



Oregon

Kate Brown, Governor

Public Utility Commission

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November 16, 2022



BY EMAIL

Portland General Electric Company

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RE: Advice No. 22-21

The tariff sheets in your November 10, 2022, and November 16, 2022, compliance filings docketed in ADV 1432, are accepted in compliance with Order Nos. 22-353 and 22-384. Attached is a receipted copy of the sheets in your compliance filing for your records.

/s/ Nolan Moser

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

I. **Forced Shutdown of Customer's Operations**

If a Nonresidential Customer's productive operations are completely shut down for a continuous period of more than 15 days solely by reason of fire, flood, wind, action of the elements, acts of God, or other accident or casualty beyond the Customer's control, and the Customer so notifies the Company in writing immediately upon the Customer's knowledge of such event, any minimum charge provision of the applicable rate schedule will be waived during the time of such shutdown. During such time, bills will be computed on the basis of actual Demand and Electricity use and prorated to the number of days involved. The Customer will give notice to the Company prior to resumption of any productive operations.

J. **Late Payment Charge**

A Late Payment Charge may be assessed to any account that is not paid in full each month. For Residential Customers, the Late Payment Charge will be computed as specified in Schedule 300 and applied to the delinquent balance no earlier than at the time of preparing the subsequent month's bill. A Nonresidential Customer may be assessed a late payment charge against any account that is not paid in full each month. A Late Payment Charge will not be applied to a Residential account with a Time Payment Agreement or a Budget Pay Plan that is current. A Late Payment Charge will not be applied to Residential Customers who qualify as an eligible Low-Income Residential Customer as that term is defined in OAR 860-021-0008.

K. **Bill History Information Service Charge**

Advance payment of the Bill History Information Service Charge, as specified in Schedule 300, is required for each year of requested prior bill information beyond the most recent 12 months. No charge is assessed when the billing information is required to resolve billing disputes filed with the Commission. The Company will provide unformatted and unanalyzed interval usage data, if available, to a Customer who requests such data for the Customer Interval Data Charge specified in Schedule 300. In the case where a Customer requests formatted and analyzed interval data, the charge will be based on a mutually agreeable charge.

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RULE F (Concluded)

A Field Visit Charge specified in Schedule 300 may be charged whenever the Company personnel visits a service address intending to reconnect or disconnect service, but due to customer action is unable to complete the reconnection or disconnection at the time of the visit. The first Field Visit Charge within a rolling 12-month period will be waived for Residential Customers who qualify as an eligible Low-Income Residential Customer as that term is defined in OAR 860-021-0008.

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A Customer who has avoided disconnection, established credit, or gained reconnection of Electricity Service by making a non-cash payment that is subsequently returned by the Customer's financial institution is subject to disconnection of such service. Prior to disconnection the Company must make a good-faith attempt to notify the Customer of the returned payment and that service will be disconnected without further notice if payment is not received within one business day. When remitting for dishonored funds, the Customer will make the payment in either cash, money order, cashier's check or verified credit card payment.

3. Credit Related Disconnection and Reconnection Charges

No charge is incurred for credit-related disconnection of Residential service. The Company may impose a charge for reconnection of Electricity Service to an Applicant to whom Electricity Service has been disconnected involuntarily. Applicants may call the Company's call center to fulfill the requirements for and request service reconnection. Regular Business Hours for the Company's call center are Monday through Friday, 7:00 a.m. to 7:00 p.m., excluding state-recognized holidays. Applicants who fulfill all the requirements for service reconnection, including making all necessary payments, incur one of the following reconnection charges as set forth in Schedule 300:

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A. **Standard Reconnection**

The Standard Reconnection charge is incurred when a scheduled After Hours Reconnection is not requested and a qualified request for service reconnection is received. Standard reconnection requests will result in reconnection of service no later than the end of the next day following the business day on which the request for service is received or treated as received according to this rule. For the purposes of this rule, a business day is 8:00 a.m. to 5:00 p.m., Monday through Thursday, or 8:00 a.m. to 3:00 p.m. on Friday. Calls received after 5:00 p.m., Monday through Thursday* or after 3:00 p.m. on Fridays* are treated as if received at 8:00 a.m. the next business day.

The reconnection charge for the first two remote reconnections or first non-remote reconnection in a calendar year will be waived for Residential Customers who qualify as an eligible Low-Income Residential Customer as that term is defined in OAR 860-021-0008.

B. **After Hours Reconnection**

An After Hours Reconnection charge is incurred when a Customer requests that service be reconnected at after 5:00 p.m. Monday through Thursday**, after 3:00 p.m. on Friday**, or when service restoration is requested outside the parameters of when the Standard Reconnection charge would apply.

* Excluding State recognized holidays.

** Excluding State- and utility-recognized holidays.

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4. **Customer Requested Disconnection and Reconnection**

Charges for service disconnection and reconnection are as listed in Schedule 300. At the Customer's request, the Company will disconnect and reconnect Electricity Service to ensure safe working conditions. The disconnection and reconnection will be done without charge if the work can be completed on the initial trip or on a second trip scheduled during Scheduled Crew Hours. If, at the Customer's request, the disconnection and reconnection are performed during other than Scheduled Crew Hours or for reasons other than to ensure safe working conditions, Schedule 300 charges for disconnection and reconnection apply when a standard service crew (a two-person crew) can complete the work in less than 30 minutes and the work can be scheduled at Company convenience. In all other cases, the Customer will be charged the actual loaded cost for the disconnection and reconnection.

5. **Generally**

- A. In cases where the disconnection is performed at the meter base, the charge for Reconnects at Meter Base will be imposed in order to reconnect service.
- B. Should it become necessary to disconnect the Electricity Service at other than the meter base, the Schedule 300 charge for Reconnects at Other Than Meter Base will be imposed in order to reconnect service. Should this require a second trip to the premises to perform the disconnection, the charge for reconnects at Other Than Meter Base is in addition to the normal charge under Reconnects at Meter Base.
- C. Should other than authorized Company personnel unlawfully reconnect the Electricity Service, an additional charge set forth in Schedule 300 is imposed.

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- D. No charge is imposed for a reconnection performed during Scheduled Crew Hours in order to provide Electricity Service to a new Applicant. If such a reconnection is performed outside of Scheduled Crew Hours, a charge set forth under Disconnection and Reconnection Rates of Schedule 300 is imposed.
- E. In the case where a building owner or manager requests reconnection of Electricity Service for cleaning, showing the unit, or any other purpose other than to provide Electricity Service to an occupant, a charge for reconnection as specified in Schedule 300 will be imposed.
- F. In cases where the Company has been requested to reconnect Electricity Service after it has been disconnected at the meter and the visit has not resulted in a reconnection of service due to Customer action or inaction, a Field Visit Charge is assessed as specified in Schedule 300. The first Field Visit Charge within a rolling 12-month period will be waived for Residential Customers who qualify as an eligible Low-Income Residential Customer as that term is defined in OAR 860-021-0008.

6. Nonwaiver of Right to Disconnect Service

The Company has the option, but is not obligated, to seek disconnection of Electricity Service if grounds exist. Delay or failure on the Company's part to exercise the option does not constitute a waiver of its right to do so at a later time.

7. Severe Weather Disconnection Moratorium

The Company will not disconnect service for nonpayment to a Residential or Small Nonresidential Customer when the weather conditions specified in OAR 860-021-0407(1),(2) or (3) are forecasted in the Company's service territory. This provision applies to the service territory specified in Rule A of this Tariff. The Company will observe forecasted temperatures daily and by 8:00 am each morning from the National Weather Service office in Portland, Oregon. The Company will resume disconnections for nonpayment during the next available business day as operational conditions allow. Upon request from Customers who have been disconnected for nonpayment within 72 hours prior to weather conditions specified in OAR 860-021-0407(1), (2) or (3), the Company will attempt to reconnect service. Reconnection fees authorized in OAR 860-021-0330 may apply.

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8. Wildfire Displacement Disconnection Moratorium

The Company will make a best effort to not disconnect service for nonpayment to a Residential or Nonresidential Customer when the Customer is under a level 2 or 3 evacuation notice or the day after a level 2 or 3 evacuation notice has been lifted, as specified in OAR 860-021-0406(1) and (2). This provision applies to the service territory specified in Rule A of this Tariff. Upon request from Customers who have been disconnected for nonpayment within 72 hours prior to a level 2 or 3 evacuation notice, the Company will attempt to reconnect service. Reconnection fees authorized in OAR 860-021-0330 may apply.

9. Other Remedies

The Company reserves the right to pursue all other legal remedies available to it if grounds for disconnection of Electricity Service exist, whether or not it exercises its right to disconnect service.

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RULE H (Concluded)