



8113 W. GRANDRIDGE BLVD., KENNEWICK, WASHINGTON 99336-7166
TELEPHONE: 509-734-4500; FACSIMILE: 509-737-7166
www.cngc.com

November 20, 2020

Oregon Public Utility Commission
P.O. Box 1088
201 High St SE, Suite 100
Salem, OR 97308-1088

Attn: Filing Center

Regarding: **UM 2072 - Cascade COVID-19 October Monthly Report**

Cascade Natural Gas Corporation (Cascade), hereby submits its COVID-19 monthly report for October 2020. As described in the Stipulation in Docket UM 2114, this monthly report complies with the stipulation of “*Certain reporting requirements will be submitted on a monthly basis and by zip code (with additional four digits) starting November 20, 2020 for the month of October.*”

The following file is electronically submitted as part of this filing:

- UM 2072 CNGC Oct-2020.xlsx

Cascade would note that subpart ‘m’ is absent in this month’s reporting due to the complexity and time segments requirements being requested. Obtain the information from our systems requires more time than initially imagine; however, the information for subpart ‘m’ will be provided in next month’s report for both October and November 2020.

If there are any questions regarding this report, please contact me at (509) 734-4593.

Sincerely,

/s/ Michael Parvinen

Michael Parvinen
Director, Regulatory Affairs
Cascade Natural Gas Corporation
8113 W. Grandridge Blvd.
Kennewick, WA 99336-7166
michael.parvinen@cngc.com

Oct-20

Town	Zip Code	Customer Class	Number
ATHENA	97813	CNG OR Residential Service R/S 101	343
BAKER CITY	97814	CNG OR Residential Service R/S 101	3,393
BEND	97702	CNG OR Residential Service R/S 101	32,195
BOARDMAN	97818	CNG OR Residential Service R/S 101	233
CHEMULT	97731	CNG OR Residential Service R/S 101	25
CRESCENT	97733	CNG OR Residential Service R/S 101	69
ECHO	97826	CNG OR Residential Service R/S 101	21
GILCHRIST	97737	CNG OR Residential Service R/S 101	123
HERMISTON	97838	CNG OR Residential Service R/S 101	3,908
HUNTINGTON	97907	CNG OR Residential Service R/S 101	131
IRRIGON	97844	CNG OR Residential Service R/S 101	182
LA PINE	97739	CNG OR Residential Service R/S 101	278
MADRAS	97741	CNG OR Residential Service R/S 101	1,181
METOLIUS	97741	CNG OR Residential Service R/S 101	132
MILTON FREEWATER	97862	CNG OR Residential Service R/S 101	244
MISSION	97801	CNG OR Residential Service R/S 101	217
NYSSA	97913	CNG OR Residential Service R/S 101	749
ONTARIO	97914	CNG OR Residential Service R/S 101	2,661
PENDLETON	97801	CNG OR Residential Service R/S 101	4,646
PILOT ROCK	97868	CNG OR Residential Service R/S 101	468
POWELL BUTTE	97753	CNG OR Residential Service R/S 101	322
PRINEVILLE	97754	CNG OR Residential Service R/S 101	2,688
REDMOND	97756	CNG OR Residential Service R/S 101	8,413
STANFIELD	97875	CNG OR Residential Service R/S 101	326
SUNRIVER	97707	CNG OR Residential Service R/S 101	3,745
UMATILLA	97882	CNG OR Residential Service R/S 101	877
VALE	97918	CNG OR Residential Service R/S 101	416
WESTON	97886	CNG OR Residential Service R/S 101	183
BAKER CITY	97814	CNG OR Industrial Service R/S 105	3
BEND	97702	CNG OR Industrial Service R/S 105	32
BOARDMAN	97818	CNG OR Industrial Service R/S 105	6
HERMISTON	97838	CNG OR Industrial Service R/S 105	8
MADRAS	97741	CNG OR Industrial Service R/S 105	17
METOLIUS	97741	CNG OR Industrial Service R/S 105	1
MILTON FREEWATER	97862	CNG OR Industrial Service R/S 105	5
NYSSA	97913	CNG OR Industrial Service R/S 105	6
ONTARIO	97914	CNG OR Industrial Service R/S 105	10
PENDLETON	97801	CNG OR Industrial Service R/S 105	6
PRINEVILLE	97754	CNG OR Industrial Service R/S 105	31
REDMOND	97756	CNG OR Industrial Service R/S 105	19
SUNRIVER	97707	CNG OR Industrial Service R/S 105	3
UMATILLA	97882	CNG OR Industrial Service R/S 105	1
VALE	97918	CNG OR Industrial Service R/S 105	7
WESTON	97886	CNG OR Industrial Service R/S 105	1

BEND	97702 CNG OR Large Volume Service R/S 111	4
BOARDMAN	97818 CNG OR Large Volume Service R/S 111	1
ONTARIO	97914 CNG OR Large Volume Service R/S 111	1
PRINEVILLE	97754 CNG OR Large Volume Service R/S 111	2
REDMOND	97756 CNG OR Large Volume Service R/S 111	1
ATHENA	97813 CNG OR Commercial Service R/S 104	46
BAKER CITY	97814 CNG OR Commercial Service R/S 104	511
BEND	97702 CNG OR Commercial Service R/S 104	4,347
BOARDMAN	97818 CNG OR Commercial Service R/S 104	47
CHEMULT	97731 CNG OR Commercial Service R/S 104	20
CRESCENT	97733 CNG OR Commercial Service R/S 104	28
GILCHRIST	97737 CNG OR Commercial Service R/S 104	18
HERMISTON	97838 CNG OR Commercial Service R/S 104	737
HUNTINGTON	97907 CNG OR Commercial Service R/S 104	16
IRRIGON	97844 CNG OR Commercial Service R/S 104	27
LA PINE	97739 CNG OR Commercial Service R/S 104	134
MADRAS	97741 CNG OR Commercial Service R/S 104	373
METOLIUS	97741 CNG OR Commercial Service R/S 104	11
MILTON FREEWATER	97862 CNG OR Commercial Service R/S 104	104
MISSION	97801 CNG OR Commercial Service R/S 104	40
NYSSA	97913 CNG OR Commercial Service R/S 104	120
ONTARIO	97914 CNG OR Commercial Service R/S 104	676
PENDLETON	97801 CNG OR Commercial Service R/S 104	726
PILOT ROCK	97868 CNG OR Commercial Service R/S 104	35
POWELL BUTTE	97753 CNG OR Commercial Service R/S 104	22
PRINEVILLE	97754 CNG OR Commercial Service R/S 104	528
REDMOND	97756 CNG OR Commercial Service R/S 104	1,210
STANFIELD	97875 CNG OR Commercial Service R/S 104	36
SUNRIVER	97707 CNG OR Commercial Service R/S 104	218
UMATILLA	97882 CNG OR Commercial Service R/S 104	91
VALE	97918 CNG OR Commercial Service R/S 104	135
WESTON	97886 CNG OR Commercial Service R/S 104	23
BEND	97702 CNG OR Large Volume Service R/S 111	3
HERMISTON	97838 CNG OR Large Volume Service R/S 111	4
MILTON FREEWATER	97862 CNG OR Large Volume Service R/S 111	1
ONTARIO	97914 CNG OR Large Volume Service R/S 111	1
PENDLETON	97801 CNG OR Large Volume Service R/S 111	2
PRINEVILLE	97754 CNG OR Large Volume Service R/S 111	1
REDMOND	97756 CNG OR Large Volume Service R/S 111	1
IRRIGON	97844 CNG OR Large Volume Service R/S 111 (LARGE VOLUME)	1
MADRAS	97741 CNG OR Interruptible Service R/S 170	1
ONTARIO	97914 CNG OR Interruptible Service R/S 170	1
PENDLETON	97801 CNG OR Interruptible Service R/S 170	1
UMATILLA	97882 CNG OR Interruptible Service R/S 170	1
ONTARIO	97914 CNG OR Distribution Special Contract	1
BOARDMAN	97818 CNG OR Distribution Special Contract	1
BOARDMAN	97818 CNG OR Distribution Special Contract	1

BAKER CITY	97814 CNG OR Distribution System Interruptible Transportation Rate	2
BEND	97702 CNG OR Distribution System Interruptible Transportation Rate	5
BOARDMAN	97818 CNG OR Distribution System Interruptible Transportation Rate	2
HERMISTON	97838 CNG OR Distribution System Interruptible Transportation Rate	6
MADRAS	97741 CNG OR Distribution System Interruptible Transportation Rate	1
NYSSA	97913 CNG OR Distribution System Interruptible Transportation Rate	1
ONTARIO	97914 CNG OR Distribution System Interruptible Transportation Rate	2
PENDLETON	97801 CNG OR Distribution System Interruptible Transportation Rate	3
PILOT ROCK	97868 CNG OR Distribution System Interruptible Transportation Rate	1
PRINEVILLE	97754 CNG OR Distribution System Interruptible Transportation Rate	2
REDMOND	97756 CNG OR Distribution System Interruptible Transportation Rate	4
STANFIELD	97875 CNG OR Distribution System Interruptible Transportation Rate	1
VALE	97918 CNG OR Distribution System Interruptible Transportation Rate	1
WESTON	97886 CNG OR Distribution System Interruptible Transportation Rate	2
HERMISTON	97838 CNG OR Distribution Special Contract	1

of Customers by Customer Class

Nov-20 Dec-20 Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21

Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22

Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23

Number of Customers by

Zip Code	Customer Class	Oct-20	Nov-20	Dec-20
97813	CNG OR Residential Service R/S 101	0		
97814	CNG OR Residential Service R/S 101	0		
97702	CNG OR Residential Service R/S 101	0		
97818	CNG OR Residential Service R/S 101	0		
97731	CNG OR Residential Service R/S 101	0		
97733	CNG OR Residential Service R/S 101	0		
97826	CNG OR Residential Service R/S 101	0		
97737	CNG OR Residential Service R/S 101	0		
97838	CNG OR Residential Service R/S 101	0		
97907	CNG OR Residential Service R/S 101	0		
97844	CNG OR Residential Service R/S 101	0		
97739	CNG OR Residential Service R/S 101	0		
97741	CNG OR Residential Service R/S 101	0		
97741	CNG OR Residential Service R/S 101	0		
97862	CNG OR Residential Service R/S 101	0		
97801	CNG OR Residential Service R/S 101	0		
97913	CNG OR Residential Service R/S 101	0		
97914	CNG OR Residential Service R/S 101	0		
97801	CNG OR Residential Service R/S 101	0		
97868	CNG OR Residential Service R/S 101	0		
97753	CNG OR Residential Service R/S 101	0		
97754	CNG OR Residential Service R/S 101	0		
97756	CNG OR Residential Service R/S 101	0		
97875	CNG OR Residential Service R/S 101	0		
97707	CNG OR Residential Service R/S 101	0		
97882	CNG OR Residential Service R/S 101	0		
97918	CNG OR Residential Service R/S 101	0		
97886	CNG OR Residential Service R/S 101	0		
97814	CNG OR Industrial Service R/S 105	0		
97702	CNG OR Industrial Service R/S 105	0		
97818	CNG OR Industrial Service R/S 105	0		
97838	CNG OR Industrial Service R/S 105	0		
97741	CNG OR Industrial Service R/S 105	0		
97741	CNG OR Industrial Service R/S 105	0		
97862	CNG OR Industrial Service R/S 105	0		
97913	CNG OR Industrial Service R/S 105	0		
97914	CNG OR Industrial Service R/S 105	0		
97801	CNG OR Industrial Service R/S 105	0		
97754	CNG OR Industrial Service R/S 105	0		
97756	CNG OR Industrial Service R/S 105	0		
97707	CNG OR Industrial Service R/S 105	0		
97882	CNG OR Industrial Service R/S 105	0		
97918	CNG OR Industrial Service R/S 105	0		
97886	CNG OR Industrial Service R/S 105	0		
97702	CNG OR Large Volume Service R/S 111	0		

97818 CNG OR Large Volume Service R/S 111	0
97914 CNG OR Large Volume Service R/S 111	0
97754 CNG OR Large Volume Service R/S 111	0
97756 CNG OR Large Volume Service R/S 111	0
97813 CNG OR Commercial Service R/S 104	0
97814 CNG OR Commercial Service R/S 104	0
97702 CNG OR Commercial Service R/S 104	0
97818 CNG OR Commercial Service R/S 104	0
97731 CNG OR Commercial Service R/S 104	0
97733 CNG OR Commercial Service R/S 104	0
97737 CNG OR Commercial Service R/S 104	0
97838 CNG OR Commercial Service R/S 104	0
97907 CNG OR Commercial Service R/S 104	0
97844 CNG OR Commercial Service R/S 104	0
97739 CNG OR Commercial Service R/S 104	0
97741 CNG OR Commercial Service R/S 104	0
97741 CNG OR Commercial Service R/S 104	0
97862 CNG OR Commercial Service R/S 104	0
97801 CNG OR Commercial Service R/S 104	0
97913 CNG OR Commercial Service R/S 104	0
97914 CNG OR Commercial Service R/S 104	0
97801 CNG OR Commercial Service R/S 104	0
97868 CNG OR Commercial Service R/S 104	0
97753 CNG OR Commercial Service R/S 104	0
97754 CNG OR Commercial Service R/S 104	0
97756 CNG OR Commercial Service R/S 104	0
97875 CNG OR Commercial Service R/S 104	0
97707 CNG OR Commercial Service R/S 104	0
97882 CNG OR Commercial Service R/S 104	0
97918 CNG OR Commercial Service R/S 104	0
97886 CNG OR Commercial Service R/S 104	0
97702 CNG OR Large Volume Service R/S 111	0
97838 CNG OR Large Volume Service R/S 111	0
97862 CNG OR Large Volume Service R/S 111	0
97914 CNG OR Large Volume Service R/S 111	0
97801 CNG OR Large Volume Service R/S 111	0
97754 CNG OR Large Volume Service R/S 111	0
97756 CNG OR Large Volume Service R/S 111	0
97844 CNG OR Large Volume Service R/S 111 (LARGE VOLUME)	0
97741 CNG OR Interruptible Service R/S 170	0
97914 CNG OR Interruptible Service R/S 170	0
97801 CNG OR Interruptible Service R/S 170	0
97882 CNG OR Interruptible Service R/S 170	0
97914 CNG OR Distribution Special Contract	0
97818 CNG OR Distribution Special Contract	0
97818 CNG OR Distribution Special Contract	0
97814 CNG OR Distribution System Interruptible Transportation Rate	0

97702 CNG OR Distribution System Interruptible Transportation Rate	0
97818 CNG OR Distribution System Interruptible Transportation Rate	0
97838 CNG OR Distribution System Interruptible Transportation Rate	0
97741 CNG OR Distribution System Interruptible Transportation Rate	0
97913 CNG OR Distribution System Interruptible Transportation Rate	0
97914 CNG OR Distribution System Interruptible Transportation Rate	0
97801 CNG OR Distribution System Interruptible Transportation Rate	0
97868 CNG OR Distribution System Interruptible Transportation Rate	0
97754 CNG OR Distribution System Interruptible Transportation Rate	0
97756 CNG OR Distribution System Interruptible Transportation Rate	0
97875 CNG OR Distribution System Interruptible Transportation Rate	0
97918 CNG OR Distribution System Interruptible Transportation Rate	0
97886 CNG OR Distribution System Interruptible Transportation Rate	0
97838 CNG OR Distribution Special Contract	0

Customer Class Assessed Late Payment Fees or charges during the period

Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21 Dec-21 Jan-22

Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23

Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23

Aug-21 Sep-21 Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22

Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23

Oct-23 Nov-23 Dec-23

Oct-21 Nov-21 Dec-21 Jan-22 Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22

Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23

Dec-23

Zip Code	The number of customers completing a TPA during the period						
	Oct-31	Nov-31	Dec-31	Jan-32	Feb-32	Mar-32	Apr-32
97701	1						
97702	6						
97703	4						
97741	0						
97754	2						
97756	3						
97801	1						
97814	2						
97838	2						
97868	1						
97875	0						
97882	0						
97886	0						
97913	1						
97914	1						
97918	0						

	The number of customers, by customer class, renegotiating TPAs during the period						
Zip Code	Oct-31	Nov-31	Dec-31	Jan-32	Feb-32	Mar-32	Apr-32

	Number of customers taking service at the bill payment assistance program						
Zip Code	Oct-31	Nov-31	Dec-31	Jan-32	Feb-32	Mar-32	Apr-32

Zip Code	Number of Customers Taking Service at the Beginning of Each Month Under						
	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
97701	0						
97701	0						
97702	0						
97703	0						
97703	0						
97707	0						
97737	0						
97739	0						
97741	0						
97754	0						
97756	0						
97801	0						
97814	0						
97826	0						
97838	0						
97868	0						
97875	0						
97882	0						
97913	0						
97914	0						
97914	0						
97918	0						

	Number of Customers Enrolling in New Medical Payment Arrangements Each						
Zip Code	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21
97701	0						
97702	0						
97703	0						
97741	0						
97754	0						
97756	0						
97801	0						
97814	0						
97838	0						
97868	0						
97875	0						
97882	1						
97886	0						
97913	0						
97914	0						
97918	0						

		Total number of residential and small commercial customers with arrearage ba				
		Oct-20				
Zip Code	Customer Class	Arrears 30-60 Days	Avg 30-60	Nbr 30 to 60	Arrears 61-90 Days	Avg 61-90
97701	COMMERCIAL	\$ 1,895.35	\$ 22.30	85	\$ 615.99	\$ 16.65
97702	COMMERCIAL	\$ 5,346.70	\$ 52.42	102	\$ 1,134.67	\$ 51.58
97703	COMMERCIAL	\$ 2,937.56	\$ 68.32	43	\$ 745.71	\$ 46.61
97707	COMMERCIAL	\$ 283.83	\$ 25.80	11	\$ 21.63	\$ 10.82
97731	COMMERCIAL	\$ -		0	\$ -	
97733	COMMERCIAL	\$ 373.29	\$ 186.65	2	\$ -	
97737	COMMERCIAL	\$ 118.39	\$ 118.39	1	\$ 43.00	\$ 43.00
97739	COMMERCIAL	\$ 374.71	\$ 41.63	9	\$ 90.14	\$ 22.54
97741	COMMERCIAL	\$ 919.49	\$ 34.06	27	\$ 603.99	\$ 33.56
97753	COMMERCIAL	\$ -		0	\$ -	
97754	COMMERCIAL	\$ 8,502.88	\$ 212.57	40	\$ 6,615.87	\$ 330.79
97756	COMMERCIAL	\$ 856.48	\$ 17.48	49	\$ 668.73	\$ 20.26
97801	COMMERCIAL	\$ 1,852.91	\$ 47.51	39	\$ 874.47	\$ 39.75
97813	COMMERCIAL	\$ 36.05	\$ 12.02	3	\$ 10.89	\$ 10.89
97814	COMMERCIAL	\$ 1,930.26	\$ 120.64	16	\$ 1,394.23	\$ 174.28
97818	COMMERCIAL	\$ 826.81	\$ 118.12	7	\$ 144.51	\$ 72.26
97838	COMMERCIAL	\$ 2,071.98	\$ 36.35	57	\$ 1,139.91	\$ 38.00
97844	COMMERCIAL	\$ 317.95	\$ 317.95	1	\$ -	
97862	COMMERCIAL	\$ 10.99	\$ 10.99	1	\$ -	
97868	COMMERCIAL	\$ 7.10	\$ 7.10	1	\$ 5.50	\$ 5.50
97875	COMMERCIAL	\$ 193.33	\$ 64.44	3	\$ 10.49	\$ 10.49
97882	COMMERCIAL	\$ 234.76	\$ 33.54	7	\$ 31.47	\$ 10.49
97886	COMMERCIAL	\$ -		0	\$ -	
97907	COMMERCIAL	\$ -		0	\$ -	
97913	COMMERCIAL	\$ 189.19	\$ 17.20	11	\$ 89.69	\$ 12.81
97914	COMMERCIAL	\$ 1,981.24	\$ 60.04	33	\$ 703.26	\$ 33.49
97918	COMMERCIAL	\$ 270.00	\$ 27.00	10	\$ 246.42	\$ 30.80
99336	COMMERCIAL	\$ -		0	\$ -	
97701	RESIDENTIAL	\$ 12,633.99	\$ 19.11	661	\$ 6,832.92	\$ 18.62
97702	RESIDENTIAL	\$ 20,627.80	\$ 23.02	896	\$ 7,001.50	\$ 20.71
97703	RESIDENTIAL	\$ 9,095.98	\$ 20.04	454	\$ 3,639.05	\$ 15.04
97707	RESIDENTIAL	\$ 3,245.80	\$ 24.97	130	\$ 918.20	\$ 25.51
97731	RESIDENTIAL	\$ 81.27	\$ 16.25	5	\$ 37.71	\$ 7.54
97733	RESIDENTIAL	\$ 194.63	\$ 19.46	10	\$ 82.69	\$ 13.78
97737	RESIDENTIAL	\$ 370.12	\$ 16.82	22	\$ 163.99	\$ 10.25
97739	RESIDENTIAL	\$ 700.35	\$ 26.94	26	\$ 145.81	\$ 16.20
97741	RESIDENTIAL	\$ 2,515.56	\$ 14.29	176	\$ 1,797.51	\$ 13.62
97753	RESIDENTIAL	\$ 223.56	\$ 20.32	11	\$ 32.65	\$ 16.33
97754	RESIDENTIAL	\$ 4,906.70	\$ 14.60	336	\$ 2,539.97	\$ 12.76
97756	RESIDENTIAL	\$ 9,348.79	\$ 15.93	587	\$ 6,486.05	\$ 16.72
97801	RESIDENTIAL	\$ 8,209.35	\$ 14.18	579	\$ 5,345.30	\$ 12.79
97813	RESIDENTIAL	\$ 541.89	\$ 15.48	35	\$ 348.98	\$ 13.42
97814	RESIDENTIAL	\$ 5,775.81	\$ 16.79	344	\$ 2,854.92	\$ 13.59
97818	RESIDENTIAL	\$ 456.97	\$ 11.72	39	\$ 195.92	\$ 9.80

97826 RESIDENTIAL	\$	45.75	\$ 45.75	1	\$	39.64	\$ 39.64
97838 RESIDENTIAL	\$	6,149.13	\$ 14.10	436	\$	3,310.05	\$ 12.54
97844 RESIDENTIAL	\$	407.64	\$ 14.06	29	\$	147.25	\$ 8.66
97862 RESIDENTIAL	\$	263.13	\$ 10.53	25	\$	220.20	\$ 12.23
97868 RESIDENTIAL	\$	1,127.99	\$ 13.12	86	\$	584.77	\$ 11.25
97875 RESIDENTIAL	\$	653.82	\$ 12.57	52	\$	356.26	\$ 13.70
97882 RESIDENTIAL	\$	2,011.07	\$ 14.06	143	\$	977.50	\$ 12.53
97886 RESIDENTIAL	\$	296.44	\$ 14.12	21	\$	228.38	\$ 13.43
97907 RESIDENTIAL	\$	183.23	\$ 10.78	17	\$	143.54	\$ 11.04
97913 RESIDENTIAL	\$	1,674.07	\$ 11.47	146	\$	928.09	\$ 9.87
97914 RESIDENTIAL	\$	4,762.19	\$ 13.84	344	\$	2,551.66	\$ 10.09
97918 RESIDENTIAL	\$	775.98	\$ 13.15	59	\$	321.98	\$ 9.47
99336 RESIDENTIAL	\$	-		0	\$	-	

Balances			
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Nbr 61 to 90	Arrears 91+ Days	Avg 91 +	Nbr 91+
37	\$ 10,960.12	\$ 281.03	39
22	\$ 10,702.19	\$ 261.03	41
16	\$ 1,147.39	\$ 127.49	9
2	\$ 31.35	\$ 15.68	2
0	\$ -		0
0	\$ -		0
1	\$ 54.05	\$ 54.05	1
4	\$ 362.88	\$ 90.72	4
18	\$ 2,602.75	\$ 216.90	12
0	\$ -		0
20	\$ 5,330.88	\$ 333.18	16
33	\$ 7,037.97	\$ 281.52	25
22	\$ 5,252.71	\$ 308.98	17
1	\$ 183.60	\$ 183.60	1
8	\$ 3,702.23	\$ 925.56	4
2	\$ 49.03	\$ 49.03	1
30	\$ 10,321.83	\$ 412.87	25
0	\$ -		0
0	\$ -		0
1	\$ 745.22	\$ 745.22	1
1	\$ 2,013.96	\$ 2,013.96	1
3	\$ 64.24	\$ 32.12	2
0	\$ -		0
0	\$ -		0
7	\$ 1,179.02	\$ 235.80	5
21	\$ 7,816.40	\$ 459.79	17
8	\$ 2,305.13	\$ 461.03	5
0	\$ -		0
367	\$ 45,702.36	\$ 148.87	307
338	\$ 48,938.34	\$ 151.98	322
242	\$ 23,825.46	\$ 135.37	176
36	\$ 3,054.47	\$ 145.45	21
5	\$ 290.03	\$ 72.51	4
6	\$ 278.07	\$ 55.61	5
16	\$ 1,330.66	\$ 110.89	12
9	\$ 1,066.37	\$ 177.73	6
132	\$ 11,204.37	\$ 116.71	96
2	\$ 131.69	\$ 65.85	2
199	\$ 21,767.44	\$ 143.21	152
388	\$ 45,141.99	\$ 149.97	301
418	\$ 44,756.56	\$ 128.24	349
26	\$ 3,928.82	\$ 178.58	22
210	\$ 34,406.86	\$ 200.04	172
20	\$ 821.53	\$ 63.19	13

1	\$	19.00	\$	19.00	1
264	\$	25,380.41	\$	123.21	206
17	\$	1,099.22	\$	78.52	14
18	\$	1,209.37	\$	80.62	15
52	\$	5,236.90	\$	141.54	37
26	\$	1,733.06	\$	101.94	17
78	\$	5,667.55	\$	91.41	62
17	\$	2,760.65	\$	197.19	14
13	\$	1,898.27	\$	158.19	12
94	\$	9,315.95	\$	124.21	75
253	\$	28,649.97	\$	141.13	203
34	\$	3,525.68	\$	135.60	26
0	\$	-			0

		Total number of disconnection communications delivered by vintage		
Month	Zip Code	15-day	5-day	Personal Contact

Zip Code	Customer Class	Total number of service c		
		Oct-20	Nov-20	Dec-20
97813	CNG OR Residential Service R/S 101	0		
97814	CNG OR Residential Service R/S 101	0		
97702	CNG OR Residential Service R/S 101	0		
97818	CNG OR Residential Service R/S 101	0		
97731	CNG OR Residential Service R/S 101	0		
97733	CNG OR Residential Service R/S 101	0		
97826	CNG OR Residential Service R/S 101	0		
97737	CNG OR Residential Service R/S 101	0		
97838	CNG OR Residential Service R/S 101	0		
97907	CNG OR Residential Service R/S 101	0		
97844	CNG OR Residential Service R/S 101	0		
97739	CNG OR Residential Service R/S 101	0		
97741	CNG OR Residential Service R/S 101	0		
97741	CNG OR Residential Service R/S 101	0		
97862	CNG OR Residential Service R/S 101	0		
97801	CNG OR Residential Service R/S 101	0		
97913	CNG OR Residential Service R/S 101	0		
97914	CNG OR Residential Service R/S 101	0		
97801	CNG OR Residential Service R/S 101	0		
97868	CNG OR Residential Service R/S 101	0		
97753	CNG OR Residential Service R/S 101	0		
97754	CNG OR Residential Service R/S 101	0		
97756	CNG OR Residential Service R/S 101	0		
97875	CNG OR Residential Service R/S 101	0		
97707	CNG OR Residential Service R/S 101	0		
97882	CNG OR Residential Service R/S 101	0		
97918	CNG OR Residential Service R/S 101	0		
97886	CNG OR Residential Service R/S 101	0		
97814	CNG OR Industrial Service R/S 105	0		
97702	CNG OR Industrial Service R/S 105	0		
97818	CNG OR Industrial Service R/S 105	0		
97838	CNG OR Industrial Service R/S 105	0		
97741	CNG OR Industrial Service R/S 105	0		
97741	CNG OR Industrial Service R/S 105	0		
97862	CNG OR Industrial Service R/S 105	0		
97913	CNG OR Industrial Service R/S 105	0		
97914	CNG OR Industrial Service R/S 105	0		
97801	CNG OR Industrial Service R/S 105	0		
97754	CNG OR Industrial Service R/S 105	0		
97756	CNG OR Industrial Service R/S 105	0		
97707	CNG OR Industrial Service R/S 105	0		
97882	CNG OR Industrial Service R/S 105	0		
97918	CNG OR Industrial Service R/S 105	0		
97886	CNG OR Industrial Service R/S 105	0		
97702	CNG OR Large Volume Service R/S 111	0		

97818 CNG OR Large Volume Service R/S 111	0
97914 CNG OR Large Volume Service R/S 111	0
97754 CNG OR Large Volume Service R/S 111	0
97756 CNG OR Large Volume Service R/S 111	0
97813 CNG OR Commercial Service R/S 104	0
97814 CNG OR Commercial Service R/S 104	0
97702 CNG OR Commercial Service R/S 104	0
97818 CNG OR Commercial Service R/S 104	0
97731 CNG OR Commercial Service R/S 104	0
97733 CNG OR Commercial Service R/S 104	0
97737 CNG OR Commercial Service R/S 104	0
97838 CNG OR Commercial Service R/S 104	0
97907 CNG OR Commercial Service R/S 104	0
97844 CNG OR Commercial Service R/S 104	0
97739 CNG OR Commercial Service R/S 104	0
97741 CNG OR Commercial Service R/S 104	0
97741 CNG OR Commercial Service R/S 104	0
97862 CNG OR Commercial Service R/S 104	0
97801 CNG OR Commercial Service R/S 104	0
97913 CNG OR Commercial Service R/S 104	0
97914 CNG OR Commercial Service R/S 104	0
97801 CNG OR Commercial Service R/S 104	0
97868 CNG OR Commercial Service R/S 104	0
97753 CNG OR Commercial Service R/S 104	0
97754 CNG OR Commercial Service R/S 104	0
97756 CNG OR Commercial Service R/S 104	0
97875 CNG OR Commercial Service R/S 104	0
97707 CNG OR Commercial Service R/S 104	0
97882 CNG OR Commercial Service R/S 104	0
97918 CNG OR Commercial Service R/S 104	0
97886 CNG OR Commercial Service R/S 104	0
97702 CNG OR Large Volume Service R/S 111	0
97838 CNG OR Large Volume Service R/S 111	0
97862 CNG OR Large Volume Service R/S 111	0
97914 CNG OR Large Volume Service R/S 111	0
97801 CNG OR Large Volume Service R/S 111	0
97754 CNG OR Large Volume Service R/S 111	0
97756 CNG OR Large Volume Service R/S 111	0
97844 CNG OR Large Volume Service R/S 111 (LARGE VOLUME)	0
97741 CNG OR Interruptible Service R/S 170	0
97914 CNG OR Interruptible Service R/S 170	0
97801 CNG OR Interruptible Service R/S 170	0
97882 CNG OR Interruptible Service R/S 170	0
97914 CNG OR Distribution Special Contract	0
97818 CNG OR Distribution Special Contract	0
97818 CNG OR Distribution Special Contract	0
97814 CNG OR Distribution System Interruptible Transportation Rate	0

97702 CNG OR Distribution System Interruptible Transportation Rate	0
97818 CNG OR Distribution System Interruptible Transportation Rate	0
97838 CNG OR Distribution System Interruptible Transportation Rate	0
97741 CNG OR Distribution System Interruptible Transportation Rate	0
97913 CNG OR Distribution System Interruptible Transportation Rate	0
97914 CNG OR Distribution System Interruptible Transportation Rate	0
97801 CNG OR Distribution System Interruptible Transportation Rate	0
97868 CNG OR Distribution System Interruptible Transportation Rate	0
97754 CNG OR Distribution System Interruptible Transportation Rate	0
97756 CNG OR Distribution System Interruptible Transportation Rate	0
97875 CNG OR Distribution System Interruptible Transportation Rate	0
97918 CNG OR Distribution System Interruptible Transportation Rate	0
97886 CNG OR Distribution System Interruptible Transportation Rate	0
97838 CNG OR Distribution Special Contract	0

disconnections for non-payment

Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Oct-21 Nov-21 Dec-21 Jan-22

Feb-22 Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23

Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23

		10/31/2020 Reconnect				
Zip Code	Customer Class	Total	24-Hour	48-Hour	>7 day	<7 day

<u>City</u>	<u>Zip</u>
ATHENA	97813
BAKER CITY	97814
BEND	97701
BEND	97702
BEND	97703
BOARDMAN	97818
CHEMULT	97731
CRESCENT	97733
ECHO	97826
GILCHRIST	97737
HERMISTON	97838
HUNTINGTON	97907
IRRIGON	97844
LA PINE	97739
MADRAS	97741
METOLIUS	97741
MILTON FREEWATER	97862
MISSION	97801
NYSSA	97913
ONTARIO	97914
PENDLETON	97801
PILOT ROCK	97868
POWELL BUTTE	97753
PRINEVILLE	97754
REDMOND	97756
STANFIELD	97875
SUNRIVER	97707
UMATILLA	97882
VALE	97918
WESTON	97886

The Utilities will provide the enhanced reporting for 12 quarters (three years) starting January 20, 2021 (for i December 2020) and such reports will be provided on a quarterly basis, except that Subparagraphs a, b, c, d, monthly basis and by zip code starting November 20 for the month of October:

- a. The number of customers, by customer class;
- b. The number of customers, by customer class, assessed late payment fees or charges during the period;
- c. The number of customers, by customer class, enrolled in a current Time Payment Agreement (TPA);
- d. The number of customers enrolling in a new TPA;
- e. The number of customers completing a TPA during the period;
- f. The number of customers, by customer class, renegotiating TPAs during the period;
- g. The number of customers taking service at the bill payment assistance program developed in this Term St
- h. The number of customers taking service at the beginning of the period under existing medical payment ar
- i. The number of customers enrolling in new medical payment arrangements during the period;
- j. Total number of residential customers and small commercial (based on Utilities' tariffs) with arrearage bal days; 91+ days. Reports will include total arrearages and average arrearages for each segment, and be brok
- k. Total number of disconnection communications delivered by vintage (15-day, 5-day, personal contact);
- l. Total number of service disconnections for non-payment; and
- m. Total number of service reconnections, segmented by 24-hour reconnect, 48-hour reconnect, less than s seven-day reconnect.

*the previous quarter, October 2020 to
, j, l, and m will be submitted on a*

meet;
arrangements;

stances, segmented by 30-60 days; 61-90
en down by zip code;

even-day reconnect, and more than