



e-FILING REPORT COVER SHEET

COMPANY NAME: PacifiCorp d/b/a Pacific Power

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RE 189

Report is required by:  OAR  
 Statute  
 Order Order No. 20-401  
Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)  
 Other  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: RE 189

List Key Words for this report. We use these to improve search results.

Monthly COVID-19 Credit and Collections Report - May 2022

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.

June 21, 2022

***VIA ELECTRONIC FILING***

Public Utility Commission of Oregon  
Attn: Filing Center  
201 High Street SE, Suite 100  
Salem, OR 97301-3398

**RE: RE 189—PacifiCorp’s COVID-19 Credit and Collections Report—Monthly Report  
for May 2022**

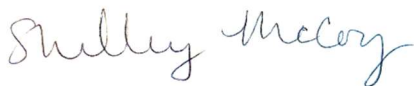
On November 5, 2020, the Public Utility Commission of Oregon (Commission) issued Order No. 20-401 approving the November 3, 2020 Stipulated Agreement on the Effects of the COVID-19 Pandemic on Energy Utility Customers (Stipulated Agreement) filed by parties in docket UM 2114. In compliance with the reporting requirements outlined in Attachment A of the Stipulated Agreement, Energy Utilities Reporting Requirements, PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company) hereby submits its monthly COVID-19 credit and collections data report for the month of May 2022.

PacifiCorp is unable to provide payment plan information as requested in section (C), (D), (E), (F), (H), and (I) of the reporting requirements by zip code. Zip code information is obtained using metered service agreement information. Payment plans, however, are done at the customer account level and may contain more than one metered service, and more than one zip code. By reporting payment plans by zip code there would be duplication in the data. As such, the Company is reporting payment plan information at the account level with no zip codes.

This report also contains information not addressed in the Stipulated Agreement. At the request of Commission Staff, the Company has included information related to Schedule 11, Residential Bill Assistance Program, as well as an update to OPUC Information Request 18.

If you have any questions regarding this report, please contact Jennifer Angell at (503) 331-4414.

Sincerely,



Shelley McCoy  
Director, Regulations

Enclosures

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97016	7				13	20
97029	29		3		118	150
97031	1003	12	41	3	6484	7543
97033	7				16	23
97039	59	1	4		199	263
97040	58	1	24		509	592
97041	2				19	21
97050	39		6	2	90	137
97058	3				29	32
97065	54		5	1	233	293
97102	26		1		441	468
97103	1055	33	3		7883	8974
97110	243	3			1905	2151
97121	56	1			711	768
97138	860	10			6893	7763
97145	4				46	50
97146	416	15	5		3683	4119
97201	132				2495	2627
97203	1	1				2
97204	44				1	45
97205	357				2198	2555
97207	1					1
97209	65				130	195
97211	1110	19	1		15231	16361
97212	476				12083	12559
97213	659	6			11176	11841
97214	2					2
97215	60				623	683
97216	206	2			2333	2541
97217	489	9			5900	6398
97218	665	17			6316	6998
97219	1					1
97220	1391	32			13135	14558
97222	1					1
97223	1					1

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97227	494	16			3287	3797
97230	50				435	485
97232	537	3			4536	5076
97233	4				2	6
97238	3					3
97250	15				1	16
97252	2					2
97253	1					1
97254	3					3
97301	1		1		5	7
97302	2		3		10	15
97304	25				137	162
97306	12		4		81	97
97308	2					2
97317	29		2		383	414
97321	1271	49	105	1	12490	13916
97322	911	37	31		14753	15732
97325	183	9	63		2620	2875
97327	121	3	15		1128	1267
97329	7				72	79
97330	1053	15	24		15776	16868
97331	3					3
97333	756	30	62	1	10905	11754
97335	11				73	84
97336	8				45	53
97338	679	7	14		9278	9978
97344	37		1		439	477
97345	19	1			170	190
97346	102				319	421
97347	7				5	12
97348	103	1	19		533	656
97351	434	6	54		4383	4877
97352	208	7	74		2155	2444
97355	921	17	84		9856	10878
97358	115	19	2		820	956

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97360	94	1			911	1006
97361	32		6		106	144
97364	8				329	337
97365					1	1
97367	793	8		1	7523	8325
97368	140				1787	1927
97369					1	1
97370	215	10	5	1	2527	2758
97371	96	2	13		206	317
97373	1					1
97374	163	4	73		1414	1654
97377	80	2	9		312	403
97383	379	14	29		3922	4344
97384	15	1			51	67
97385	86		6	1	1287	1380
97386	488	13	23		5780	6304
97388	73			1	1142	1216
97389	143	3	11		669	826
97392	51		38		550	639
97401	1					1
97405	43	6			29	78
97408	80	1	2		471	554
97410	64	1	15		364	444
97411	42	1	27		524	594
97414	17	2	10		81	110
97417	159	1	20	2	1027	1209
97420	1279	58	12		12166	13515
97423	310	6	19		2727	3062
97424	425	12	1		3665	4103
97426	162	6			1397	1565
97429	37		18		334	389
97432	20	1	4		172	197
97442	147	4	22		942	1115
97443	113	1	20		955	1089
97446	145	9	24		1598	1776

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97447	65				314	379
97448	256	14	9		1970	2249
97456	100	1	29		794	924
97457	388	17	86	1	4392	4884
97458	200	12	22		1521	1755
97459	542	9	1		4778	5330
97462	78	1	8		614	701
97466	47	4	6		416	473
97469	128	9	17		1115	1269
97470	1543	39	66	1	9385	11034
97471	874	14	78		10885	11851
97475					1	1
97476					4	4
97479	388	8		1	3752	4149
97484	35	1	5		119	160
97486	11	1	10		27	49
97494	11	2			25	38
97495	34		1		776	811
97496	211	2	17		2961	3191
97497	97	1	9		570	677
97501	2135	47	124	2	18661	20969
97502	1213	34	102	1	11970	13320
97503	452	63	40		4320	4875
97504	1974	19	31	1	21001	23026
97520	344	4	55	2	1826	2231
97522	41	1	2		249	293
97523	427	11	43		2844	3325
97524	514	15	95	3	6537	7164
97525	200	3	30		2274	2507
97526	1883	50	44	1	16048	18026
97527	1114	20	146		15456	16736
97530	443	4	99	1	3691	4238
97531	40	2	7		278	327
97532	163	4	6		1122	1295
97534	34	1	1		305	341

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97535	236	3	1		1939	2179
97536	71	1	1		540	613
97537	288	5	49		3373	3715
97538	113	2	18		900	1033
97539	171	1	3		1675	1850
97540	271	1	34		3308	3614
97541	60		17		679	756
97543	39		4		328	371
97544	129		40		943	1112
97601	1271	28	163	3	11070	12535
97603	1530	35	369	2	13657	15593
97604	5				16	21
97621	43	1	34		151	229
97622	61	2	24		267	354
97623	185	2	144		1032	1363
97624	235	3	65		1837	2140
97625	27		19		83	129
97626	40	1	8		98	147
97627	70	1	18		520	609
97630	324	15	9	1	1769	2118
97632	163	3	131		550	847
97633	162	1	99		592	854
97634	18		10		106	134
97635	8		2		57	67
97636					1	1
97637	1					1
97639	37		31		291	359
97701	1890	46	66	1	14717	16720
97702	1853	32	7	2	19343	21237
97703	1490	6	114		13237	14847
97707	1					1
97731	36				105	141
97734	136	15	92		1282	1525
97741	594	24	85	2	4459	5164
97753	57		47		387	491

May 2022	COM	IND	IRG	PSH	RES	GRAND TOTAL
<b>TOTALS</b>	<b>57139</b>	<b>1348</b>	<b>5023</b>	<b>52</b>	<b>545911</b>	<b>609473</b>
97754	954	30	276	1	7475	8736
97756	1507	56	71		13757	15391
97760	198	1	48		3248	3495
97761	127	6	2	1	756	892
97801	1185	17	80	8	8532	9822
97810	47	1	8		218	274
97812	121	1	5	2	376	505
97813	90	1	2		582	675
97818	45	2	39		32	118
97826	48	1	5		298	352
97828	336	8	57		1520	1921
97835	44		1		140	185
97838	70	4	30		230	334
97842	32		14		134	180
97846	302	7	60		1404	1773
97857	38	1	16		277	332
97862	219	2	261		1082	1564
97868	109	1	52		860	1022
97875	84	3	18		905	1010
97882	192	8	4		2181	2385
97885	134	4	18		687	843
97886	45	4	5	1	344	399



May 2022	RES	GRAND TOTAL
TOTALS	0	0

May 2022	
Revenue Class Cd	Count of Customer Id
COM	688
IND	10
IRG	43
RES	26870
<b>Total</b>	<b>27611</b>

May 2022	
Revenue Class Cd	Count of Customer Id
COM	121
IND	1
IRG	4
RES	2652
<b>Total</b>	<b>2778</b>

COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	RES								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
<b>TOTAL</b>	<b>35,516</b>	<b>\$ 2,809,055</b>	<b>21,266</b>	<b>\$ 4,256,262</b>	<b>29,343</b>	<b>\$ 27,974,669</b>	<b>86,125</b>	<b>\$ 35,039,987</b>	<b>\$ 407</b>
<b>ZIP</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Avg</b>
97016									
97029	6	\$ 572	6	\$ 1,451	13	\$ 29,220			
97031	326	\$ 23,855	193	\$ 39,238	196	\$ 162,843			
97033			2	\$ 165					
97039	15	\$ 1,499	15	\$ 3,873	9	\$ 8,827			
97040	38	\$ 2,503	16	\$ 3,794	28	\$ 19,007			
97041	1	\$ 34	2	\$ 462	1	\$ 663			
97050	3	\$ 319	5	\$ 879	2	\$ 891			
97058			1	\$ 233					
97065	19	\$ 1,797	12	\$ 2,643	12	\$ 19,705			
97102	23	\$ 3,012	14	\$ 2,984	7	\$ 2,716			
97103	426	\$ 34,001	277	\$ 48,766	312	\$ 298,253			
97110	111	\$ 6,916	30	\$ 4,575	35	\$ 24,105			
97121	49	\$ 3,592	37	\$ 6,065	38	\$ 28,791			
97138	484	\$ 34,713	241	\$ 44,780	323	\$ 248,219			
97145	1	\$ 43			1	\$ 377			
97146	240	\$ 19,191	162	\$ 29,865	145	\$ 98,849			
97201	85	\$ 3,471	44	\$ 3,477	99	\$ 41,318			
97205	95	\$ 3,900	72	\$ 6,572	129	\$ 45,451			
97209	13	\$ 325	6	\$ 425	9	\$ 2,808			
97211	977	\$ 56,302	448	\$ 65,378	760	\$ 607,508			
97212	724	\$ 43,072	345	\$ 46,011	435	\$ 235,585			
97213	566	\$ 31,172	322	\$ 44,925	386	\$ 260,820			
97215	31	\$ 1,943	16	\$ 2,072	23	\$ 9,395			
97216	129	\$ 7,771	109	\$ 15,487	172	\$ 136,675			
97217	332	\$ 21,105	171	\$ 23,311	421	\$ 257,108			
97218	380	\$ 26,982	209	\$ 35,742	381	\$ 335,537			
97220	955	\$ 65,842	659	\$ 96,789	1,047	\$ 875,196			
97227	228	\$ 13,063	114	\$ 10,796	230	\$ 107,315			
97230	27	\$ 2,497	27	\$ 3,059	46	\$ 35,876			
97232	265	\$ 11,325	132	\$ 11,841	330	\$ 127,550			
97233	1	\$ 56							
97301	2	\$ 195							
97302	1	\$ 189			1	\$ 638			
97304	9	\$ 772	5	\$ 1,170	3	\$ 1,407			
97306	14	\$ 1,839	4	\$ 916	1	\$ 757			
97317	40	\$ 4,377	16	\$ 8,110	20	\$ 20,839			
97321	659	\$ 48,202	322	\$ 62,610	389	\$ 299,978			
97322	1,221	\$ 81,661	696	\$ 122,130	876	\$ 653,204			
97325	244	\$ 22,026	156	\$ 34,384	195	\$ 205,200			
97327	74	\$ 5,596	42	\$ 10,006	34	\$ 41,641			
97329	6	\$ 516	1	\$ 208	4	\$ 6,355			
97330	632	\$ 38,649	425	\$ 68,533	442	\$ 278,881			
97333	593	\$ 38,038	623	\$ 111,649	367	\$ 235,648			
97335	5	\$ 477	6	\$ 1,411	7	\$ 4,214			
97336	3	\$ 534	6	\$ 1,529	1	\$ 374			
97338	605	\$ 45,842	398	\$ 87,931	437	\$ 398,550			
97344	31	\$ 2,445	16	\$ 5,179	24	\$ 35,211			
97345	17	\$ 1,455	16	\$ 4,367	12	\$ 9,527			
97346	24	\$ 2,903	15	\$ 4,532	26	\$ 27,108			
97347	5	\$ 551	1	\$ 32					
97348	25	\$ 2,291	19	\$ 6,030	29	\$ 36,174			
97351	320	\$ 27,488	242	\$ 40,401	262	\$ 229,379			
97352	182	\$ 17,040	133	\$ 26,017	142	\$ 138,060			
97355	768	\$ 61,603	474	\$ 97,926	609	\$ 590,382			
97358	71	\$ 7,102	38	\$ 8,770	51	\$ 50,365			
97360	85	\$ 7,306	44	\$ 9,414	63	\$ 87,613			
97361	9	\$ 965	3	\$ 1,036	3	\$ 3,998			
97364	16	\$ 820	8	\$ 995	14	\$ 11,664			
97367	516	\$ 32,983	221	\$ 35,447	312	\$ 201,164			
97368	121	\$ 11,038	69	\$ 18,656	93	\$ 83,312			
97370	185	\$ 13,710	94	\$ 19,241	103	\$ 77,496			

COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	RES								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
<b>TOTAL</b>	35,516	\$ 2,809,055	21,266	\$ 4,256,262	29,343	\$ 27,974,669	86,125	\$ 35,039,987	\$ 407
<b>ZIP</b>	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
97371	17	\$ 1,967	8	\$ 1,951	8	\$ 17,165			
97374	101	\$ 9,248	49	\$ 13,412	80	\$ 83,270			
97377	19	\$ 1,779	17	\$ 3,954	5	\$ 10,538			
97383	281	\$ 22,729	197	\$ 42,867	273	\$ 243,668			
97384	7	\$ 504	4	\$ 636	2	\$ 766			
97385	91	\$ 6,385	48	\$ 7,790	35	\$ 16,518			
97386	498	\$ 43,231	340	\$ 81,600	408	\$ 459,656			
97388	25	\$ 1,323	21	\$ 2,666	16	\$ 16,624			
97389	45	\$ 3,711	24	\$ 5,095	37	\$ 44,726			
97392	46	\$ 5,141	31	\$ 6,713	37	\$ 48,104			
97405	3	\$ 404	1	\$ 148	1	\$ 320			
97408	22	\$ 1,296	14	\$ 3,184	9	\$ 8,551			
97410	16	\$ 2,514	30	\$ 7,617	27	\$ 31,374			
97411	31	\$ 2,994	20	\$ 5,847	26	\$ 36,945			
97414	4	\$ 496	1	\$ 81	6	\$ 4,116			
97417	53	\$ 3,785	33	\$ 7,288	86	\$ 84,090			
97420	945	\$ 92,930	612	\$ 140,549	900	\$ 847,567			
97423	264	\$ 23,462	144	\$ 32,249	213	\$ 195,276			
97424	287	\$ 22,254	149	\$ 30,584	185	\$ 127,552			
97426	129	\$ 11,422	90	\$ 16,298	99	\$ 79,414			
97429	14	\$ 1,105	15	\$ 4,305	16	\$ 22,348			
97432	6	\$ 952	8	\$ 2,648	17	\$ 17,809			
97442	21	\$ 2,862	71	\$ 11,958	82	\$ 97,847			
97443	94	\$ 8,749	53	\$ 10,950	58	\$ 55,273			
97446	111	\$ 8,579	72	\$ 14,328	90	\$ 83,886			
97447	15	\$ 867	15	\$ 2,691	23	\$ 25,225			
97448	175	\$ 13,236	112	\$ 19,932	118	\$ 79,933			
97456	62	\$ 6,117	51	\$ 12,367	42	\$ 34,090			
97457	302	\$ 23,096	196	\$ 43,315	336	\$ 324,042			
97458	140	\$ 13,969	68	\$ 14,730	144	\$ 130,259			
97459	277	\$ 22,808	173	\$ 38,890	297	\$ 283,426			
97462	64	\$ 5,180	31	\$ 7,151	44	\$ 49,974			
97466	40	\$ 3,065	29	\$ 5,422	46	\$ 37,899			
97469	71	\$ 5,507	59	\$ 14,221	79	\$ 92,965			
97470	795	\$ 59,389	427	\$ 80,410	691	\$ 636,463			
97471	608	\$ 46,974	341	\$ 67,188	543	\$ 497,401			
97476	1	\$ 17							
97479	338	\$ 23,477	202	\$ 38,405	333	\$ 296,741			
97484	5	\$ 395			17	\$ 21,285			
97486	2	\$ 336	2	\$ 668	1	\$ 390			
97494	4	\$ 508							
97495	46	\$ 3,055	24	\$ 4,402	43	\$ 28,661			
97496	187	\$ 12,750	112	\$ 23,949	188	\$ 175,369			
97497	60	\$ 8,770	40	\$ 11,164	66	\$ 97,710			
97501	1,140	\$ 87,464	670	\$ 124,398	1,176	\$ 1,106,048			
97502	740	\$ 64,866	422	\$ 95,994	606	\$ 745,163			
97503	450	\$ 43,620	244	\$ 53,144	385	\$ 427,037			
97504	880	\$ 67,555	684	\$ 103,789	947	\$ 935,128			
97520	139	\$ 18,530	69	\$ 21,445	86	\$ 159,872			
97522	24	\$ 2,417	11	\$ 2,551	31	\$ 46,642			
97523	284	\$ 41,268	200	\$ 72,367	287	\$ 572,147			
97524	528	\$ 49,799	269	\$ 65,139	422	\$ 526,398			
97525	200	\$ 20,031	91	\$ 26,813	168	\$ 235,794			
97526	1,137	\$ 98,265	626	\$ 140,462	869	\$ 1,043,154			
97527	986	\$ 93,144	594	\$ 147,035	896	\$ 1,195,565			
97530	220	\$ 26,711	126	\$ 30,272	176	\$ 279,675			
97531	26	\$ 2,172	15	\$ 5,036	42	\$ 75,770			
97532	103	\$ 11,171	63	\$ 17,071	106	\$ 129,078			
97534	32	\$ 4,314	21	\$ 6,480	35	\$ 59,743			
97535	121	\$ 6,408	51	\$ 9,857	112	\$ 96,039			
97536	45	\$ 3,621	41	\$ 10,933	62	\$ 84,038			
97537	256	\$ 26,888	140	\$ 33,115	215	\$ 293,998			

COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	RES								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
<b>TOTAL</b>	<b>35,516</b>	<b>\$ 2,809,055</b>	<b>21,266</b>	<b>\$ 4,256,262</b>	<b>29,343</b>	<b>\$ 27,974,669</b>	<b>86,125</b>	<b>\$ 35,039,987</b>	<b>\$ 407</b>
<b>ZIP</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Count</b>	<b>Arrears</b>	<b>Avg</b>
97538	104	\$ 13,440	50	\$ 18,888	98	\$ 192,009			
97539	173	\$ 15,514	85	\$ 21,574	122	\$ 139,559			
97540	194	\$ 15,502	96	\$ 17,266	136	\$ 154,568			
97541	76	\$ 8,310	36	\$ 9,508	73	\$ 101,342			
97543	25	\$ 2,488	18	\$ 4,579	25	\$ 65,192			
97544	101	\$ 15,478	43	\$ 16,660	97	\$ 177,327			
97601	740	\$ 51,703	390	\$ 74,400	723	\$ 662,817			
97603	925	\$ 62,040	553	\$ 107,407	821	\$ 760,047			
97604			1	\$ 120					
97621	10	\$ 907	6	\$ 2,146	16	\$ 25,839			
97622	18	\$ 1,861	18	\$ 3,817	25	\$ 27,832			
97623	98	\$ 9,741	52	\$ 14,579	85	\$ 130,929			
97624	203	\$ 19,640	92	\$ 22,855	167	\$ 144,449			
97625	9	\$ 910	5	\$ 1,163	1	\$ 1,393			
97626	7	\$ 530	3	\$ 464	3	\$ 16,295			
97627	53	\$ 4,745	32	\$ 9,645	44	\$ 61,924			
97630	128	\$ 9,430	72	\$ 17,276	148	\$ 181,708			
97632	45	\$ 3,163	27	\$ 6,164	35	\$ 31,114			
97633	37	\$ 3,870	29	\$ 5,658	41	\$ 46,197			
97634	9	\$ 609	6	\$ 1,276	5	\$ 7,826			
97635	5	\$ 115	2	\$ 372	2	\$ 608			
97639	36	\$ 3,160	20	\$ 4,601	31	\$ 55,836			
97701	943	\$ 66,123	477	\$ 89,088	549	\$ 437,749			
97702	923	\$ 71,229	496	\$ 111,610	567	\$ 556,216			
97703	390	\$ 38,287	256	\$ 47,222	251	\$ 212,100			
97731	1	\$ 145	2	\$ 102	1	\$ 43			
97734	99	\$ 10,493	73	\$ 17,945	62	\$ 61,159			
97741	413	\$ 31,376	226	\$ 51,200	294	\$ 282,987			
97753	16	\$ 2,263	13	\$ 2,479	12	\$ 22,153			
97754	530	\$ 45,970	351	\$ 76,278	364	\$ 351,237			
97756	838	\$ 60,568	463	\$ 93,583	574	\$ 449,761			
97760	223	\$ 23,313	184	\$ 44,692	142	\$ 149,392			
97761	74	\$ 8,248	89	\$ 18,395	186	\$ 217,308			
97801	649	\$ 42,969	399	\$ 71,267	541	\$ 424,145			
97810	12	\$ 979	12	\$ 3,539	10	\$ 8,263			
97812	33	\$ 2,887	25	\$ 6,383	39	\$ 35,665			
97813	38	\$ 2,625	22	\$ 4,613	27	\$ 19,632			
97818	4	\$ 519	1	\$ 265	3	\$ 8,569			
97826	18	\$ 1,505	23	\$ 5,341	23	\$ 26,109			
97828	87	\$ 10,164	67	\$ 19,144	57	\$ 61,310			
97835	13	\$ 1,319	6	\$ 2,075	4	\$ 2,574			
97838	24	\$ 2,464	12	\$ 3,561	7	\$ 3,658			
97842	2	\$ 33	5	\$ 897	1	\$ 165			
97846	102	\$ 9,335	45	\$ 11,561	57	\$ 47,883			
97857	19	\$ 1,778	4	\$ 681	5	\$ 2,386			
97862	84	\$ 9,061	62	\$ 16,634	62	\$ 94,274			
97868	22	\$ 2,280	53	\$ 7,348	54	\$ 44,139			
97875	31	\$ 2,599	65	\$ 9,838	51	\$ 51,230			
97882	193	\$ 13,590	105	\$ 18,999	191	\$ 142,385			
97885	40	\$ 4,151	20	\$ 5,737	27	\$ 43,273			
97886	33	\$ 2,558	23	\$ 5,558	25	\$ 27,072			
97250					1	\$ 748			

COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	SMALL COM								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
TOTAL	2,406	\$ 272,272	811	\$ 214,552	1,208	\$ 1,594,182	4,425	\$ 2,081,006	\$ 470
ZIP	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
97016	1	\$ 0							
97029									
97031	23	\$ 2,932	12	\$ 2,133	13	\$ 7,852			
97033									
97039	2	\$ 63	2	\$ 567	2	\$ 1,726			
97040	5	\$ 177	3	\$ 146					
97041									
97050									
97058									
97065					1	\$ 589			
97102									
97103	28	\$ 2,338	14	\$ 2,588	22	\$ 18,404			
97110	13	\$ 1,525	2	\$ 131	3	\$ 492			
97121	1	\$ 285	1	\$ 271	1	\$ 226			
97138	51	\$ 5,746	21	\$ 5,212	16	\$ 28,644			
97145									
97146	24	\$ 3,601	11	\$ 2,349	8	\$ 4,002			
97201			1	\$ 219	2	\$ 1,591			
97205	4	\$ 161	7	\$ 5,354	3	\$ 2,642			
97209	2	\$ 483							
97211	50	\$ 7,137	28	\$ 8,141	48	\$ 49,398			
97212	16	\$ 3,704	4	\$ 459	15	\$ 16,235			
97213	32	\$ 6,310	11	\$ 1,070	16	\$ 19,451			
97215	2	\$ 165	1	\$ 523					
97216	1	\$ 113	4	\$ 975	10	\$ 16,740			
97217	19	\$ 1,600	11	\$ 1,362	13	\$ 34,938			
97218	23	\$ 3,960	9	\$ 2,535	11	\$ 13,502			
97220	59	\$ 8,163	19	\$ 6,941	51	\$ 92,186			
97227	21	\$ 1,938			12	\$ 32,410			
97230	2	\$ 369			1	\$ 411			
97232	16	\$ 1,894	5	\$ 1,714	5	\$ 11,606			
97233									
97301									
97302									
97304	2	\$ 60							
97306	1	\$ 410			1	\$ 737			
97317	1	\$ 169	2	\$ 1,014	1	\$ 105			
97321	43	\$ 3,761	15	\$ 2,975	15	\$ 28,753			
97322	41	\$ 3,890	13	\$ 4,870	21	\$ 14,767			
97325	14	\$ 962	2	\$ 216	4	\$ 2,026			
97327	7	\$ 302	1	\$ 481	2	\$ 4,718			
97329			1	\$ 312					
97330	26	\$ 3,530	6	\$ 2,435	11	\$ 24,179			
97333	46	\$ 5,041	8	\$ 988	15	\$ 18,588			
97335					1	\$ 56			
97336	1	\$ 72	1	\$ 958					
97338	22	\$ 2,201	13	\$ 3,110	10	\$ 3,261			
97344	3	\$ 110	1	\$ 32	1	\$ 43			
97345	1	\$ 24							
97346	8	\$ 567	2	\$ 128	6	\$ 2,556			
97347									
97348					1	\$ 2,314			
97351	21	\$ 1,977	13	\$ 2,906	9	\$ 7,766			
97352	7	\$ 1,204	3	\$ 550	6	\$ 12,679			
97355	48	\$ 4,746	12	\$ 1,670	20	\$ 8,370			
97358	4	\$ 222	2	\$ 71	3	\$ 3,886			
97360	4	\$ 628	1	\$ 178	2	\$ 1,048			
97361	1	\$ 36	1	\$ 156					
97364	1	\$ 234							
97367	51	\$ 7,729	21	\$ 4,322	15	\$ 34,890			
97368	8	\$ 531	3	\$ 2,264	1	\$ 128			
97370	16	\$ 1,874	4	\$ 614	3	\$ 787			

COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	SMALL COM								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
<b>TOTAL</b>	2,406	\$ 272,272	811	\$ 214,552	1,208	\$ 1,594,182	4,425	\$ 2,081,006	\$ 470
<b>ZIP</b>	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
97371	2	\$ 54							
97374	4	\$ 507			4	\$ 1,262			
97377	1	\$ 53			2	\$ 6,156			
97383	19	\$ 1,682	2	\$ 134	6	\$ 14,467			
97384					1	\$ 2,557			
97385	4	\$ 185	2	\$ 185	2	\$ 1,886			
97386	23	\$ 2,840	8	\$ 2,415	11	\$ 7,409			
97388	1	\$ 13							
97389	9	\$ 2,553			2	\$ 388			
97392	2	\$ 149			1	\$ 585			
97405	2	\$ 153			2	\$ 5,342			
97408			1	\$ 80					
97410	1	\$ 25	1	\$ 254	5	\$ 17,410			
97411	1	\$ 1,008	2	\$ 425					
97414			2	\$ 603	1	\$ 201			
97417	9	\$ 1,370	1	\$ 204	2	\$ 1,647			
97420	42	\$ 3,594	15	\$ 4,973	24	\$ 23,560			
97423	21	\$ 2,506	7	\$ 2,667	3	\$ 3,409			
97424	10	\$ 1,042	2	\$ 374	2	\$ 4,030			
97426	5	\$ 714	5	\$ 1,074	2	\$ 894			
97429	1	\$ 186							
97432	2	\$ 162	1	\$ 79					
97442	3	\$ 255	5	\$ 1,685	7	\$ 16,357			
97443	4	\$ 164	1	\$ 39	4	\$ 7,660			
97446	4	\$ 759	2	\$ 211	1	\$ 104			
97447	3	\$ 163	1	\$ 68					
97448	13	\$ 2,092	5	\$ 1,208	9	\$ 5,846			
97456	7	\$ 1,186	4	\$ 634	1	\$ 578			
97457	16	\$ 1,810	7	\$ 1,091	13	\$ 19,817			
97458	18	\$ 2,039	1	\$ 98	4	\$ 5,272			
97459	9	\$ 1,399	4	\$ 607	7	\$ 6,663			
97462	5	\$ 741	1	\$ 109	1	\$ 1,639			
97466	8	\$ 239							
97469	5	\$ 770	2	\$ 213	2	\$ 1,003			
97470	118	\$ 9,319	18	\$ 5,018	31	\$ 48,243			
97471	31	\$ 3,977	10	\$ 2,429	9	\$ 4,976			
97476									
97479	25	\$ 1,848	17	\$ 2,772	14	\$ 17,906			
97484					6	\$ 4,941			
97486			1	\$ 318					
97494									
97495									
97496	5	\$ 314	2	\$ 695	6	\$ 3,902			
97497	5	\$ 547	5	\$ 3,168	14	\$ 27,253			
97501	72	\$ 10,412	27	\$ 11,358	54	\$ 90,660			
97502	63	\$ 5,475	14	\$ 4,569	35	\$ 43,607			
97503	30	\$ 3,919	3	\$ 1,717	24	\$ 18,374			
97504	27	\$ 2,441	16	\$ 2,365	19	\$ 14,007			
97520	14	\$ 1,796	2	\$ 103	9	\$ 3,429			
97522	2	\$ 672			1	\$ 377			
97523	39	\$ 4,903	18	\$ 6,697	20	\$ 35,546			
97524	36	\$ 3,967	11	\$ 1,976	20	\$ 33,700			
97525	16	\$ 1,558	3	\$ 696	6	\$ 17,721			
97526	58	\$ 7,124	32	\$ 7,083	45	\$ 72,827			
97527	38	\$ 3,099	16	\$ 3,268	32	\$ 54,320			
97530	22	\$ 1,259	5	\$ 1,072	20	\$ 32,283			
97531	3	\$ 405	2	\$ 302	4	\$ 1,557			
97532	19	\$ 3,471	4	\$ 497	6	\$ 5,128			
97534	5	\$ 139							
97535	8	\$ 577	3	\$ 493	5	\$ 2,090			
97536	5	\$ 989	1	\$ 221	2	\$ 429			
97537	18	\$ 1,195	10	\$ 5,112	12	\$ 21,748			



COUNT AND ARREARS ARE FORCED TO THE OLDEST ARREARS BUCKET

May 2022	SMALL COM								
	Days 31 60		Days 61 90		Days 91+		Grand Total		
	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
<b>TOTAL</b>	2,406	\$ 272,272	811	\$ 214,552	1,208	\$ 1,594,182	4,425	\$ 2,081,006	\$ 470
<b>ZIP</b>	Count	Arrears	Count	Arrears	Count	Arrears	Count	Arrears	Avg
97538	13	\$ 1,273	3	\$ 1,181	9	\$ 15,365			
97539	16	\$ 1,386	2	\$ 989	6	\$ 11,332			
97540	12	\$ 1,200	4	\$ 230	7	\$ 1,407			
97541	3	\$ 271			2	\$ 1,861			
97543	3	\$ 966	2	\$ 885	1	\$ 71			
97544	13	\$ 1,589	8	\$ 1,466	8	\$ 10,855			
97601	34	\$ 3,461	12	\$ 5,892	25	\$ 35,176			
97603	65	\$ 4,178	29	\$ 9,487	55	\$ 125,142			
97604									
97621	1	\$ 0	1	\$ 29	1	\$ 2,019			
97622	4	\$ 187			2	\$ 738			
97623	12	\$ 852	4	\$ 853	4	\$ 2,019			
97624	16	\$ 3,069	4	\$ 817	7	\$ 2,480			
97625	1	\$ 505	1	\$ 433	1	\$ 549			
97626	1	\$ 129							
97627	2	\$ 337			1	\$ 257			
97630	9	\$ 1,507	6	\$ 2,788	6	\$ 14,651			
97632	6	\$ 352	7	\$ 697	5	\$ 1,525			
97633	7	\$ 689	2	\$ 299	4	\$ 6,906			
97634			1	\$ 101					
97635									
97639			1	\$ 48	1	\$ 893			
97701	85	\$ 13,596	17	\$ 3,190	19	\$ 14,721			
97702	63	\$ 4,483	15	\$ 3,673	18	\$ 13,530			
97703	40	\$ 4,394	11	\$ 1,889	5	\$ 9,438			
97731	1	\$ 370							
97734	1	\$ 1	3	\$ 533	2	\$ 1,275			
97741	31	\$ 3,708	5	\$ 1,162	13	\$ 7,522			
97753	2	\$ 151	1	\$ 220	1	\$ 7,044			
97754	53	\$ 6,823	12	\$ 2,740	13	\$ 6,909			
97756	51	\$ 4,604	19	\$ 6,239	21	\$ 15,891			
97760	11	\$ 1,257	2	\$ 592	1	\$ 421			
97761	24	\$ 3,450	6	\$ 3,825	4	\$ 9,333			
97801	57	\$ 5,282	14	\$ 4,756	19	\$ 15,644			
97810									
97812	15	\$ 2,254	2	\$ 284	1	\$ 947			
97813	2	\$ 139	2	\$ 427	1	\$ 4,576			
97818									
97826	1	\$ 18							
97828	9	\$ 1,237	2	\$ 812	9	\$ 6,846			
97835					2	\$ 4,383			
97838	3	\$ 63							
97842	2	\$ 151							
97846	21	\$ 2,361	6	\$ 757	10	\$ 2,859			
97857	1	\$ 34							
97862	12	\$ 1,099	3	\$ 725	3	\$ 666			
97868	4	\$ 436	3	\$ 517	1	\$ 1,416			
97875	1	\$ 22	2	\$ 91					
97882	7	\$ 1,262	4	\$ 1,283	5	\$ 1,505			
97885	5	\$ 341	1	\$ 121	1	\$ 144			
97886	1	\$ 20	1	\$ 224					
97250									

May 2022	
Notices	Counts
FFN	9786
FNL	15610
PDN	39351
<b>Total</b>	<b>64747</b>

May 2022	COM	RES	GRAND TOTAL
<b>TOTALS</b>	<b>58</b>	<b>665</b>	<b>723</b>
97031	1	2	3
97039	1		1
97103		1	1
97110		1	1
97138	3	5	8
97146		1	1
97201		5	5
97205		3	3
97211	2	17	19
97212		9	9
97213		4	4
97215		1	1
97217	1	4	5
97218	1	7	8
97220		21	21
97227		4	4
97230		1	1
97232		10	10
97321	1	7	8
97322		14	14
97325		1	1
97330	2	8	10
97333		8	8
97338	1	5	6
97344		1	1
97352		2	2
97355	1	3	4
97367		2	2
97368	1	2	3
97370		1	1
97383		6	6
97385		1	1
97386	2	4	6
97388		1	1
97420		14	14
97423	2	3	5
97424		1	1
97426	1	1	2
97429		1	1
97443		2	2
97448		1	1
97457		1	1
97458		1	1
97459		1	1
97469		2	2
97470		7	7
97471		6	6
97479		4	4
97495		1	1
97496		4	4
97501	5	19	24
97502	2	10	12
97503		2	2
97504	1	11	12
97523		1	1
97524	1	1	2

May 2022	COM	RES	GRAND TOTAL
<b>TOTALS</b>	58	665	723
97525	1	4	5
97526	2	15	17
97527		4	4
97541		3	3
97601		7	7
97603		4	4
97622		2	2
97624	1	2	3
97627		2	2
97630		1	1
97639		1	1
97701	1	4	5
97702		6	6
97703	2	2	4
97741	1	5	6
97754	1	6	7
97756	1	5	6
97761		4	4
97801		6	6
97828	1	1	2
97838		1	1
97846		1	1
97875		1	1
97882		2	2

May 2022	COM	RES	GRAND TOTAL
<b>TOTALS</b>	29	465	<b>494</b>
97031		5	5
97039		1	1
97103		3	3
97121		3	3
97138	1	4	5
97211		8	8
97212		2	2
97213		3	3
97216		1	1
97217		4	4
97218		4	4
97220	1	15	16
97317		1	1
97321		4	4
97322		6	6
97325		1	1
97330		2	2
97333	1	3	4
97338		4	4
97351	1	3	4
97352		3	3
97355		8	8
97360		2	2
97367		2	2
97383		3	3
97386		4	4
97392		1	1
97411		1	1
97420		11	11
97423		1	1
97426		1	1
97429		1	1
97432	1		1
97457		4	4
97458		1	1
97459		3	3
97462		1	1
97469		1	1
97470		3	3
97471		10	10
97479		2	2
97496	1	2	3
97497		3	3
97501	3	14	17
97502	2	16	18
97503		4	4
97504	1	20	21
97523		7	7
97524		11	11
97525		6	6
97526	1	18	19
97527	1	22	23
97530		5	5
97531		1	1
97532		2	2
97536		2	2
97537		2	2

May 2022	COM	RES	GRAND TOTAL
<b>TOTALS</b>	29	465	<b>494</b>
97538		1	<b>1</b>
97539		5	<b>5</b>
97541		1	<b>1</b>
97601	3	7	<b>10</b>
97603		7	<b>7</b>
97621		1	<b>1</b>
97624		4	<b>4</b>
97630		5	<b>5</b>
97639		1	<b>1</b>
97701		2	<b>2</b>
97702		4	<b>4</b>
97703		3	<b>3</b>
97734		1	<b>1</b>
97741	1	4	<b>5</b>
97754		1	<b>1</b>
97756		4	<b>4</b>
97760		4	<b>4</b>
97761		6	<b>6</b>
97801		6	<b>6</b>
97826		1	<b>1</b>
97862		1	<b>1</b>
97875		1	<b>1</b>
97882		1	<b>1</b>
97886		1	<b>1</b>

<i>As of June 7, 2022</i>	Paid	Committed	% Committed Assistance	Customer Arrears	# of Customers	% of Customers	Average customer payment
Extended Payment Grant	\$2,804,092	\$3,447,212	28%	\$10,560,261	4,264	17%	\$658
Instant Grant	\$8,749,809	\$8,739,321	72%	\$15,526,724	21,419	83%	\$409
<b>Total</b>	<b>\$11,553,901</b>	<b>\$12,186,533</b>	<b>100%</b>	<b>\$26,086,985</b>	<b>25,683</b>	<b>100%</b>	<b>\$450</b>

Total Program Funds	\$12,681,000	
Total Committed Funds	\$12,186,533	96%
Available Funds	\$494,467	4%

<b>PacifiCorp</b>	<b>December</b>	<b>January 2021</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>
Small Commercial Customers	210,727	211,481	212,141	212,626	213,280	213,760	213,435	213,554	213,516
Small Commercial Disconnects	15	21	34	66	43	103	131	100	96
Disconnects as Percentage of Small Commercial Customers	0.01%	0.01%	0.02%	0.03%	0.02%	0.05%	0.06%	0.05%	0.04%

<b>Oregon</b>	<b>December</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>
Small Commercial Customers	67,512	67,829	68,010	68,193	68,414	68,557	68,550	68,638	68,528
Small Commercial Disconnects	0	0	0	0	0	82	96	76	65
Disconnects as Percentage of Small Commercial Customers	0.00%	0.00%	0.00%	0.00%	0.00%	0.12%	0.14%	0.11%	0.09%

<b>Oregon - 2022</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Small Commercial Customers	68,701	68,884	69,026	68,962	69,184				
Small Commercial Disconnects	49	47	37	41	58				
Disconnects as Percentage of Small	0.07%	0.07%	0.05%	0.06%	0.08%				

<b>Oregon - 2021</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Small Commercial Customers	67,829	68,010	68,193	68,414	68,557	68,550	68,638	68,528	68,663
Small Commercial Disconnects	0	0	0	0	82	96	76	65	57
Disconnects as Percentage of Small Commercial Customers	0.00%	0.00%	0.00%	0.00%	0.12%	0.14%	0.11%	0.09%	0.08%

<b>Oregon - 2020</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Small Commercial Customers	66,623	66,844	66,732	66,646	66,954	66,926	67,053	67,144	66,931
Small Commercial Disconnects	128	133	42	0	0	0	0	0	0
Disconnects as Percentage of Small Commercial Customers	0.19%	0.20%	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

"Small Commercial" is defined as a Nonresidential use customer using no more than 30kW per month.



<b>Oregon -2019</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Small Commercial Customers	65,892	66,073	66,156	66,138	66,167	66,415	66,332	66,410	66,394
Small Commercial Disconnects	88	38	77	88	112	84	107	103	81
Disconnects as Percentage of Small Commercial Customers	0.13%	0.06%	0.12%	0.13%	0.17%	0.13%	0.16%	0.16%	0.12%

<b>Oregon -2018</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Small Commercial Customers	65,302	65,381	65,467	65,525	65,444	65,637	65,664	65,614	65,817
Small Commercial Disconnects	35	30	14	18	24	4	12	15	32
Disconnects as Percentage of Small Commercial Customers	0.05%	0.05%	0.02%	0.03%	0.04%	0.01%	0.02%	0.02%	0.05%

"Small Commercial" is defined as a Nonresidential use customer using no more than 30kW per month.

<b>PacifiCorp</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January 2022</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>
Small Commercial Customers	213,861	214,269	214,767	215,212	214,939	215,851	219,229	215,978	217,115
Small Commercial Disconnects	71	53	57	35	60	73	77	63	93
Disconnects as Percentage of Small Commercial Customers	0.03%	0.02%	0.03%	0.02%	0.03%	0.03%	0.04%	0.03%	0.04%

<b>Oregon</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>January 2022</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>
Small Commercial Customers	68,663	68,760	68,813	68,794	68,701	68,884	69,026	68,962	69,184
Small Commercial Disconnects	57	42	42	33	49	47	37	41	58
Disconnects as Percentage of Small Commercial Customers	0.08%	0.06%	0.06%	0.05%	0.07%	0.07%	0.05%	0.06%	0.08%

<b>Oregon - 2022</b>	<b>October</b>	<b>November</b>	<b>December</b>
Small Commercial Customers			
Small Commercial Disconnects			
Disconnects as Percentage of Small			

<b>Oregon - 2021</b>	<b>October</b>	<b>November</b>	<b>December</b>
Small Commercial Customers	68,760	68,813	68,794
Small Commercial Disconnects	42	42	33
Disconnects as Percentage of Small Commercial Customers	0.06%	0.06%	0.05%

<b>Oregon - 2020</b>	<b>October</b>	<b>November</b>	<b>December</b>
Small Commercial Customers	67,234	67,346	67,512
Small Commercial Disconnects	0	0	0
Disconnects as Percentage of Small Commercial Customers	0.00%	0.00%	0.00%

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<b>Oregon -2019</b>	<b>October</b>	<b>November</b>	<b>December</b>
Small Commercial Customers	66,661	66,822	66,652
Small Commercial Disconnects	127	62	78
Disconnects as Percentage of Small Commercial Customers	0.19%	0.09%	0.12%

<b>Oregon -2018</b>	<b>October</b>	<b>November</b>	<b>December</b>
Small Commercial Customers	65,484	65,910	65,883
Small Commercial Disconnects	56	34	31
Disconnects as Percentage of Small Commercial Customers	0.09%	0.05%	0.05%

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