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January 18, 2021

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

Attn: Filing Center

Regarding: **Cascade UM-2114 COVID-19 Quarterly Report**

Cascade Natural Gas Corporation (Cascade), hereby submits its COVID-19 quarterly report for October thru December 2020. As described in the Stipulation in Docket UM 2114, this quarterly report complies with the stipulation of “*The Utilities will provide the enhanced reporting for 12 quarters (three years) starting January 20, 2021 (for the previous quarter, October 2020 to December 2020).*”

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

- UM-2114 CNGC Quarterly Report Oct-Dec.xlsx

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

Sincerely,

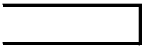
*/s/ Michael Parvinen*

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

The number of customers completing a TPA during the period

Sum of TOT_PP_TPA_KEPT part e	Column Labels		
Row Labels	2020-10	2020-11	2020-12
<b>97701</b>	<b>1</b>	<b>4</b>	
COMMERCIAL		0	
RESIDENTIAL	1	4	
<b>97702</b>	<b>10</b>	<b>5</b>	
COMMERCIAL	2		
RESIDENTIAL	8	5	
<b>97703</b>	<b>7</b>	<b>6</b>	<b>12</b>
COMMERCIAL			1
RESIDENTIAL	7	6	11
<b>97707</b>		<b>6</b>	
RESIDENTIAL		6	
<b>97737</b>		<b>0</b>	<b>0</b>
RESIDENTIAL		0	0
<b>97739</b>		<b>2</b>	<b>4</b>
RESIDENTIAL		2	4
<b>97741</b>	<b>0</b>	<b>4</b>	<b>5</b>
COMMERCIAL			0
RESIDENTIAL	0	4	5
<b>97754</b>	<b>3</b>	<b>5</b>	<b>9</b>
COMMERCIAL		0	
RESIDENTIAL	3	5	9
<b>97756</b>	<b>3</b>	<b>5</b>	<b>17</b>
COMMERCIAL			4
RESIDENTIAL	3	5	13
<b>97801</b>	<b>1</b>	<b>6</b>	<b>11</b>
COMMERCIAL			1
RESIDENTIAL	1	6	10
<b>97814</b>	<b>2</b>	<b>7</b>	<b>5</b>
RESIDENTIAL	2	7	5
<b>97826</b>		<b>2</b>	
RESIDENTIAL		2	
<b>97838</b>	<b>3</b>	<b>7</b>	<b>6</b>
COMMERCIAL	2		0
RESIDENTIAL	1	7	6
<b>97844</b>		<b>1</b>	
RESIDENTIAL		1	
<b>97868</b>	<b>2</b>	<b>2</b>	<b>1</b>
RESIDENTIAL	2	2	1
<b>97875</b>	<b>0</b>	<b>0</b>	<b>1</b>
RESIDENTIAL	0	0	1
<b>97882</b>	<b>0</b>	<b>1</b>	<b>3</b>
RESIDENTIAL	0	1	3
<b>97886</b>	<b>0</b>		<b>0</b>

RESIDENTIAL	0		0
<b>97913</b>	<b>2</b>	<b>1</b>	<b>3</b>
COMMERCIAL		0	0
RESIDENTIAL	2	1	3
<b>97914</b>	<b>3</b>	<b>2</b>	<b>4</b>
COMMERCIAL	0		0
RESIDENTIAL	3	2	4
<b>97918</b>	<b>0</b>	<b>2</b>	<b>1</b>
COMMERCIAL			0
RESIDENTIAL	0	2	1
<b>Grand Total</b>	<b>37</b>	<b>68</b>	<b>82</b>



POSTAL	CUSTOMER_CLASS	MONTH_S1	NEW_TPA	TPA_BROKEI	TPA_KEPT	NEW_PP	PP_BROKEI	PP_KEPT
97701	RESIDENTIAL	2020-10	0	0	0	7	6	1
97702	COMMERCIAL	2020-10	0	0	0	2	0	2
97702	RESIDENTIAL	2020-10	0	0	0	11	3	8
97703	RESIDENTIAL	2020-10	0	0	0	7	0	7
97741	RESIDENTIAL	2020-10	0	0	0	3	3	0
97754	RESIDENTIAL	2020-10	0	0	0	6	3	3
97756	RESIDENTIAL	2020-10	0	0	0	8	5	3
97801	RESIDENTIAL	2020-10	0	0	0	7	6	1
97814	RESIDENTIAL	2020-10	0	0	0	2	0	2
97838	COMMERCIAL	2020-10	0	0	0	2	0	2
97838	RESIDENTIAL	2020-10	2	0	0	3	2	1
97868	RESIDENTIAL	2020-10	0	0	0	4	2	2
97875	RESIDENTIAL	2020-10	0	0	0	1	1	0
97882	RESIDENTIAL	2020-10	0	0	0	1	1	0
97886	RESIDENTIAL	2020-10	0	0	0	1	1	0
97913	RESIDENTIAL	2020-10	0	0	0	2	0	2
97914	COMMERCIAL	2020-10	0	0	0	1	1	0
97914	RESIDENTIAL	2020-10	2	0	0	4	1	3
97918	RESIDENTIAL	2020-10	0	0	0	1	1	0
97701	COMMERCIAL	2020-11	0	0	0	1	1	0
97701	RESIDENTIAL	2020-11	0	0	0	9	5	4
97702	RESIDENTIAL	2020-11	0	0	0	10	2	5
97703	RESIDENTIAL	2020-11	0	0	0	10	4	6
97707	RESIDENTIAL	2020-11	0	0	0	8	2	6
97737	RESIDENTIAL	2020-11	0	0	0	3	3	0
97739	RESIDENTIAL	2020-11	0	0	0	4	1	2
97741	RESIDENTIAL	2020-11	1	0	0	5	1	4
97754	COMMERCIAL	2020-11	0	0	0	1	1	0
97754	RESIDENTIAL	2020-11	0	0	0	12	3	5
97756	RESIDENTIAL	2020-11	0	0	0	13	4	5
97801	RESIDENTIAL	2020-11	0	0	0	10	2	6
97814	RESIDENTIAL	2020-11	0	0	0	20	7	7
97826	RESIDENTIAL	2020-11	0	0	0	2	0	2
97838	RESIDENTIAL	2020-11	0	0	0	8	1	7
97844	RESIDENTIAL	2020-11	0	0	0	1	0	1
97868	RESIDENTIAL	2020-11	0	0	0	3	0	2
97875	RESIDENTIAL	2020-11	0	0	0	1	1	0
97882	RESIDENTIAL	2020-11	0	0	0	2	0	1
97913	COMMERCIAL	2020-11	0	0	0	1	1	0
97913	RESIDENTIAL	2020-11	0	0	0	4	2	1
97914	RESIDENTIAL	2020-11	0	0	0	5	2	2
97918	RESIDENTIAL	2020-11	0	0	0	2	0	2
97703	COMMERCIAL	2020-12	0	0	0	1	0	1
97703	RESIDENTIAL	2020-12	1	0	0	15	0	11
97737	RESIDENTIAL	2020-12	0	0	0	2	2	0
97739	RESIDENTIAL	2020-12	0	0	0	4	0	4

97741	COMMERCIAL	2020-12	0	0	0	1	1	0
97741	RESIDENTIAL	2020-12	0	0	0	10	3	5
97754	RESIDENTIAL	2020-12	0	0	0	13	1	9
97756	COMMERCIAL	2020-12	0	0	0	5	1	4
97756	RESIDENTIAL	2020-12	2	0	0	42	15	13
97801	COMMERCIAL	2020-12	0	0	0	1	0	1
97801	RESIDENTIAL	2020-12	0	0	0	29	9	10
97813	RESIDENTIAL	2020-12	0	0	0	1	0	0
97814	RESIDENTIAL	2020-12	0	0	0	9	0	5
97818	RESIDENTIAL	2020-12	0	0	0	1	0	1
97838	COMMERCIAL	2020-12	0	0	0	1	0	0
97838	RESIDENTIAL	2020-12	0	0	0	13	3	6
97868	RESIDENTIAL	2020-12	0	0	0	2	1	1
97875	RESIDENTIAL	2020-12	0	0	0	1	0	1
97882	RESIDENTIAL	2020-12	0	0	0	6	3	3
97886	RESIDENTIAL	2020-12	0	0	0	1	1	0
97907	RESIDENTIAL	2020-12	0	0	0	1	1	0
97913	COMMERCIAL	2020-12	0	0	0	1	0	0
97913	RESIDENTIAL	2020-12	0	0	0	5	1	3
97914	COMMERCIAL	2020-12	0	0	0	1	0	0
97914	RESIDENTIAL	2020-12	0	0	0	10	1	4
97918	COMMERCIAL	2020-12	1	0	0	0	0	0
97918	RESIDENTIAL	2020-12	0	0	0	1	0	1

TOT_NEW_PP_TPA	TOT_PP_TFT	TOT_PP_TPA_KEPT part e
7	6	1
2	0	2
11	3	8
7	0	7
3	3	0
6	3	3
8	5	3
7	6	1
2	0	2
2	0	2
5	2	1
4	2	2
1	1	0
1	1	0
1	1	0
2	0	2
1	1	0
6	1	3
1	1	0
1	1	0
9	5	4
10	2	5
10	4	6
8	2	6
3	3	0
4	1	2
6	1	4
1	1	0
12	3	5
13	4	5
10	2	6
20	7	7
2	0	2
8	1	7
1	0	1
3	0	2
1	1	0
2	0	1
1	1	0
4	2	1
5	2	2
2	0	2
1	0	1
16	0	11
2	2	0
4	0	4

1	1	0
10	3	5
13	1	9
5	1	4
44	15	13
1	0	1
29	9	10
1	0	0
9	0	5
1	0	1
1	0	0
13	3	6
2	1	1
1	0	1
6	3	3
1	1	0
1	1	0
1	0	0
5	1	3
1	0	0
10	1	4
1	0	0
1	0	1



The number of customers, by customer class, renegotiating TPAs during the period

Sum of RENEGOTIATED Row Labels	Column Labels		
	2020-10-31	2020-11-30	2020-12-31
<b>97701</b>	<b>3</b>	<b>1</b>	<b>1</b>
COMMERCIAL	0	0	
RESIDENTIAL	3	1	1
<b>97702</b>	<b>7</b>	<b>4</b>	<b>2</b>
COMMERCIAL	0		
RESIDENTIAL	7	4	2
<b>97703</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL	0	0	0
RESIDENTIAL	0	0	0
<b>97707</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97739</b>		<b>0</b>	<b>0</b>
RESIDENTIAL		0	0
<b>97741</b>	<b>3</b>	<b>3</b>	<b>3</b>
RESIDENTIAL	3	3	3
<b>97754</b>	<b>3</b>	<b>2</b>	<b>1</b>
RESIDENTIAL	3	2	1
<b>97756</b>	<b>3</b>	<b>3</b>	<b>0</b>
RESIDENTIAL	3	3	0
<b>97801</b>	<b>2</b>	<b>4</b>	<b>3</b>
RESIDENTIAL	2	4	3
<b>97813</b>	<b>2</b>		<b>0</b>
RESIDENTIAL	2		0
<b>97814</b>	<b>1</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	1	0	0
<b>97826</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97838</b>	<b>0</b>	<b>1</b>	<b>0</b>
COMMERCIAL	0		0
RESIDENTIAL	0	1	0
<b>97844</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97868</b>	<b>0</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	0	0	0
<b>97882</b>	<b>1</b>	<b>2</b>	<b>0</b>
RESIDENTIAL	1	2	0
<b>97886</b>	<b>1</b>		
RESIDENTIAL	1		
<b>97913</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97914</b>	<b>3</b>	<b>3</b>	<b>1</b>
COMMERCIAL	0	1	0

RESIDENTIAL	3	2	1
<b>97918</b>	<b>2</b>	<b>0</b>	<b>0</b>
COMMERCIAL	1		0
RESIDENTIAL	1	0	
<b>Grand Total</b>	<b>31</b>	<b>23</b>	<b>11</b>

DATE_RANGE_START	DATE_RANGE_END	CIS_DIVISION	POSTAL
2020-10-01	2020-10-31	CNGOR	97701
2020-10-01	2020-10-31	CNGOR	97701
2020-10-01	2020-10-31	CNGOR	97702
2020-10-01	2020-10-31	CNGOR	97702
2020-10-01	2020-10-31	CNGOR	97703
2020-10-01	2020-10-31	CNGOR	97703
2020-10-01	2020-10-31	CNGOR	97741
2020-10-01	2020-10-31	CNGOR	97754
2020-10-01	2020-10-31	CNGOR	97756
2020-10-01	2020-10-31	CNGOR	97801
2020-10-01	2020-10-31	CNGOR	97813
2020-10-01	2020-10-31	CNGOR	97814
2020-10-01	2020-10-31	CNGOR	97838
2020-10-01	2020-10-31	CNGOR	97838
2020-10-01	2020-10-31	CNGOR	97868
2020-10-01	2020-10-31	CNGOR	97882
2020-10-01	2020-10-31	CNGOR	97886
2020-10-01	2020-10-31	CNGOR	97913
2020-10-01	2020-10-31	CNGOR	97914
2020-10-01	2020-10-31	CNGOR	97914
2020-10-01	2020-10-31	CNGOR	97918
2020-10-01	2020-10-31	CNGOR	97918
2020-11-01	2020-11-30	CNGOR	97701
2020-11-01	2020-11-30	CNGOR	97701
2020-11-01	2020-11-30	CNGOR	97702
2020-11-01	2020-11-30	CNGOR	97703
2020-11-01	2020-11-30	CNGOR	97703
2020-11-01	2020-11-30	CNGOR	97707
2020-11-01	2020-11-30	CNGOR	97739
2020-11-01	2020-11-30	CNGOR	97741
2020-11-01	2020-11-30	CNGOR	97754
2020-11-01	2020-11-30	CNGOR	97756
2020-11-01	2020-11-30	CNGOR	97801
2020-11-01	2020-11-30	CNGOR	97814
2020-11-01	2020-11-30	CNGOR	97826
2020-11-01	2020-11-30	CNGOR	97838
2020-11-01	2020-11-30	CNGOR	97844
2020-11-01	2020-11-30	CNGOR	97868
2020-11-01	2020-11-30	CNGOR	97882
2020-11-01	2020-11-30	CNGOR	97913
2020-11-01	2020-11-30	CNGOR	97914
2020-11-01	2020-11-30	CNGOR	97914
2020-11-01	2020-11-30	CNGOR	97918
2020-12-01	2020-12-31	CNGOR	97701
2020-12-01	2020-12-31	CNGOR	97702
2020-12-01	2020-12-31	CNGOR	97703

2020-12-01	2020-12-31	CNGOR	97703
2020-12-01	2020-12-31	CNGOR	97737
2020-12-01	2020-12-31	CNGOR	97739
2020-12-01	2020-12-31	CNGOR	97741
2020-12-01	2020-12-31	CNGOR	97754
2020-12-01	2020-12-31	CNGOR	97756
2020-12-01	2020-12-31	CNGOR	97801
2020-12-01	2020-12-31	CNGOR	97813
2020-12-01	2020-12-31	CNGOR	97814
2020-12-01	2020-12-31	CNGOR	97818
2020-12-01	2020-12-31	CNGOR	97838
2020-12-01	2020-12-31	CNGOR	97838
2020-12-01	2020-12-31	CNGOR	97868
2020-12-01	2020-12-31	CNGOR	97882
2020-12-01	2020-12-31	CNGOR	97913
2020-12-01	2020-12-31	CNGOR	97913
2020-12-01	2020-12-31	CNGOR	97914
2020-12-01	2020-12-31	CNGOR	97914
2020-12-01	2020-12-31	CNGOR	97918

CUSTOMER_CLASS	TOTAL_TPA	TOTAL_PP	TOTAL_MEDICAL_ARR
COMMERCIAL		1	0
RESIDENTIAL		6	3
COMMERCIAL		0	1
RESIDENTIAL		5	11
COMMERCIAL		5	0
RESIDENTIAL		2	4
RESIDENTIAL		1	2
RESIDENTIAL		3	4
RESIDENTIAL		4	4
RESIDENTIAL		3	1
RESIDENTIAL		0	2
RESIDENTIAL		1	3
COMMERCIAL		0	1
RESIDENTIAL		1	1
RESIDENTIAL		0	1
RESIDENTIAL		0	1
RESIDENTIAL		0	1
RESIDENTIAL		1	1
COMMERCIAL		1	0
RESIDENTIAL		3	3
COMMERCIAL		0	1
RESIDENTIAL		1	0
COMMERCIAL		1	0
RESIDENTIAL		6	3
RESIDENTIAL		5	6
COMMERCIAL		5	0
RESIDENTIAL		2	5
RESIDENTIAL		0	3
RESIDENTIAL		0	1
RESIDENTIAL		2	5
RESIDENTIAL		3	4
RESIDENTIAL		4	5
RESIDENTIAL		3	6
RESIDENTIAL		1	5
RESIDENTIAL		0	1
RESIDENTIAL		1	6
RESIDENTIAL		0	1
RESIDENTIAL		0	2
RESIDENTIAL		0	2
RESIDENTIAL		1	1
COMMERCIAL		1	1
RESIDENTIAL		3	2
RESIDENTIAL		0	1
RESIDENTIAL		5	6
RESIDENTIAL		3	13
COMMERCIAL		5	1

RESIDENTIAL	3	4	0
RESIDENTIAL	0	1	0
RESIDENTIAL	0	1	0
RESIDENTIAL	2	5	0
RESIDENTIAL	1	5	0
RESIDENTIAL	3	14	0
RESIDENTIAL	2	15	0
RESIDENTIAL	0	1	0
RESIDENTIAL	1	4	0
RESIDENTIAL	0	1	0
COMMERCIAL	0	1	0
RESIDENTIAL	1	4	0
RESIDENTIAL	0	2	0
RESIDENTIAL	0	2	0
COMMERCIAL	0	1	0
RESIDENTIAL	1	2	0
COMMERCIAL	1	1	0
RESIDENTIAL	2	6	0
COMMERCIAL	1	0	0

RENEGOTIATED

MED\_RENEGOTIATED

0	0
3	0
0	0
7	0
0	0
0	0
3	0
3	0
3	0
2	0
2	0
1	0
0	0
0	0
0	0
1	0
1	0
0	0
0	0
3	0
1	0
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0	0
1	0
4	0
0	0
0	0
0	0
0	0
3	0
2	0
3	0
4	0
0	0
0	0
1	0
0	0
0	0
2	0
0	0
1	0
2	0
0	0
1	0
2	0
0	0





	Number of customers taking service at the bill payment assistance program						
Zip Code	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21

0

0

0

Number of Customers Taking Service at the Beginning of Each Month Under Existing Medical Payment Arra

Sum of TOTAL_MEDICAL_ARR Row Labels	Column Labels		
	2020-10-31	2020-11-30	2020-12-31
<b>97701</b>	0	0	0
COMMERCIAL	0	0	
RESIDENTIAL	0	0	0
<b>97702</b>	0	0	0
COMMERCIAL	0		
RESIDENTIAL	0	0	0
<b>97703</b>	0	0	0
COMMERCIAL	0	0	0
RESIDENTIAL	0	0	0
<b>97707</b>		0	
RESIDENTIAL		0	
<b>97739</b>		0	0
RESIDENTIAL		0	0
<b>97741</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97754</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97756</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97801</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97813</b>	0		0
RESIDENTIAL	0		0
<b>97814</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97826</b>		0	
RESIDENTIAL		0	
<b>97838</b>	0	0	0
COMMERCIAL	0		0
RESIDENTIAL	0	0	0
<b>97844</b>		0	
RESIDENTIAL		0	
<b>97868</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97882</b>	0	0	0
RESIDENTIAL	0	0	0
<b>97886</b>	0		
RESIDENTIAL	0		
<b>97913</b>	0	0	0
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97914</b>	0	0	0
COMMERCIAL	0	0	0

RESIDENTIAL	0	0	0
<b>97918</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL	0		0
RESIDENTIAL	0	0	
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

angements

DATE_RANG	DATE_RANGE	CIS_DIVIS	POSTAL	CUSTOMER	TOTAL_TP	TOTAL_PP	TOTAL_ME	RENEGOTIA
2020-10-01	2020-10-31	CNGOR	97701	COMMERC	1	0	0	0
2020-10-01	2020-10-31	CNGOR	97701	RESIDENTI/	6	3	0	3
2020-10-01	2020-10-31	CNGOR	97702	COMMERC	0	1	0	0
2020-10-01	2020-10-31	CNGOR	97702	RESIDENTI/	5	11	0	7
2020-10-01	2020-10-31	CNGOR	97703	COMMERC	5	0	0	0
2020-10-01	2020-10-31	CNGOR	97703	RESIDENTI/	2	4	0	0
2020-10-01	2020-10-31	CNGOR	97741	RESIDENTI/	1	2	0	3
2020-10-01	2020-10-31	CNGOR	97754	RESIDENTI/	3	4	0	3
2020-10-01	2020-10-31	CNGOR	97756	RESIDENTI/	4	4	0	3
2020-10-01	2020-10-31	CNGOR	97801	RESIDENTI/	3	1	0	2
2020-10-01	2020-10-31	CNGOR	97813	RESIDENTI/	0	2	0	2
2020-10-01	2020-10-31	CNGOR	97814	RESIDENTI/	1	3	0	1
2020-10-01	2020-10-31	CNGOR	97838	COMMERC	0	1	0	0
2020-10-01	2020-10-31	CNGOR	97838	RESIDENTI/	1	1	0	0
2020-10-01	2020-10-31	CNGOR	97868	RESIDENTI/	0	1	0	0
2020-10-01	2020-10-31	CNGOR	97882	RESIDENTI/	0	1	0	1
2020-10-01	2020-10-31	CNGOR	97886	RESIDENTI/	0	1	0	1
2020-10-01	2020-10-31	CNGOR	97913	RESIDENTI/	1	1	0	0
2020-10-01	2020-10-31	CNGOR	97914	COMMERC	1	0	0	0
2020-10-01	2020-10-31	CNGOR	97914	RESIDENTI/	3	3	0	3
2020-10-01	2020-10-31	CNGOR	97918	COMMERC	0	1	0	1
2020-10-01	2020-10-31	CNGOR	97918	RESIDENTI/	1	0	0	1
2020-11-01	2020-11-30	CNGOR	97701	COMMERC	1	0	0	0
2020-11-01	2020-11-30	CNGOR	97701	RESIDENTI/	6	3	0	1
2020-11-01	2020-11-30	CNGOR	97702	RESIDENTI/	5	6	0	4
2020-11-01	2020-11-30	CNGOR	97703	COMMERC	5	0	0	0
2020-11-01	2020-11-30	CNGOR	97703	RESIDENTI/	2	5	0	0
2020-11-01	2020-11-30	CNGOR	97707	RESIDENTI/	0	3	0	0
2020-11-01	2020-11-30	CNGOR	97739	RESIDENTI/	0	1	0	0
2020-11-01	2020-11-30	CNGOR	97741	RESIDENTI/	2	5	0	3
2020-11-01	2020-11-30	CNGOR	97754	RESIDENTI/	3	4	0	2
2020-11-01	2020-11-30	CNGOR	97756	RESIDENTI/	4	5	0	3
2020-11-01	2020-11-30	CNGOR	97801	RESIDENTI/	3	6	0	4
2020-11-01	2020-11-30	CNGOR	97814	RESIDENTI/	1	5	0	0
2020-11-01	2020-11-30	CNGOR	97826	RESIDENTI/	0	1	0	0
2020-11-01	2020-11-30	CNGOR	97838	RESIDENTI/	1	6	0	1
2020-11-01	2020-11-30	CNGOR	97844	RESIDENTI/	0	1	0	0
2020-11-01	2020-11-30	CNGOR	97868	RESIDENTI/	0	2	0	0
2020-11-01	2020-11-30	CNGOR	97882	RESIDENTI/	0	2	0	2
2020-11-01	2020-11-30	CNGOR	97913	RESIDENTI/	1	1	0	0
2020-11-01	2020-11-30	CNGOR	97914	COMMERC	1	1	0	1
2020-11-01	2020-11-30	CNGOR	97914	RESIDENTI/	3	2	0	2
2020-11-01	2020-11-30	CNGOR	97918	RESIDENTI/	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97701	RESIDENTI/	5	6	0	1
2020-12-01	2020-12-31	CNGOR	97702	RESIDENTI/	3	13	0	2
2020-12-01	2020-12-31	CNGOR	97703	COMMERC	5	1	0	0

2020-12-01	2020-12-31	CNGOR	97703	RESIDENTI/	3	4	0	0
2020-12-01	2020-12-31	CNGOR	97737	RESIDENTI/	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97739	RESIDENTI/	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97741	RESIDENTI/	2	5	0	3
2020-12-01	2020-12-31	CNGOR	97754	RESIDENTI/	1	5	0	1
2020-12-01	2020-12-31	CNGOR	97756	RESIDENTI/	3	14	0	0
2020-12-01	2020-12-31	CNGOR	97801	RESIDENTI/	2	15	0	3
2020-12-01	2020-12-31	CNGOR	97813	RESIDENTI/	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97814	RESIDENTI/	1	4	0	0
2020-12-01	2020-12-31	CNGOR	97818	RESIDENTI/	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97838	COMMERC	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97838	RESIDENTI/	1	4	0	0
2020-12-01	2020-12-31	CNGOR	97868	RESIDENTI/	0	2	0	0
2020-12-01	2020-12-31	CNGOR	97882	RESIDENTI/	0	2	0	0
2020-12-01	2020-12-31	CNGOR	97913	COMMERC	0	1	0	0
2020-12-01	2020-12-31	CNGOR	97913	RESIDENTI/	1	2	0	0
2020-12-01	2020-12-31	CNGOR	97914	COMMERC	1	1	0	0
2020-12-01	2020-12-31	CNGOR	97914	RESIDENTI/	2	6	0	1
2020-12-01	2020-12-31	CNGOR	97918	COMMERC	1	0	0	0



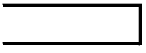




Number of Customers Enrolling in New Medical Payment Arrangements Each Month

Sum of NEW_MEDICAL_ARR part i Row Labels	Column Labels		
	2020-10	2020-11	2020-12
<b>97701</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL		0	
RESIDENTIAL	0	0	0
<b>97702</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL	0		0
RESIDENTIAL	0	0	0
<b>97703</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97707</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97737</b>		<b>0</b>	<b>0</b>
RESIDENTIAL		0	0
<b>97739</b>		<b>0</b>	<b>0</b>
RESIDENTIAL		0	0
<b>97741</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97754</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL		0	
RESIDENTIAL	0	0	0
<b>97756</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97801</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>97814</b>	<b>0</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	0	0	0
<b>97826</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97838</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL	0		0
RESIDENTIAL	0	0	0
<b>97844</b>		<b>0</b>	
RESIDENTIAL		0	
<b>97868</b>	<b>0</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	0	0	0
<b>97875</b>	<b>0</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	0	0	0
<b>97882</b>	<b>1</b>	<b>0</b>	<b>0</b>
RESIDENTIAL	1	0	0
<b>97886</b>	<b>0</b>		<b>0</b>

RESIDENTIAL	0		0
<b>97913</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL		0	0
RESIDENTIAL	0	0	0
<b>97914</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL	0		0
RESIDENTIAL	0	0	0
<b>97918</b>	<b>0</b>	<b>0</b>	<b>0</b>
COMMERCIAL			0
RESIDENTIAL	0	0	0
<b>Grand Total</b>	<b>1</b>	<b>0</b>	<b>0</b>



POSTAL	CUSTOMER	MONTH_S1	NEW_TPA	TPA_BROKE	TPA_KEPT	NEW_PP	PP_BROKE	PP_KEPT
97701	RESIDENTIAL	2020-10	0	0	0	7	6	1
97702	COMMERCIAL	2020-10	0	0	0	2	0	2
97702	RESIDENTIAL	2020-10	0	0	0	11	3	8
97703	RESIDENTIAL	2020-10	0	0	0	7	0	7
97741	RESIDENTIAL	2020-10	0	0	0	3	3	0
97754	RESIDENTIAL	2020-10	0	0	0	6	3	3
97756	RESIDENTIAL	2020-10	0	0	0	8	5	3
97801	RESIDENTIAL	2020-10	0	0	0	7	6	1
97814	RESIDENTIAL	2020-10	0	0	0	2	0	2
97838	COMMERCIAL	2020-10	0	0	0	2	0	2
97838	RESIDENTIAL	2020-10	2	0	0	3	2	1
97868	RESIDENTIAL	2020-10	0	0	0	4	2	2
97875	RESIDENTIAL	2020-10	0	0	0	1	1	0
97882	RESIDENTIAL	2020-10	0	0	0	1	1	0
97886	RESIDENTIAL	2020-10	0	0	0	1	1	0
97913	RESIDENTIAL	2020-10	0	0	0	2	0	2
97914	COMMERCIAL	2020-10	0	0	0	1	1	0
97914	RESIDENTIAL	2020-10	2	0	0	4	1	3
97918	RESIDENTIAL	2020-10	0	0	0	1	1	0
97701	COMMERCIAL	2020-11	0	0	0	1	1	0
97701	RESIDENTIAL	2020-11	0	0	0	9	5	4
97702	RESIDENTIAL	2020-11	0	0	0	10	2	5
97703	RESIDENTIAL	2020-11	0	0	0	10	4	6
97707	RESIDENTIAL	2020-11	0	0	0	8	2	6
97737	RESIDENTIAL	2020-11	0	0	0	3	3	0
97739	RESIDENTIAL	2020-11	0	0	0	4	1	2
97741	RESIDENTIAL	2020-11	1	0	0	5	1	4
97754	COMMERCIAL	2020-11	0	0	0	1	1	0
97754	RESIDENTIAL	2020-11	0	0	0	12	3	5
97756	RESIDENTIAL	2020-11	0	0	0	13	4	5
97801	RESIDENTIAL	2020-11	0	0	0	10	2	6
97814	RESIDENTIAL	2020-11	0	0	0	20	7	7
97826	RESIDENTIAL	2020-11	0	0	0	2	0	2
97838	RESIDENTIAL	2020-11	0	0	0	8	1	7
97844	RESIDENTIAL	2020-11	0	0	0	1	0	1
97868	RESIDENTIAL	2020-11	0	0	0	3	0	2
97875	RESIDENTIAL	2020-11	0	0	0	1	1	0
97882	RESIDENTIAL	2020-11	0	0	0	2	0	1
97913	COMMERCIAL	2020-11	0	0	0	1	1	0
97913	RESIDENTIAL	2020-11	0	0	0	4	2	1
97914	RESIDENTIAL	2020-11	0	0	0	5	2	2
97918	RESIDENTIAL	2020-11	0	0	0	2	0	2
97701	RESIDENTIAL	2020-12	0	0	0	13	1	6
97702	COMMERCIAL	2020-12	0	0	0	3	0	3
97702	RESIDENTIAL	2020-12	0	0	0	28	3	19
97703	COMMERCIAL	2020-12	0	0	0	1	0	1

97703	RESIDENTI/ 2020-12	1	0	0	15	0	11
97737	RESIDENTI/ 2020-12	0	0	0	2	2	0
97739	RESIDENTI/ 2020-12	0	0	0	4	0	4
97741	COMMERC 2020-12	0	0	0	1	1	0
97741	RESIDENTI/ 2020-12	0	0	0	10	3	5
97754	RESIDENTI/ 2020-12	0	0	0	13	1	9
97756	COMMERC 2020-12	0	0	0	5	1	4
97756	RESIDENTI/ 2020-12	2	0	0	42	15	13
97801	COMMERC 2020-12	0	0	0	1	0	1
97801	RESIDENTI/ 2020-12	0	0	0	29	9	10
97813	RESIDENTI/ 2020-12	0	0	0	1	0	0
97814	RESIDENTI/ 2020-12	0	0	0	9	0	5
97818	RESIDENTI/ 2020-12	0	0	0	1	0	1
97838	COMMERC 2020-12	0	0	0	1	0	0
97838	RESIDENTI/ 2020-12	0	0	0	13	3	6
97868	RESIDENTI/ 2020-12	0	0	0	2	1	1
97875	RESIDENTI/ 2020-12	0	0	0	1	0	1
97882	RESIDENTI/ 2020-12	0	0	0	6	3	3
97886	RESIDENTI/ 2020-12	0	0	0	1	1	0
97907	RESIDENTI/ 2020-12	0	0	0	1	1	0
97913	COMMERC 2020-12	0	0	0	1	0	0
97913	RESIDENTI/ 2020-12	0	0	0	5	1	3
97914	COMMERC 2020-12	0	0	0	1	0	0
97914	RESIDENTI/ 2020-12	0	0	0	10	1	4
97918	COMMERC 2020-12	1	0	0	0	0	0
97918	RESIDENTI/ 2020-12	0	0	0	1	0	1

TOT_NEW	TOT_PP_TF	TOT_PP_TF	NEW_MEDICAL_ARR	part i
7	6	1	0	0
2	0	2	0	0
11	3	8	0	0
7	0	7	0	0
3	3	0	0	0
6	3	3	0	0
8	5	3	0	0
7	6	1	0	0
2	0	2	0	0
2	0	2	0	0
5	2	1	0	0
4	2	2	0	0
1	1	0	0	0
1	1	0	1	1
1	1	0	0	0
2	0	2	0	0
1	1	0	0	0
6	1	3	0	0
1	1	0	0	0
1	1	0	0	0
9	5	4	0	0
10	2	5	0	0
10	4	6	0	0
8	2	6	0	0
3	3	0	0	0
4	1	2	0	0
6	1	4	0	0
1	1	0	0	0
12	3	5	0	0
13	4	5	0	0
10	2	6	0	0
20	7	7	0	0
2	0	2	0	0
8	1	7	0	0
1	0	1	0	0
3	0	2	0	0
1	1	0	0	0
2	0	1	0	0
1	1	0	0	0
4	2	1	0	0
5	2	2	0	0
2	0	2	0	0
13	1	6	0	0
3	0	3	0	0
28	3	19	0	0
1	0	1	0	0

16	0	11	0
2	2	0	0
4	0	4	0
1	1	0	0
10	3	5	0
13	1	9	0
5	1	4	0
44	15	13	0
1	0	1	0
29	9	10	0
1	0	0	0
9	0	5	0
1	0	1	0
1	0	0	0
13	3	6	0
2	1	1	0
1	0	1	0
6	3	3	0
1	1	0	0
1	1	0	0
1	0	0	0
5	1	3	0
1	0	0	0
10	1	4	0
1	0	0	0
1	0	1	0

Cascade is unable at the moment to separate and track disconnect calls from other preventative calls, such as, p

Sum of NUMBER_AGENT_LED_CALLS	Column Labels					
Row Labels	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
<b>97701</b>	<b>176</b>	<b>192</b>	<b>162</b>	<b>258</b>	<b>73</b>	<b>432</b>
RESIDENT	145	167	144	225	61	404
SM COMM	31	25	18	33	12	28
SM COMM						
<b>97702</b>	<b>143</b>	<b>167</b>	<b>96</b>	<b>217</b>	<b>247</b>	<b>63</b>
INDUSTR	1					
RESIDENT	108	138	86	195	230	59
SM COMM	34	29	10	22	17	4
SM COMM						
<b>97703</b>	<b>67</b>	<b>129</b>	<b>68</b>	<b>100</b>	<b>108</b>	<b>88</b>
RESIDENT	55	123	54	91	105	72
SM COMM	12	6	14	9	3	16
SM COMM						
<b>97707</b>	<b>8</b>	<b>9</b>	<b>13</b>	<b>15</b>	<b>13</b>	<b>9</b>
GOVRNMNT						1
RESIDENT	6	6	11	13	10	9
SM COMM	2	3	2	2	2	
<b>97731</b>				<b>1</b>	<b>1</b>	
RESIDENT				1	1	
<b>97733</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	
RESIDENT	4	2		2	5	
SM COMM	1	1	1			
<b>97737</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>
RESIDENT	3	3	1	3	7	2
SM COMM						
<b>97739</b>	<b>8</b>	<b>5</b>		<b>15</b>	<b>13</b>	<b>2</b>
RESIDENT	2	4		11	9	2
SM COMM	6	1		4	4	
SM COMM						
<b>97741</b>	<b>41</b>	<b>54</b>	<b>50</b>	<b>50</b>	<b>61</b>	<b>51</b>
RESIDENT	33	48	42	45	54	43
SM COMM	8	6	8	5	7	8
INDUSTR						
SM COMM						
<b>97753</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
RESIDENT	1		1	1	2	1
SM COMM					1	
<b>97754</b>	<b>54</b>	<b>72</b>	<b>81</b>	<b>91</b>	<b>27</b>	<b>8</b>
INDUSTR	1	1				
RESIDENT	37	60	69	83	23	8
SM COMM	16	11	12	8	4	
INDUSTR						
SM COMM						



<b>97756</b>		<b>131</b>	<b>217</b>	<b>231</b>	<b>220</b>	<b>16</b>	<b>280</b>
GOVRNMNT			1	1			
LRG VOL							2
RESIDENT		112	192	205	200	15	253
SM COMM		19	24	25	20	1	25
SM COMM							
<b>97801</b>		<b>160</b>	<b>159</b>	<b>194</b>	<b>212</b>	<b>190</b>	<b>62</b>
RESIDENT		151	147	179	205	178	58
SM COMM		9	12	15	7	12	4
SM COMM							
<b>97813</b>		<b>12</b>	<b>13</b>	<b>12</b>	<b>7</b>	<b>23</b>	<b>3</b>
RESIDENT		12	13	12	7	21	3
SM COMM						2	
<b>97814</b>		<b>134</b>	<b>79</b>	<b>25</b>	<b>19</b>	<b>109</b>	<b>30</b>
RESIDENT		122	75	22	17	104	24
SM COMM		12	4	3	2	5	6
SM COMM							
<b>97818</b>		<b>8</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>1</b>
INDUSTR				1			
RESIDENT		6	10	7	9	8	1
SM COMM		2	1	1			
<b>97838</b>		<b>124</b>	<b>121</b>	<b>72</b>	<b>154</b>	<b>17</b>	<b>238</b>
RESIDENT		113	107	70	139	15	227
SM COMM		11	14	2	15	2	11
SM COMM							
<b>97844</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>10</b>	
LRG VOL		1					
RESIDENT		2	2	3	6	10	
SM COMM		1					
<b>97862</b>		<b>8</b>	<b>12</b>	<b>14</b>	<b>5</b>	<b>12</b>	<b>1</b>
GOVRNMNT				1			
RESIDENT		6	9	12	5	11	1
SM COMM		2	3	1		1	
SM COMM							
<b>97868</b>		<b>16</b>	<b>12</b>	<b>1</b>		<b>1</b>	<b>33</b>
RESIDENT		14	10	1		1	31
SM COMM		2	2				2
SM COMM							
<b>97875</b>		<b>19</b>	<b>18</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>15</b>
RESIDENT		17	16	1		1	14
SM COMM		2	2		1		1
SM COMM							
<b>97882</b>		<b>17</b>	<b>20</b>	<b>27</b>	<b>27</b>	<b>40</b>	<b>7</b>
RESIDENT		16	19	26	25	37	7
SM COMM		1	1	1	2	3	
<b>97886</b>		<b>3</b>	<b>5</b>	<b>10</b>	<b>11</b>	<b>8</b>	<b>1</b>
RESIDENT		3	5	10	11	8	1

<b>97907</b>	<b>9</b>		<b>5</b>	<b>6</b>	<b>8</b>	
RESIDENT	9		5	6	8	
<b>97913</b>	<b>48</b>	<b>7</b>	<b>29</b>	<b>32</b>	<b>68</b>	<b>3</b>
RESIDENT	41	7	24	29	65	2
SM COMM	7		5	3	3	1
SM COMM						
<b>97914</b>	<b>96</b>	<b>112</b>	<b>82</b>	<b>156</b>	<b>38</b>	<b>86</b>
INDUSTR	1					1
RESIDENT	80	99	69	133	34	77
SM COMM	15	13	13	23	4	8
SM COMM						
<b>97918</b>	<b>16</b>	<b>3</b>	<b>21</b>	<b>28</b>	<b>31</b>	<b>1</b>
GOVRNMNT						1
RESIDENT	11	3	17	22	22	1
SM COMM	5		4	6	8	
SM COMM						
<b>Grand Total</b>	<b>1311</b>	<b>1425</b>	<b>1209</b>	<b>1646</b>	<b>1138</b>	<b>1417</b>

day plans and finding assistance

2020-09	2020-10	2020-11	2020-12
<b>99</b>	<b>65</b>	<b>85</b>	<b>2098</b>
88	55	75	1739
11	10	10	
			359
<b>128</b>	<b>61</b>	<b>84</b>	<b>3931</b>
121	51	74	3418
7	10	10	
			513
<b>79</b>	<b>32</b>	<b>133</b>	<b>1831</b>
74	31	129	1729
5	1	4	
			102
<b>8</b>		<b>21</b>	<b>232</b>
8		20	232
		1	
<b>1</b>			<b>57</b>
1			57
<b>2</b>		<b>3</b>	<b>137</b>
2		3	109
			28
<b>4</b>	<b>1</b>	<b>3</b>	<b>190</b>
4	1	1	162
		2	
			28
<b>28</b>	<b>31</b>	<b>9</b>	<b>1481</b>
20	25	7	1162
8	6	2	
			29
			290
<b>2</b>		<b>2</b>	
2		2	
<b>81</b>	<b>8</b>	<b>104</b>	<b>1414</b>
		1	
74	7	89	1143
7	1	14	
			29
			242

<b>95</b>	<b>80</b>	<b>16</b>	<b>4483</b>
83	71	15	4066
12	9	1	417
<b>51</b>	<b>82</b>	<b>128</b>	<b>2935</b>
48	77	116	2822
3	5	12	113
<b>9</b>	<b>8</b>	<b>8</b>	<b>84</b>
9	8	7	84
		1	
<b>110</b>	<b>39</b>	<b>152</b>	<b>1296</b>
108	35	146	1270
2	4	6	26
<b>2</b>	<b>1</b>	<b>7</b>	<b>69</b>
2	1	6	69
		1	
<b>60</b>	<b>45</b>	<b>26</b>	<b>2978</b>
52	42	23	2587
8	3	3	391
<b>3</b>		<b>6</b>	<b>45</b>
3		6	45
<b>3</b>	<b>3</b>	<b>3</b>	<b>27</b>
3	3	3	27
<b>29</b>	<b>9</b>	<b>42</b>	<b>341</b>
26	8	39	315
3	1	3	26
<b>16</b>	<b>3</b>	<b>15</b>	<b>159</b>
15	3	13	133
1		2	26
<b>20</b>	<b>2</b>	<b>36</b>	<b>458</b>
20	2	33	458
		3	
<b>6</b>	<b>8</b>	<b>4</b>	<b>83</b>
6	8	4	83

<b>7</b>	<b>2</b>	<b>5</b>	<b>124</b>
7	2	5	124
<b>39</b>	<b>11</b>	<b>49</b>	<b>513</b>
34	10	44	495
5	1	5	
			18
<b>68</b>	<b>50</b>	<b>50</b>	<b>948</b>
1			
56	42	40	723
11	8	10	
			225
<b>24</b>	<b>12</b>	<b>27</b>	<b>232</b>
15	7	22	151
9	5	5	
			81
<b>974</b>	<b>553</b>	<b>1018</b>	<b>26146</b>

POSTAL	RUN_DATE	CIS_DIVISION	CC_TYPE_CD	CONTACT_YEAR
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97868	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
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97754	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
97914	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
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97707	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
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97753	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
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97838	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
97868	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
97875	2020-12-16	CNGOR	CREDIT ISSUE	2019-01
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INDUSTR	29
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RESIDENT	109
RESIDENT	162
RESIDENT	1162

RESIDENT	1143
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RESIDENT	133
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RESIDENT	124
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SM COMM	102
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SM COMM	242
SM COMM	417
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SM COMM	26
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SM COMM	18
SM COMM	225
SM COMM	81

Sum of NUMBER_AUTOMATED_CALLS	Column Labels		
Row Labels	2020-10	2020-11	2020-12
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<b>97913</b>	<b>1</b>		
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RESIDENT			0
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97741	2020-12-16	CNGOR	CREDIT ISSUE	GATEKEEP
97753	2020-12-16	CNGOR	CREDIT ISSUE	GATEKEEP
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97907	2020-12-16	CNGOR	CREDIT ISSUE	GATEKEEP
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97818	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97826	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97838	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97844	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97862	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97868	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97875	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97882	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97886	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97913	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97914	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97918	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97701	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97838	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97913	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
97707	2020-12-16	CNGOR	CREDIT ISSUE GATEKEEP
All		CNGOR	CREDIT ISSUE GATEKEEP

CONTACT_YEAR	CUST_CL_CI	NUMBER_AUTOMATED_CALLS
2019-01	RESIDENT	82
2019-01	RESIDENT	32
2019-01	RESIDENT	83
2019-01	RESIDENT	7
2019-01	RESIDENT	2
2019-01	RESIDENT	28
2019-01	RESIDENT	47
2019-01	RESIDENT	40
2019-01	RESIDENT	5
2019-01	RESIDENT	28
2019-01	RESIDENT	57
2019-01	RESIDENT	2
2019-01	RESIDENT	3
2019-01	RESIDENT	5
2019-01	RESIDENT	7
2019-01	RESIDENT	2
2019-01	RESIDENT	3
2019-01	RESIDENT	2
2019-01	RESIDENT	1
2019-01	RESIDENT	27
2019-02	RESIDENT	34
2019-02	RESIDENT	105
2019-02	RESIDENT	19
2019-02	RESIDENT	2
2019-02	RESIDENT	1
2019-02	RESIDENT	4
2019-02	RESIDENT	20
2019-02	RESIDENT	18
2019-02	RESIDENT	68
2019-02	RESIDENT	53
2019-02	RESIDENT	4
2019-02	RESIDENT	8
2019-02	RESIDENT	1
2019-02	RESIDENT	21
2019-02	RESIDENT	3
2019-02	RESIDENT	4
2019-02	RESIDENT	7
2019-02	RESIDENT	2
2019-02	RESIDENT	6
2019-02	RESIDENT	3
2019-02	RESIDENT	1
2019-02	RESIDENT	3
2019-02	RESIDENT	3
2019-02	RESIDENT	1
2019-03	RESIDENT	74
2019-03	RESIDENT	46



2019-03	RESIDENT	62
2019-03	RESIDENT	6
2019-03	RESIDENT	1
2019-03	RESIDENT	1
2019-03	RESIDENT	13
2019-03	RESIDENT	6
2019-03	RESIDENT	21
2019-03	RESIDENT	38
2019-03	RESIDENT	5
2019-03	RESIDENT	31
2019-03	RESIDENT	9
2019-03	RESIDENT	5
2019-03	RESIDENT	3
2019-03	RESIDENT	3
2019-03	RESIDENT	2
2019-03	RESIDENT	3
2019-03	RESIDENT	12
2019-03	RESIDENT	3
2019-04	RESIDENT	101
2019-04	RESIDENT	29
2019-04	RESIDENT	75
2019-04	RESIDENT	6
2019-04	RESIDENT	1
2019-04	RESIDENT	15
2019-04	RESIDENT	1
2019-04	RESIDENT	4
2019-04	RESIDENT	39
2019-04	RESIDENT	82
2019-04	RESIDENT	7
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2019-04	RESIDENT	3
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2019-04	RESIDENT	9
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2019-04	RESIDENT	5
2019-05	RESIDENT	49
2019-05	RESIDENT	103
2019-05	RESIDENT	9
2019-05	RESIDENT	7
2019-05	RESIDENT	3
2019-05	RESIDENT	18

2019-05	RESIDENT	43
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2019-05	RESIDENT	1
2019-05	RESIDENT	7
2019-05	RESIDENT	3
2019-05	RESIDENT	31
2019-05	RESIDENT	4
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2019-06	RESIDENT	30
2019-06	RESIDENT	48
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2019-07	RESIDENT	28
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2019-10	RESIDENT	22
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2019-11	RESIDENT	3
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2019-11	RESIDENT	51
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2019-12	RESIDENT	2
2019-12	RESIDENT	7
2019-12	RESIDENT	4
2019-12	RESIDENT	32
2019-12	RESIDENT	1
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2020-01	RESIDENT	57
2020-01	RESIDENT	50
2020-01	RESIDENT	16
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2020-01	RESIDENT	106
2020-01	RESIDENT	15
2020-01	RESIDENT	39
2020-01	RESIDENT	4
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2020-01	RESIDENT	6
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2020-02	RESIDENT	363
2020-02	RESIDENT	202
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2020-02	RESIDENT	95
2020-02	RESIDENT	22
2020-02	RESIDENT	476
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2020-02	RESIDENT	332
2020-02	RESIDENT	3
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2020-02	RESIDENT	319
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2020-02	RESIDENT	24
2020-02	RESIDENT	33
2020-02	RESIDENT	16
2020-02	RESIDENT	19
2020-02	RESIDENT	18
2020-02	RESIDENT	21
2020-02	RESIDENT	11
2020-02	RESIDENT	299
2020-02	RESIDENT	4
2020-02	SM COMM	2
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2020-02	SM COMM	1
2020-02	SM COMM	3
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2020-03	RESIDENT	16
2020-03	RESIDENT	37
2020-03	RESIDENT	19
2020-03	RESIDENT	62
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2020-03	RESIDENT	53
2020-03	RESIDENT	11
2020-03	RESIDENT	36
2020-03	SM COMM	1
2020-03	SM COMM	1
2020-10	RESIDENT	1
2020-11	RESIDENT	1
2020-12	RESIDENT	0

Sum of Letter Count	Column Labels				
Row Labels	1-Jan	1-Feb	1-Mar	1-Apr	1-May
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RESIDENT				58	
SM COMM		29			
<b>57793</b>			<b>29</b>		
RESIDENT			29		
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<b>58601</b>		<b>58</b>			
RESIDENT		58			
<b>59102</b>		<b>29</b>	<b>29</b>		
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SM COMM		29			
<b>59105</b>		<b>29</b>	<b>116</b>		
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<b>59230</b>		<b>29</b>			
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<b>59270</b>	<b>28</b>		<b>58</b>		
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<b>83201</b>		<b>29</b>	<b>29</b>		
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<b>83202</b>	<b>57</b>	<b>87</b>			
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RESIDENT	57				
SM COMM		29			
<b>83301</b>		<b>58</b>	<b>58</b>		
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SM COMM		58			
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<b>83402</b>		<b>29</b>			
SM COMM		29			
<b>83404</b>	<b>29</b>	<b>87</b>			
RESIDENT	29	58			
SM COMM		29			

<b>83406</b>		<b>29</b>	
SM COMM		29	
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<b>83605</b>	<b>143</b>	<b>174</b>	
RESIDENT	143	174	
<b>83607</b>	<b>86</b>	<b>116</b>	
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<b>83616</b>			<b>29</b>
RESIDENT			29
<b>83617</b>	<b>57</b>	<b>87</b>	
RESIDENT	57	58	
SM COMM		29	
<b>83619</b>	<b>28</b>	<b>348</b>	<b>58</b>
RESIDENT	28	290	29
SM COMM		58	29
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<b>83634</b>	<b>86</b>	<b>58</b>	
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<b>83644</b>	<b>57</b>	<b>58</b>	
RESIDENT	57	58	
<b>83646</b>	<b>58</b>	<b>87</b>	
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SM COMM		29	
<b>83647</b>		<b>29</b>	<b>58</b>
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<b>83651</b>	<b>58</b>	<b>29</b>	
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SM COMM		29	
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<b>83686</b>	<b>29</b>	<b>87</b>	<b>29</b>
RESIDENT	29	29	29
SM COMM		58	
<b>83687</b>	<b>57</b>	<b>290</b>	<b>58</b>
RESIDENT	57	232	58



SM COMM		58			
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<b>83703</b>	<b>57</b>	<b>58</b>			
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SM COMM		58	29		
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RESIDENT			58		
<b>83706</b>	<b>57</b>	<b>116</b>			
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SM COMM		29			
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RESIDENT	86	203			
SM COMM		29			
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RESIDENT	29	116	29		
SM COMM		29			
<b>83714</b>	<b>114</b>	<b>174</b>			
RESIDENT	114	174			
<b>97701</b>	<b>6712</b>	<b>27144</b>	<b>9918</b>	<b>87</b>	<b>58</b>
INDUSTR	29		29		
LRG VOL		29			
RESIDENT	6132	24302	6786	29	58
SM COMM	551	2813	3103	58	
<b>97702</b>	<b>18077</b>	<b>12746</b>	<b>20039</b>	<b>58</b>	<b>87</b>
GOVRNMNT			29		
RESIDENT	17065	11035	17371	58	87
SM COMM	1012	1711	2639		
<b>97703</b>	<b>7176</b>	<b>10846</b>	<b>10092</b>	<b>29</b>	
RESIDENT	6915	9222	8961	29	
SM COMM	261	1624	1131		
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RESIDENT	1217	1015	1044		
SM COMM	85		87		
<b>97731</b>	<b>290</b>		<b>174</b>		
GOVRNMNT	116		58		
RESIDENT	174		87		
SM COMM			29		
<b>97733</b>	<b>174</b>	<b>116</b>	<b>348</b>		
RESIDENT	174	87	290		
SM COMM		29	58		
<b>97737</b>	<b>290</b>	<b>58</b>	<b>145</b>		
RESIDENT	290	29	87		
SM COMM		29	58		
<b>97739</b>	<b>667</b>	<b>464</b>	<b>522</b>		

RESIDENT	580	377	377	
SM COMM	87	87	145	
<b>97741</b>	<b>432</b>	<b>6206</b>	<b>1015</b>	
INDUSTR			29	
RESIDENT	258	5539	232	
SM COMM	174	667	754	
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RESIDENT	172	87	174	
SM COMM			29	
<b>97754</b>	<b>4889</b>	<b>4524</b>	<b>5510</b>	
GOVRNMNT			58	
INDUSTR			87	
RESIDENT	4253	3857	4524	
SM COMM	636	667	841	
<b>97756</b>	<b>1995</b>	<b>21634</b>	<b>4292</b>	<b>58</b>
INDUSTR		29		
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SM COMM	609	2059	2175	
<b>97801</b>	<b>9506</b>	<b>16385</b>	<b>10092</b>	<b>203</b>
GOVRNMNT	29	58	87	
RESIDENT	8610	15080	8816	203
SM COMM	867	1247	1189	
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SM COMM	29	58	58	
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GOVRNMNT	112	58	58	
RESIDENT	4756	4988	5713	
SM COMM	455	957	319	
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SM COMM		87	116	
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<b>97838</b>	<b>1177</b>	<b>16472</b>	<b>4815</b>	<b>29</b>
GOVRNMNT			29	
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SM COMM	172	1566	145	
<b>97844</b>	<b>319</b>	<b>464</b>	<b>406</b>	<b>29</b>
RESIDENT	319	435	377	29
SM COMM		29	29	
<b>97862</b>	<b>144</b>	<b>957</b>	<b>174</b>	
RESIDENT	57	870	29	
SM COMM	87	87	145	
<b>97868</b>	<b>1389</b>	<b>1856</b>	<b>1653</b>	
RESIDENT	1332	1653	1624	

SM COMM	57	203	29	
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SM COMM		58	29	
<b>97882</b>	<b>2664</b>	<b>2146</b>	<b>2349</b>	
RESIDENT	2522	1972	2204	
SM COMM	142	174	145	
<b>97886</b>	<b>29</b>	<b>870</b>	<b>29</b>	
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<b>97907</b>	<b>261</b>	<b>464</b>	<b>638</b>	
RESIDENT	261	464	638	
<b>97913</b>	<b>2481</b>	<b>2436</b>	<b>1740</b>	<b>29</b>
RESIDENT	2366	2204	1740	29
SM COMM	115	232		
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SM COMM	29	1624	1073	
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SM COMM		29		
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SM COMM		29	
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RESIDENT		58	
SM COMM		29	
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RESIDENT	203	290	58
SM COMM	58	87	116
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SM COMM		29	
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RESIDENT	87	145	116
<b>99337</b>		<b>116</b>	<b>29</b>
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RESIDENT		87	
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RESIDENT		87	
SM COMM		29	
<b>99354</b>		<b>87</b>	
RESIDENT		87	
<b>99362</b>		<b>580</b>	<b>58</b>
RESIDENT		551	58
SM COMM		29	
<b>98901</b>	<b>57</b>	<b>58</b>	
RESIDENT	57	58	

<b>RESIDENT</b>					<b>116</b>
CNGORRESDOSN					116
<b>Grand Total</b>	<b>71742</b>	<b>157833</b>	<b>87639</b>	<b>232</b>	<b>551</b>

POSTAL	Contact Type	CUST_CL_CD	Print Month	Letter Cour
97731	CNGOR DOSN	GOVRNMNT	1/1/2020	29
97701	CNGOR DOSN	RESIDENT	1/1/2020	899
97702	CNGOR DOSN	RESIDENT	1/1/2020	4466
97703	CNGOR DOSN	RESIDENT	1/1/2020	290
97707	CNGOR DOSN	RESIDENT	1/1/2020	522
97731	CNGOR DOSN	RESIDENT	1/1/2020	29
97733	CNGOR DOSN	RESIDENT	1/1/2020	58
97737	CNGOR DOSN	RESIDENT	1/1/2020	58
97739	CNGOR DOSN	RESIDENT	1/1/2020	174
97741	CNGOR DOSN	RESIDENT	1/1/2020	58
97753	CNGOR DOSN	RESIDENT	1/1/2020	29
97756	CNGOR DOSN	RESIDENT	1/1/2020	319
97814	CNGOR DOSN	RESIDENT	1/1/2020	58
97818	CNGOR DOSN	RESIDENT	1/1/2020	203
97838	CNGOR DOSN	RESIDENT	1/1/2020	58
97844	CNGOR DOSN	RESIDENT	1/1/2020	116
97868	CNGOR DOSN	RESIDENT	1/1/2020	29
97875	CNGOR DOSN	RESIDENT	1/1/2020	29
97882	CNGOR DOSN	RESIDENT	1/1/2020	638
97913	CNGOR DOSN	RESIDENT	1/1/2020	29
97914	CNGOR DOSN	RESIDENT	1/1/2020	29
98626	CNGOR DOSN	RESIDENT	1/1/2020	29
97702	CNGOR DOSN	SM COMM	1/1/2020	29
97731	CNGOR URGENT	GOVRNMNT	1/1/2020	29
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97702	CNGOR URGENT	RESIDENT	1/1/2020	3654
97703	CNGOR URGENT	RESIDENT	1/1/2020	232
97707	CNGOR URGENT	RESIDENT	1/1/2020	406
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97737	CNGOR URGENT	RESIDENT	1/1/2020	58
97739	CNGOR URGENT	RESIDENT	1/1/2020	116
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97756	CNGOR URGENT	RESIDENT	1/1/2020	232
97801	CNGOR URGENT	RESIDENT	1/1/2020	609
97814	CNGOR URGENT	RESIDENT	1/1/2020	1711
97818	CNGOR URGENT	RESIDENT	1/1/2020	145
97826	CNGOR URGENT	RESIDENT	1/1/2020	29
97838	CNGOR URGENT	RESIDENT	1/1/2020	203
97844	CNGOR URGENT	RESIDENT	1/1/2020	87
97868	CNGOR URGENT	RESIDENT	1/1/2020	493
97875	CNGOR URGENT	RESIDENT	1/1/2020	203

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97907	CNGOR URGENT	RESIDENT	1/1/2020	58
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97914	CNGOR URGENT	RESIDENT	1/1/2020	87
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97814	CNGOR URGENT	SM COMM	1/1/2020	87
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97741	CNGORCOMDOSN	SM COMM	1/1/2020	174
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97914	CNGORCOMDOSN	SM COMM	1/1/2020	29
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97814	CNGORRESDOSN	GOVRNMNT	1/1/2020	56
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59270	CNGORRESDOSN	RESIDENT	1/1/2020	28
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83221	CNGORRESDOSN	RESIDENT	1/1/2020	28
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83619	CNGORRESDOSN	RESIDENT	1/1/2020	28
83634	CNGORRESDOSN	RESIDENT	1/1/2020	28
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83646	CNGORRESDOSN	RESIDENT	1/1/2020	29
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83669	CNGORRESDOSN	RESIDENT	1/1/2020	28
83686	CNGORRESDOSN	RESIDENT	1/1/2020	29
83687	CNGORRESDOSN	RESIDENT	1/1/2020	28
83702	CNGORRESDOSN	RESIDENT	1/1/2020	28
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97739	CNGORRESDOSN	RESIDENT	1/1/2020	174
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97838	CNGORRESDOSN	SM COMM	1/1/2020	57
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98277	CNGORRESDOSN	SM COMM	1/1/2020	28
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97838	CNGORRESUN	RESIDENT	1/1/2020	285
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97914	CNGORCOMDOSN	INDUSTR	2/1/2020	58
97701	CNGORCOMDOSN	LRG VOL	2/1/2020	29
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97703	CNGORCOMDOSN	SM COMM	2/1/2020	1479

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83619	CNGORRESDOSN	RESIDENT	2/1/2020	174
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83634	CNGORRESDOSN	RESIDENT	2/1/2020	29
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83642	CNGORRESDOSN	RESIDENT	2/1/2020	87

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83661	CNGORRESDOSN	RESIDENT	2/1/2020	203
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83687	CNGORRESDOSN	RESIDENT	2/1/2020	116
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83703	CNGORRESDOSN	RESIDENT	2/1/2020	29
83706	CNGORRESDOSN	RESIDENT	2/1/2020	29
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97707	CNGORRESDOSN	RESIDENT	2/1/2020	638
97733	CNGORRESDOSN	RESIDENT	2/1/2020	87
97737	CNGORRESDOSN	RESIDENT	2/1/2020	29
97739	CNGORRESDOSN	RESIDENT	2/1/2020	261
97741	CNGORRESDOSN	RESIDENT	2/1/2020	3248
97753	CNGORRESDOSN	RESIDENT	2/1/2020	58
97754	CNGORRESDOSN	RESIDENT	2/1/2020	2378
97756	CNGORRESDOSN	RESIDENT	2/1/2020	11600
97801	CNGORRESDOSN	RESIDENT	2/1/2020	5742
97813	CNGORRESDOSN	RESIDENT	2/1/2020	638
97814	CNGORRESDOSN	RESIDENT	2/1/2020	2842
97818	CNGORRESDOSN	RESIDENT	2/1/2020	232
97826	CNGORRESDOSN	RESIDENT	2/1/2020	29
97838	CNGORRESDOSN	RESIDENT	2/1/2020	10556
97844	CNGORRESDOSN	RESIDENT	2/1/2020	232
97862	CNGORRESDOSN	RESIDENT	2/1/2020	493
97868	CNGORRESDOSN	RESIDENT	2/1/2020	928
97875	CNGORRESDOSN	RESIDENT	2/1/2020	493
97882	CNGORRESDOSN	RESIDENT	2/1/2020	1218
97886	CNGORRESDOSN	RESIDENT	2/1/2020	493
97907	CNGORRESDOSN	RESIDENT	2/1/2020	261
97913	CNGORRESDOSN	RESIDENT	2/1/2020	1160
97914	CNGORRESDOSN	RESIDENT	2/1/2020	7540
97918	CNGORRESDOSN	RESIDENT	2/1/2020	348
98225	CNGORRESDOSN	RESIDENT	2/1/2020	116
98271	CNGORRESDOSN	RESIDENT	2/1/2020	29
98366	CNGORRESDOSN	RESIDENT	2/1/2020	58
98901	CNGORRESDOSN	RESIDENT	2/1/2020	29
98942	CNGORRESDOSN	RESIDENT	2/1/2020	29
98944	CNGORRESDOSN	RESIDENT	2/1/2020	58
99301	CNGORRESDOSN	RESIDENT	2/1/2020	203

99324	CNGORRESDOSN	RESIDENT	2/1/2020	203
99336	CNGORRESDOSN	RESIDENT	2/1/2020	116
99337	CNGORRESDOSN	RESIDENT	2/1/2020	116
99338	CNGORRESDOSN	RESIDENT	2/1/2020	87
99352	CNGORRESDOSN	RESIDENT	2/1/2020	87
99354	CNGORRESDOSN	RESIDENT	2/1/2020	87
99362	CNGORRESDOSN	RESIDENT	2/1/2020	348
83619	CNGORRESDOSN	SM COMM	2/1/2020	29
97701	CNGORRESDOSN	SM COMM	2/1/2020	464
97702	CNGORRESDOSN	SM COMM	2/1/2020	319
97703	CNGORRESDOSN	SM COMM	2/1/2020	87
97733	CNGORRESDOSN	SM COMM	2/1/2020	29
97741	CNGORRESDOSN	SM COMM	2/1/2020	116
97754	CNGORRESDOSN	SM COMM	2/1/2020	87
97756	CNGORRESDOSN	SM COMM	2/1/2020	464
97801	CNGORRESDOSN	SM COMM	2/1/2020	145
97814	CNGORRESDOSN	SM COMM	2/1/2020	87
97838	CNGORRESDOSN	SM COMM	2/1/2020	232
97868	CNGORRESDOSN	SM COMM	2/1/2020	58
97882	CNGORRESDOSN	SM COMM	2/1/2020	58
97914	CNGORRESDOSN	SM COMM	2/1/2020	174
97918	CNGORRESDOSN	SM COMM	2/1/2020	58
98366	CNGORRESDOSN	SM COMM	2/1/2020	58
99301	CNGORRESDOSN	SM COMM	2/1/2020	58
58601	CNGORRESUN	RESIDENT	2/1/2020	29
59201	CNGORRESUN	RESIDENT	2/1/2020	29
83202	CNGORRESUN	RESIDENT	2/1/2020	29
83404	CNGORRESUN	RESIDENT	2/1/2020	29
83605	CNGORRESUN	RESIDENT	2/1/2020	87
83607	CNGORRESUN	RESIDENT	2/1/2020	29
83617	CNGORRESUN	RESIDENT	2/1/2020	29
83619	CNGORRESUN	RESIDENT	2/1/2020	116
83634	CNGORRESUN	RESIDENT	2/1/2020	29
83641	CNGORRESUN	RESIDENT	2/1/2020	29
83642	CNGORRESUN	RESIDENT	2/1/2020	87
83644	CNGORRESUN	RESIDENT	2/1/2020	29
83646	CNGORRESUN	RESIDENT	2/1/2020	29
83660	CNGORRESUN	RESIDENT	2/1/2020	29
83661	CNGORRESUN	RESIDENT	2/1/2020	174
83669	CNGORRESUN	RESIDENT	2/1/2020	29
83687	CNGORRESUN	RESIDENT	2/1/2020	116
83702	CNGORRESUN	RESIDENT	2/1/2020	29
83703	CNGORRESUN	RESIDENT	2/1/2020	29
83706	CNGORRESUN	RESIDENT	2/1/2020	29
83709	CNGORRESUN	RESIDENT	2/1/2020	87
83713	CNGORRESUN	RESIDENT	2/1/2020	58
83714	CNGORRESUN	RESIDENT	2/1/2020	87

97701	CNGORRESUN	RESIDENT	2/1/2020	9657
97702	CNGORRESUN	RESIDENT	2/1/2020	2459
97703	CNGORRESUN	RESIDENT	2/1/2020	3828
97707	CNGORRESUN	RESIDENT	2/1/2020	377
97739	CNGORRESUN	RESIDENT	2/1/2020	58
97741	CNGORRESUN	RESIDENT	2/1/2020	2233
97753	CNGORRESUN	RESIDENT	2/1/2020	29
97754	CNGORRESUN	RESIDENT	2/1/2020	1392
97756	CNGORRESUN	RESIDENT	2/1/2020	7743
97801	CNGORRESUN	RESIDENT	2/1/2020	9251
97813	CNGORRESUN	RESIDENT	2/1/2020	551
97814	CNGORRESUN	RESIDENT	2/1/2020	2030
97818	CNGORRESUN	RESIDENT	2/1/2020	174
97826	CNGORRESUN	RESIDENT	2/1/2020	29
97838	CNGORRESUN	RESIDENT	2/1/2020	4147
97844	CNGORRESUN	RESIDENT	2/1/2020	203
97862	CNGORRESUN	RESIDENT	2/1/2020	377
97868	CNGORRESUN	RESIDENT	2/1/2020	638
97875	CNGORRESUN	RESIDENT	2/1/2020	348
97882	CNGORRESUN	RESIDENT	2/1/2020	754
97886	CNGORRESUN	RESIDENT	2/1/2020	377
97907	CNGORRESUN	RESIDENT	2/1/2020	203
97913	CNGORRESUN	RESIDENT	2/1/2020	1015
97914	CNGORRESUN	RESIDENT	2/1/2020	5365
97918	CNGORRESUN	RESIDENT	2/1/2020	319
98225	CNGORRESUN	RESIDENT	2/1/2020	29
98226	CNGORRESUN	RESIDENT	2/1/2020	29
98271	CNGORRESUN	RESIDENT	2/1/2020	29
98274	CNGORRESUN	RESIDENT	2/1/2020	29
98901	CNGORRESUN	RESIDENT	2/1/2020	29
98942	CNGORRESUN	RESIDENT	2/1/2020	29
99301	CNGORRESUN	RESIDENT	2/1/2020	58
99324	CNGORRESUN	RESIDENT	2/1/2020	58
99362	CNGORRESUN	RESIDENT	2/1/2020	203
97701	CNGORRESUN	SM COMM	2/1/2020	232
97702	CNGORRESUN	SM COMM	2/1/2020	145
97703	CNGORRESUN	SM COMM	2/1/2020	58
97741	CNGORRESUN	SM COMM	2/1/2020	116
97754	CNGORRESUN	SM COMM	2/1/2020	87
97756	CNGORRESUN	SM COMM	2/1/2020	232
97801	CNGORRESUN	SM COMM	2/1/2020	290
97814	CNGORRESUN	SM COMM	2/1/2020	116
97838	CNGORRESUN	SM COMM	2/1/2020	87
97868	CNGORRESUN	SM COMM	2/1/2020	29
97882	CNGORRESUN	SM COMM	2/1/2020	58
97914	CNGORRESUN	SM COMM	2/1/2020	145
97918	CNGORRESUN	SM COMM	2/1/2020	58

97801	CNGORCOMDOSN	GOVRNMNT	3/1/2020	58
97813	CNGORCOMDOSN	GOVRNMNT	3/1/2020	29
97838	CNGORCOMDOSN	GOVRNMNT	3/1/2020	29
97701	CNGORCOMDOSN	INDUSTR	3/1/2020	29
97741	CNGORCOMDOSN	INDUSTR	3/1/2020	29
97754	CNGORCOMDOSN	INDUSTR	3/1/2020	87
59105	CNGORCOMDOSN	RESIDENT	3/1/2020	58
83616	CNGORCOMDOSN	RESIDENT	3/1/2020	29
83669	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97701	CNGORCOMDOSN	RESIDENT	3/1/2020	667
97702	CNGORCOMDOSN	RESIDENT	3/1/2020	377
97703	CNGORCOMDOSN	RESIDENT	3/1/2020	261
97733	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97741	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97754	CNGORCOMDOSN	RESIDENT	3/1/2020	87
97756	CNGORCOMDOSN	RESIDENT	3/1/2020	348
97801	CNGORCOMDOSN	RESIDENT	3/1/2020	116
97813	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97818	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97838	CNGORCOMDOSN	RESIDENT	3/1/2020	58
97862	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97882	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97913	CNGORCOMDOSN	RESIDENT	3/1/2020	29
97914	CNGORCOMDOSN	RESIDENT	3/1/2020	58
83201	CNGORCOMDOSN	SM COMM	3/1/2020	29
83401	CNGORCOMDOSN	SM COMM	3/1/2020	29
83619	CNGORCOMDOSN	SM COMM	3/1/2020	29
83704	CNGORCOMDOSN	SM COMM	3/1/2020	29
97701	CNGORCOMDOSN	SM COMM	3/1/2020	2552
97702	CNGORCOMDOSN	SM COMM	3/1/2020	1972
97703	CNGORCOMDOSN	SM COMM	3/1/2020	899
97707	CNGORCOMDOSN	SM COMM	3/1/2020	87
97733	CNGORCOMDOSN	SM COMM	3/1/2020	29
97737	CNGORCOMDOSN	SM COMM	3/1/2020	58
97739	CNGORCOMDOSN	SM COMM	3/1/2020	145
97741	CNGORCOMDOSN	SM COMM	3/1/2020	696
97753	CNGORCOMDOSN	SM COMM	3/1/2020	29
97754	CNGORCOMDOSN	SM COMM	3/1/2020	754
97756	CNGORCOMDOSN	SM COMM	3/1/2020	1943
97801	CNGORCOMDOSN	SM COMM	3/1/2020	870
97813	CNGORCOMDOSN	SM COMM	3/1/2020	58
97818	CNGORCOMDOSN	SM COMM	3/1/2020	116
97838	CNGORCOMDOSN	SM COMM	3/1/2020	58
97844	CNGORCOMDOSN	SM COMM	3/1/2020	29
97862	CNGORCOMDOSN	SM COMM	3/1/2020	145
97875	CNGORCOMDOSN	SM COMM	3/1/2020	29
97882	CNGORCOMDOSN	SM COMM	3/1/2020	145



97914	CNGORCOMDOSN	SM COMM	3/1/2020	1073
98310	CNGORCOMDOSN	SM COMM	3/1/2020	29
98370	CNGORCOMDOSN	SM COMM	3/1/2020	29
99301	CNGORCOMDOSN	SM COMM	3/1/2020	58
97702	CNGORRESDOSN	GOVRNMNT	3/1/2020	29
97731	CNGORRESDOSN	GOVRNMNT	3/1/2020	29
97754	CNGORRESDOSN	GOVRNMNT	3/1/2020	58
97801	CNGORRESDOSN	GOVRNMNT	3/1/2020	29
97814	CNGORRESDOSN	GOVRNMNT	3/1/2020	29
57701	CNGORRESDOSN	RESIDENT	3/1/2020	29
57793	CNGORRESDOSN	RESIDENT	3/1/2020	29
59102	CNGORRESDOSN	RESIDENT	3/1/2020	29
59105	CNGORRESDOSN	RESIDENT	3/1/2020	58
59270	CNGORRESDOSN	RESIDENT	3/1/2020	29
83301	CNGORRESDOSN	RESIDENT	3/1/2020	29
83336	CNGORRESDOSN	RESIDENT	3/1/2020	29
83619	CNGORRESDOSN	RESIDENT	3/1/2020	29
83647	CNGORRESDOSN	RESIDENT	3/1/2020	29
83686	CNGORRESDOSN	RESIDENT	3/1/2020	29
83687	CNGORRESDOSN	RESIDENT	3/1/2020	29
83704	CNGORRESDOSN	RESIDENT	3/1/2020	29
83705	CNGORRESDOSN	RESIDENT	3/1/2020	29
83713	CNGORRESDOSN	RESIDENT	3/1/2020	29
97701	CNGORRESDOSN	RESIDENT	3/1/2020	3973
97702	CNGORRESDOSN	RESIDENT	3/1/2020	9193
97703	CNGORRESDOSN	RESIDENT	3/1/2020	5626
97707	CNGORRESDOSN	RESIDENT	3/1/2020	667
97731	CNGORRESDOSN	RESIDENT	3/1/2020	58
97733	CNGORRESDOSN	RESIDENT	3/1/2020	87
97737	CNGORRESDOSN	RESIDENT	3/1/2020	29
97739	CNGORRESDOSN	RESIDENT	3/1/2020	203
97741	CNGORRESDOSN	RESIDENT	3/1/2020	116
97753	CNGORRESDOSN	RESIDENT	3/1/2020	116
97754	CNGORRESDOSN	RESIDENT	3/1/2020	2465
97756	CNGORRESDOSN	RESIDENT	3/1/2020	1044
97801	CNGORRESDOSN	RESIDENT	3/1/2020	7366
97813	CNGORRESDOSN	RESIDENT	3/1/2020	29
97814	CNGORRESDOSN	RESIDENT	3/1/2020	3509
97818	CNGORRESDOSN	RESIDENT	3/1/2020	493
97826	CNGORRESDOSN	RESIDENT	3/1/2020	29
97838	CNGORRESDOSN	RESIDENT	3/1/2020	377
97844	CNGORRESDOSN	RESIDENT	3/1/2020	174
97868	CNGORRESDOSN	RESIDENT	3/1/2020	1131
97875	CNGORRESDOSN	RESIDENT	3/1/2020	464
97882	CNGORRESDOSN	RESIDENT	3/1/2020	1218
97907	CNGORRESDOSN	RESIDENT	3/1/2020	377
97913	CNGORRESDOSN	RESIDENT	3/1/2020	1160

97914	CNGORRESDOSN	RESIDENT	3/1/2020	348
97918	CNGORRESDOSN	RESIDENT	3/1/2020	754
98225	CNGORRESDOSN	RESIDENT	3/1/2020	58
98230	CNGORRESDOSN	RESIDENT	3/1/2020	29
98248	CNGORRESDOSN	RESIDENT	3/1/2020	29
98271	CNGORRESDOSN	RESIDENT	3/1/2020	29
98310	CNGORRESDOSN	RESIDENT	3/1/2020	29
98366	CNGORRESDOSN	RESIDENT	3/1/2020	29
98370	CNGORRESDOSN	RESIDENT	3/1/2020	29
98942	CNGORRESDOSN	RESIDENT	3/1/2020	29
99301	CNGORRESDOSN	RESIDENT	3/1/2020	58
99336	CNGORRESDOSN	RESIDENT	3/1/2020	58
99362	CNGORRESDOSN	RESIDENT	3/1/2020	29
97701	CNGORRESDOSN	SM COMM	3/1/2020	377
97702	CNGORRESDOSN	SM COMM	3/1/2020	406
97703	CNGORRESDOSN	SM COMM	3/1/2020	174
97731	CNGORRESDOSN	SM COMM	3/1/2020	29
97741	CNGORRESDOSN	SM COMM	3/1/2020	29
97754	CNGORRESDOSN	SM COMM	3/1/2020	58
97756	CNGORRESDOSN	SM COMM	3/1/2020	203
97801	CNGORRESDOSN	SM COMM	3/1/2020	261
97814	CNGORRESDOSN	SM COMM	3/1/2020	203
97838	CNGORRESDOSN	SM COMM	3/1/2020	29
97868	CNGORRESDOSN	SM COMM	3/1/2020	29
99301	CNGORRESDOSN	SM COMM	3/1/2020	58
97731	CNGORRESUN	GOVRNMNT	3/1/2020	29
97814	CNGORRESUN	GOVRNMNT	3/1/2020	29
57472	CNGORRESUN	RESIDENT	3/1/2020	29
57701	CNGORRESUN	RESIDENT	3/1/2020	29
59270	CNGORRESUN	RESIDENT	3/1/2020	29
83301	CNGORRESUN	RESIDENT	3/1/2020	29
83647	CNGORRESUN	RESIDENT	3/1/2020	29
83687	CNGORRESUN	RESIDENT	3/1/2020	29
83705	CNGORRESUN	RESIDENT	3/1/2020	29
97701	CNGORRESUN	RESIDENT	3/1/2020	2146
97702	CNGORRESUN	RESIDENT	3/1/2020	7801
97703	CNGORRESUN	RESIDENT	3/1/2020	3074
97707	CNGORRESUN	RESIDENT	3/1/2020	377
97731	CNGORRESUN	RESIDENT	3/1/2020	29
97733	CNGORRESUN	RESIDENT	3/1/2020	174
97737	CNGORRESUN	RESIDENT	3/1/2020	58
97739	CNGORRESUN	RESIDENT	3/1/2020	174
97741	CNGORRESUN	RESIDENT	3/1/2020	87
97753	CNGORRESUN	RESIDENT	3/1/2020	58
97754	CNGORRESUN	RESIDENT	3/1/2020	1972
97756	CNGORRESUN	RESIDENT	3/1/2020	725
97801	CNGORRESUN	RESIDENT	3/1/2020	1334

97814	CNGORRESUN	RESIDENT	3/1/2020	2204
97818	CNGORRESUN	RESIDENT	3/1/2020	319
97826	CNGORRESUN	RESIDENT	3/1/2020	29
97838	CNGORRESUN	RESIDENT	3/1/2020	4206
97844	CNGORRESUN	RESIDENT	3/1/2020	203
97868	CNGORRESUN	RESIDENT	3/1/2020	493
97875	CNGORRESUN	RESIDENT	3/1/2020	145
97882	CNGORRESUN	RESIDENT	3/1/2020	957
97886	CNGORRESUN	RESIDENT	3/1/2020	29
97907	CNGORRESUN	RESIDENT	3/1/2020	261
97913	CNGORRESUN	RESIDENT	3/1/2020	551
97914	CNGORRESUN	RESIDENT	3/1/2020	203
97918	CNGORRESUN	RESIDENT	3/1/2020	348
98248	CNGORRESUN	RESIDENT	3/1/2020	29
98271	CNGORRESUN	RESIDENT	3/1/2020	29
98370	CNGORRESUN	RESIDENT	3/1/2020	29
98942	CNGORRESUN	RESIDENT	3/1/2020	29
99336	CNGORRESUN	RESIDENT	3/1/2020	58
99337	CNGORRESUN	RESIDENT	3/1/2020	29
99362	CNGORRESUN	RESIDENT	3/1/2020	29
97701	CNGORRESUN	SM COMM	3/1/2020	174
97702	CNGORRESUN	SM COMM	3/1/2020	261
97703	CNGORRESUN	SM COMM	3/1/2020	58
97733	CNGORRESUN	SM COMM	3/1/2020	29
97741	CNGORRESUN	SM COMM	3/1/2020	29
97754	CNGORRESUN	SM COMM	3/1/2020	29
97756	CNGORRESUN	SM COMM	3/1/2020	29
97801	CNGORRESUN	SM COMM	3/1/2020	58
97814	CNGORRESUN	SM COMM	3/1/2020	116
97838	CNGORRESUN	SM COMM	3/1/2020	58
97701	CNGORCOMDOSN	SM COMM	4/1/2020	58
97701	CNGORRESDOSN	RESIDENT	4/1/2020	29
97702	CNGORRESDOSN	RESIDENT	4/1/2020	58
97703	CNGORRESDOSN	RESIDENT	4/1/2020	29
97844	CNGORRESDOSN	RESIDENT	4/1/2020	29
97913	CNGORRESDOSN	RESIDENT	4/1/2020	29
97701	CNGORRESDOSN	RESIDENT	5/1/2020	58
97702	CNGORRESDOSN	RESIDENT	5/1/2020	87
97756	CNGORRESDOSN	RESIDENT	5/1/2020	58
97801	CNGORRESDOSN	RESIDENT	5/1/2020	203
97838	CNGORRESDOSN	RESIDENT	5/1/2020	29
RESIDENT	97838	CNGORRESDOSN	5/1/2020	29
RESIDENT	97702	CNGORRESDOSN	5/1/2020	87

<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