$ 474			\$ 699	
97007	\$ 228	\$ 425	\$ 437				
97008		\$ 788	\$ 391			\$ 551	
97009	\$ 324	\$ 1,516	\$ 754		\$ 1,801	\$ 328	
97011		\$ 554					
97013		\$ 1,002	\$ 440			\$ 2,010	
97015		\$ 701	\$ 668		\$ 2,468	\$ 370	
97019						\$ 928	
97022		\$ 2,343	\$ 423			\$ 3,586	
97023		\$ 876	\$ 1,141		\$ 843		
97024	\$ 381	\$ 415	\$ 627		\$ 753	\$ 436	
97026	\$ 234	\$ 388	\$ 784				
97027		\$ 1,373	\$ 492		\$ 1,290	\$ 422	
97028		\$ 2,006					
97030	\$ 218	\$ 601	\$ 545	\$ 829		\$ 471	
97032		\$ 651				\$ 1,526	
97034	\$ 240	\$ 235	\$ 289			\$ 281	
97035		\$ 638	\$ 543				
97038		\$ 638	\$ 673		\$ 733	\$ 793	
97042			\$ 1,041			\$ 902	
97045		\$ 678	\$ 518			\$ 524	
97049		\$ 572	\$ 1,201				
97055		\$ 708	\$ 457		\$ 3,474	\$ 1,011	
97060		\$ 380	\$ 419		\$ 904		
97062	\$ 227	\$ 551	\$ 427			\$ 734	
97067			\$ 1,108				
97068	\$ 354	\$ 546	\$ 578				
97070	\$ 263	\$ 434	\$ 425		\$ 620	\$ 645	
97071		\$ 593	\$ 499			\$ 2,188	
97078		\$ 710	\$ 541			\$ 479	
97080	\$ 257	\$ 651	\$ 826				
97086	\$ 273	\$ 491	\$ 492		\$ 687		
97089		\$ 490	\$ 1,352		\$ 8,551	\$ 451	
97101			\$ 494				
97106		\$ 408	\$ 754	\$ 279	\$ 358		

97111				\$ 469				
97113	\$ 349	\$ 260	\$ 389	\$ 678			\$ 1,196	
97114		\$ 474						
97115		\$ 545						
97116	\$ 249	\$ 569	\$ 533		\$ 1,374	\$ 694		
97117	\$ 215							
97119	\$ 284					\$ 338		
97123	\$ 241	\$ 489	\$ 448	\$ 336	\$ 548	\$ 703		
97124	\$ 277	\$ 428	\$ 630		\$ 439	\$ 1,143		
97132		\$ 813	\$ 620		\$ 2,432	\$ 689		
97133			\$ 2,982		\$ 764			
97137	\$ 357							
97140		\$ 569	\$ 484			\$ 369		
97201		\$ 598	\$ 360			\$ 1,066		
97202	\$ 317	\$ 727	\$ 401		\$ 1,293	\$ 1,341		
97203		\$ 652	\$ 485			\$ 452		
97204			\$ 535		\$ 1,045			
97205			\$ 405					
97206		\$ 435	\$ 450			\$ 955		
97209	\$ 238	\$ 462	\$ 385			\$ 1,757		
97210		\$ 602	\$ 337			\$ 1,104		
97213		\$ 719	\$ 625			\$ 2,717		
97214	\$ 321	\$ 446	\$ 502		\$ 1,333	\$ 713		
97215		\$ 641	\$ 339			\$ 836		
97216	\$ 287	\$ 909	\$ 451	\$ 479				
97217		\$ 676	\$ 367					
97219	\$ 235	\$ 358	\$ 588		\$ 424	\$ 449		
97221	\$ 265	\$ 631	\$ 406					
97222		\$ 671	\$ 779		\$ 475	\$ 651		
97223	\$ 204	\$ 479	\$ 438		\$ 2,121	\$ 533		
97224		\$ 716	\$ 443		\$ 973	\$ 667		
97225		\$ 599	\$ 587		\$ 951			
97227		\$ 322	\$ 378					
97229	\$ 295	\$ 528	\$ 475			\$ 344		
97230	\$ 349	\$ 742	\$ 534		\$ 535	\$ 870		
97231			\$ 1,130			\$ 1,975		
97232		\$ 652	\$ 510					
97233	\$ 688	\$ 546	\$ 603			\$ 729		
97236		\$ 698	\$ 496			\$ 539		
97239	\$ 274	\$ 418	\$ 537	\$ 500	\$ 460	\$ 1,912		
97266	\$ 300	\$ 622	\$ 531		\$ 1,222	\$ 584		
97267	\$ 397	\$ 718	\$ 503			\$ 538		
97301	\$ 301	\$ 672	\$ 528			\$ 1,107		
97302	\$ 343	\$ 400	\$ 574			\$ 596		
97303	\$ 868	\$ 770	\$ 455			\$ 4,432		
97305	\$ 417	\$ 540	\$ 468			\$ 904		
97306	\$ 233	\$ 604	\$ 652					

97317	\$	560	\$	625		\$	337	
97347			\$	908				
97362			\$	627				
97378	\$	684			\$	285	\$	742
97381	\$	471	\$	400				
97392							\$	998
97396			\$	385			\$	401

**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, 2023 and the last calendar day of December, 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	79	39	53	468	292
97003	78	55	255	2,892	2,475
97004	26	14	41	353	221
97005	283	137	284	3,065	2,671
97006	154	87	429	4,059	3,469
97007	72	41	374	3,009	2,299
97008	107	39	260	2,662	2,174
97009	122	65	71	823	484
97011	4	4	11	119	78
97013	66	35	58	505	286
97015	242	155	240	2,401	2,059
97017	18	10	34	287	190
97019	21	11	31	323	179
97020	2	2	7	77	59
97022	59	35	25	547	404
97023	141	118	132	1,463	1,016
97024	89	55	110	1,696	1,442
97026	36	10	29	442	284
97027	51	37	124	1,461	1,148
97028	16	9	14	35	18
97030	282	214	442	5,253	4,713
97032	70	47	34	562	399
97034	42	17	183	838	471
97035	100	41	251	1,482	1,113
97038	121	78	160	2,048	1,590
97041	1				
97042	26	21	26	279	184
97045	297	262	507	5,227	3,857
97049	17	5	31	307	180
97055	208	152	205	2,346	1,677
97056	3	1		7	5
97060	145	96	201	2,552	1,914
97062	219	108	273	2,416	2,022
97067	54	48	36	252	187
97068	74	48	288	1,814	1,179
97070	209	70	284	2,239	1,918

97071	251	133	287	2,923	2,100
97078	95	42	242	2,314	1,947
97080	82	54	428	4,610	3,642
97086	127	71	366	2,908	2,399
97089	76	54	108	1,133	713
97101	17	13	38	445	254
97106	22	9	37	367	259
97109			2	13	5
97111	36	17	29	355	229
97113	67	58	146	1,399	950
97114	119	64	49	532	334
97115	23	10	35	317	198
97116	21	17	19	187	116
97117	4	3	9	73	64
97119	32	22	43	445	266
97123	320	266	408	4,349	3,317
97124	284	114	589	4,489	3,742
97127	21	8	45	535	355
97128	16	11	11	117	72
97132	185	95	314	2,458	1,735
97133	60	34	43	393	261
97137	26	16	14	105	73
97140	214	136	194	1,599	1,109
97148	19	13	37	360	243
97201	72	43	195	1,028	1,047
97202	383	294	463	3,187	2,575
97203	188	110	333	3,052	2,500
97204	140	90	25	104	111
97205	44	22	73	434	445
97206	237	231	543	4,572	3,687
97209	315	187	462	2,310	2,507
97210	190	145	187	857	841
97211	1			1	
97213	17	14	65	486	345
97214	367	294	375	2,269	2,086
97215	54	39	151	965	706
97216	56	57	123	1,161	949
97217	215	156	338	2,337	2,031
97218	1	4			
97219	138	148	373	2,844	2,108
97221	33	27	124	776	548
97222	214	147	376	3,898	3,304
97223	284	158	457	4,227	3,595
97224	153	101	358	2,345	1,839
97225	101	66	271	1,756	1,419
97227	6	9	8	44	21
97229	101	78	534	3,777	3,108

97230	416	245	459	4,891	4,070
97231	35	23	39	292	190
97232	128	126	139	771	703
97233	227	223	526	5,893	5,407
97236	184	218	421	4,846	4,214
97239	102	77	246	1,263	1,047
97251	1	2			
97266	279	299	375	4,522	3,840
97267	132	112	308	2,979	2,306
97301	425	236	642	6,537	5,579
97302	314	202	451	3,932	3,209
97303	76	72	275	2,858	2,242
97304	22	11	39	253	162
97305	266	194	503	5,725	4,635
97306	55	32	322	3,079	2,272
97310	5	2			
97317	87	64	203	2,427	1,932
97325			7	31	23
97338	6	2	5	53	32
97347	9	2	32	287	207
97352			3	29	27
97362	39	26	38	348	237
97371	2		1	14	4
97375	12	6	9	128	81
97378	60	33	100	852	588
97381	117	46	152	1,261	865
97385	1		6	29	23
97392	35	14	29	321	237
97396	21	14	36	514	332
97286	1	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 December 2023.

Zip Code	Non-Residential	Residential
97002	1	2
97003	0	20
97004	1	3
97005	1	26
97006	0	39
97007	1	19
97008	1	16
97009	0	1
97013	1	2
97015	0	11
97017	0	2
97023	1	2
97024	2	11
97027	0	1
97030	1	58
97034	0	2
97035	0	9
97038	0	8
97042	0	2
97045	2	23
97055	0	8
97060	0	6
97062	0	17
97068	1	6
97070	0	13
97071	1	6
97078	1	24
97080	0	34
97086	0	16
97089	0	4
97101	0	2
97111	0	2
97113	0	8
97119	0	4
97123	1	11
97124	1	27
97127	0	2
97128	0	2
97132	0	4
97133	1	3
97137	0	1
97140	1	2

97201	1	7
97202	0	13
97203	0	34
97204	0	2
97205	0	6
97206	1	21
97209	1	30
97210	1	8
97213	0	3
97214	0	23
97215	0	5
97216	0	7
97217	1	30
97219	1	11
97221	0	3
97222	0	14
97223	0	33
97224	0	19
97225	1	14
97229	0	19
97230	0	46
97231	0	1
97232	0	11
97233	2	87
97236	1	82
97239	0	12
97266	1	52
97267	0	14
97301	2	63
97302	1	27
97303	1	10
97304	0	2
97305	0	25
97306	1	20
97317	2	29
97325	0	1
97362	0	1
97378	1	1
97381	0	1
97392	0	2

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 December 2023.

Zip Code	Non-Residential				Residential			
	24-hour	48-hour	<7 days	>7 days	24-hour	48-hour	<7 days	>7 days
97002	1	0	0	0	0	1	0	0
97003	0	0	0	0	12	2	1	0
97004	1	0	0	0	3	0	0	0
97005	0	0	0	0	17	0	1	1
97006	0	0	0	0	26	2	4	0
97007	0	0	0	0	13	3	1	0
97008	0	0	0	0	11	0	1	0
97009	0	0	0	0	1	0	0	0
97013	0	0	0	0	1	0	0	0
97015	0	0	0	0	4	0	3	0
97017	0	0	0	0	1	0	0	0
97023	0	0	0	0	1	0	0	0
97024	0	0	0	0	8	1	1	0
97027	0	0	0	0	0	0	0	0
97030	0	0	0	0	31	3	6	2
97034	0	0	0	0	2	0	0	0
97035	0	0	0	0	6	1	1	0
97038	0	0	0	0	4	1	0	0
97042	0	0	0	0	1	0	1	0
97045	0	0	1	0	14	3	3	0
97055	0	0	0	0	6	0	0	0
97060	0	0	0	0	2	2	0	0
97062	0	0	0	0	12	3	2	0
97068	0	0	0	0	4	0	1	0
97070	0	0	0	0	4	3	0	0
97071	0	0	0	0	3	0	1	1
97078	1	0	0	0	14	1	2	1
97080	0	0	0	0	18	2	5	0
97086	0	0	0	0	8	2	2	0
97089	0	0	0	0	4	0	0	0
97101	0	0	0	0	0	1	0	0
97111	0	0	0	0	1	0	0	0
97113	0	0	0	0	3	1	1	0
97119	0	0	0	0	2	0	0	0
97123	1	0	0	0	7	1	1	0
97124	0	0	0	0	15	2	0	0
97127	0	0	0	0	1	0	0	0
97128	0	0	0	0	2	0	0	0
97132	0	0	0	0	3	0	0	0

97133	1	0	0	0	2	0	0	0
97137	0	0	0	0	1	0	0	0
97140	0	0	0	0	2	0	0	0
97201	0	0	0	0	4	1	1	0
97202	0	0	0	0	4	3	1	0
97203	0	0	0	0	14	2	2	1
97204	0	0	0	0	0	1	0	0
97205	0	0	0	0	4	1	0	0
97206	0	0	0	0	12	4	0	1
97209	1	0	0	0	13	4	5	0
97210	1	0	0	0	5	0	3	0
97213	0	0	0	0	3	0	0	0
97214	0	0	0	0	7	3	2	0
97215	0	0	0	0	2	1	2	0
97216	0	0	0	0	5	2	0	0
97217	0	0	0	0	16	2	4	0
97219	0	0	0	0	5	2	2	0
97221	0	0	0	0	1	0	2	0
97222	0	0	0	0	6	2	2	0
97223	0	0	0	0	18	4	0	1
97224	0	0	0	0	14	2	2	0
97225	1	0	0	0	8	2	2	0
97229	0	0	0	0	18	1	0	0
97230	0	0	0	0	29	2	5	0
97231	0	0	0	0	1	0	0	0
97232	0	0	0	0	4	0	1	0
97233	0	1	0	0	48	3	7	1
97236	1	0	0	0	36	4	6	0
97239	0	0	0	0	9	1	2	0
97266	0	0	0	0	26	5	4	0
97267	0	0	0	0	7	1	2	0
97301	1	0	0	0	34	6	8	0
97302	1	0	0	0	13	1	8	0
97303	0	0	0	0	8	1	0	0
97304	0	0	0	0	2	0	0	0
97305	0	0	0	0	13	6	1	0
97306	1	0	0	0	12	1	1	0
97317	1	1	0	0	20	1	3	0
97325	0	0	0	0	0	1	0	0
97362	0	0	0	0	1	0	0	0
97378	0	0	0	0	1	0	0	0
97381	0	0	0	0	0	0	0	0
97392	0	0	0	0	2	0	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%
202312	38	107,632	0.04%