



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

May 20, 2021

Via Electronic Filing

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

Re: UM 2114 –PGE Monthly Arrearage Management Program status report for April 2021

Dear Filing Center:

On February 23, 2021 in docket UM 2114, the Commission approved Staff’s recommendation in Order 21-057 to extend the moratorium on issuing disconnection notices to residential customers from April 15 to June 15. Staff’s recommendation also 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. Staff clarified that “average customer payments per option” referred to average credits to customers.

Attached is the requested AMP activity information for February 2021 through April 2021. Please note that some of the values for March has been updated. Should you have any questions regarding the report, please contact Stefan Brown at (503) 464-7805.

Please direct all formal correspondence and requests to the following email address
pge.opuc.filings@pgn.com.

Sincerely,

/s/ Jay Tinker

Jay Tinker
Director, Rates and Regulatory Affairs

JT/mw
Enclosures

1. Number of customers enrolled:

Program:	February	March	April	Total
• 50/50	77	2,474	2,633	5,184
• Three-Month Payment Match	54	7,366	1,630	9,050
• Extended Match	190	2,571	2,477	5,238

Number of recipients per option:

Program:	February	March	April	Total
• 50/50	77	2,417	2,401	4,895
• Three-Month Payment Match	0	4	3,878	3,882
• Extended Match	0	1,529	2,673	4,202
• Customer Assistance	3	573	490	1,066
Total number of recipients:	80	4,523	9,442	14,045

PGE started its Bill Assistance Program on February 24, 2021. PGE did not begin communications for the Bill Assistance Program until 3/9/2021 so enrollments prior to this date were a result of customers calling into PGE and expressing hardship paying their bill. The Reconnect Assistance Program will not start until residential disconnections resume, so there is no data to provide. PGE has customers who are enrolled in a Bill Assistance Program that may not be considered a recipient yet because they have not made a payment so have not received Bill Assistance funding, because of this, both numbers are provided.

2. Funds expended by program and total:

Program:	February	March	April	Total
• 50/50	\$23,149	\$824,869	\$925,302	\$1,773,320
• Three-Month Payment Match	\$0	\$550	\$694,687	\$695,237
• Extended Match	\$0	\$345,187	\$637,898	\$983,085
• Customer Assistance	\$545	\$154,433	\$146,405	\$301,383
Total funds expended:	\$23,694	\$1,325,038	\$2,404,293	\$3,753,025

All of PGE's Bill Assistance Programs have started except for the Reconnect Assistance Program. The Reconnect Assistance Program will not start until residential disconnections resume.

3. Total funds unallocated:

PGE beginning allocation: \$17,557,000

	February	March	April	Total
Total funds spent:	\$23,694	\$1,325,038	\$2,404,293	\$3,753,025
Total funds reserved:	\$217,000	\$5,837,263	\$325,415	\$6,379,678
Total funds unallocated:	\$17,316,306	\$10,154,005	\$7,424,297	\$7,424,297

When calculating available funds, PGE considered the amount of funds already provided to customers and the amount set aside for each customer enrolled in the Three-Month Payment Match and Extended Match Program. When a customer enrolls in the Three-Month Payment Match, we set aside \$500 for them and when someone enrolls in the Extended Match, we set aside \$1,000 based on the max amount of

funding a customer can receive on each program. If the customer gets caught up sooner and doesn't need the full allotment, those funds are added back into total funds available.

4. Average customer payments per option:

Program:	February	March	April
• 50/50	\$301	\$341	\$378
• Three-Month Payment Match	N/A	\$138	\$148
• Extended Match	N/A	\$226	\$206
• Customer Assistance	\$182	\$264	\$285

This shows the average amount given to customers by program. The Reconnect Assistance Program will not start until residential disconnections resume, so there is no data to provide.