



Portland General Electric
121 SW Salmon Street · Portland, Ore. 97204

August 27, 2021

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street, S.E.
P.O. Box 1088
Salem, OR 97308-1088

RE: Supplemental Filing of Advice No. 21-20, Schedule 307, Residential Bill Assistance Program Additional Funding

Portland General Electric Company (PGE) submits this supplemental filing pursuant to Oregon Revised Statutes 757.205 and 757.210, and Oregon Administrative Rule (OAR) 860-022-0025, for filing proposed tariff sheets associated with Tariff P.U.C. No. 18. PGE initially filed Advice No. 21-20 on August 6, 2021 with a requested effective date of September 8, 2021, which remains as filed. After meeting with Staff and parties on August 26, 2021, PGE is submitting this Supplemental Filing to address comments received by Staff and parties.

Enclosed are the following replacement sheets.

First Supplemental Sheet No. 307-1
First Supplemental Sheet No. 307-2
Original Sheet No. 307-3

The Schedule 307 Residential Bill Assistance Program was implemented in Advice No. 21-01 consistent with Commission Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers. The Order directed Utilities to establish a program to identify and manage residential customer arrearages associated with the COVID-19 pandemic to proactively assist residential customers prior to resuming disconnections and prevent bad debt accumulating on utility accounts.

This filing seeks Commission approval to add an additional amount of \$6 million in program funds to PGE's Schedule 307 Residential Bill Assistance Program. In addition, the filing seeks to direct this additional funding towards our Customer Assistance and Customer Reconnection Assistance programs and a revised Extended Match program which will match customer payments for up to twelve months.

All programs have been available for a limited time based on funding availability. PGE's current programs were closed to new entrants once the current \$17.5 million in funding became fully subscribed which occurred August 13, 2021.

Customer Assistance is a one-time Company bill payment, up to \$500, to help Customers get current on their balance utilizing an instant grant. This assistance will be made available to Customers who are unable to get current without assistance. Reconnect Assistance is a one-time Company bill payment, up to \$500, to assist in reconnecting disconnected Customers. The Customer Assistance and Reconnect Assistance programs will run until assistance funds are depleted, but in no event will continue past December 31, 2022. The Extended Match Program enrollments will end once up to 50% of the additional \$6 million funding is allocated or October 31, 2021 which ever happens sooner.

Context for this Request:

The Commission recognized in its Order approving utility assistance programs that the initial funding level of 1% of Oregon retail revenues, or \$17.5 million for PGE, might need to be revisited in light of program status as well as the state of the economy and the pandemic. PGE's programs have been successful to date as we have helped more than 27,000 customers including a disproportionate number of customers in targeted zip codes. It was appropriate that our programs initially focused on matching programs to incentivize payments, where possible, from customers as there was no threat of disconnection. As we move forward under the Commission's guidance and begin normal credit policies including disconnections, we believe that an emphasis on grant programs is now appropriate to best help customers stay connected or get reconnected quickly. Further, PGE's programs became fully subscribed just as some residential customers face the potential of disconnection in late August and beyond.

The request for additional funding here is intended to be timed to allow our programs to continue to operate, supplementing low-income assistance as well to provide additional time as we develop tools such as income differentiated rates pursuant to HB 2475 that will also help customer stay connected. Our initial forecast is that the \$6 million in additional funding will allow us to operate our program for an additional two to three months. This is an appropriate limited measure in light of uncertainties around the state of the pandemic, including the delta variant of COVID-19, as well as to provide additional time and support for low-income agencies to ramp their capabilities to provide the additional assistance funds those agencies have and will receive in the coming months.

Attachment A provides a courtesy redline version of Schedule 307.

To satisfy the requirements of OAR 860-022-0025, PGE responds as follows:

Schedule 307 does not increase, decrease, or otherwise change existing retail rates or have anything other than a *de minimis* impact on revenues.

Due to the requested effective date and the less than 30-day notice, PGE is also submitting an application requesting a waiver of legal statutory notice, pursuant to ORS 757.220 and OAR 860-022-0020. PGE understands that Staff supports a waiver of legal statutory notice.

Please direct questions to Stefan Brown at stefan.brown@pgn.com or Mary Widman at mary.widman@pgn.com. Please direct all formal correspondence and requests to the following email address pgc.opuc.filings@pgn.com

Sincerely,

\s\ Robert Macfarlane

Robert Macfarlane
Manager, Pricing and Tariffs

Enclosures

**SCHEDULE 307
RESIDENTIAL BILL ASSISTANCE PROGRAM**

PURPOSE

The purpose of this schedule is to implement the Residential Bill Assistance Program consistent with Commission Order No. 20-401. The Order directs Utilities to establish a program to identify and manage residential customer arrearages associated with the COVID-19 pandemic to proactively assist residential customers prior to resuming disconnections and prevent bad debt accumulating on utility accounts.

The program may identify and waive residential arrearages at an initial total amount of \$17,557,000. This amount represents one percent of the Company's 2019 Oregon retail revenues, not to be increased without prior Commission approval. The Company is seeking Commission approval to add an additional amount of \$6 million in program funds to continue offering the Customer Assistance and Reconnect Assistance, and the revised Extended Match programs described below.

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(C)

AVAILABLE

In all territory served by the Company.

APPLICABLE

This program is only available to Residential Customers.

ELIGIBILITY

The PGE Bill Assistance Program will be eligible to Residential Customers at least 31 days in arrears.

ENROLLMENT

Eligible Residential Customers may enroll in a bill assistance plan by calling PGE Customer Service, Monday through Friday, 7 a.m. to 7 p.m. at 503-228-6322 or 800-542-8818.

(C)

BILL ASSISTANCE OPTIONS

Several options are available to assist Residential Customers manage bills regardless of account status. The program's intent is to help customers catch up on past due balances or get reconnected if they've been disconnected for non-payment. Programs are designed to match Customer payments anywhere from a one-time match up to a match for 12-months as well as provide one-time assistance for those unable to make a payment. The maximum amount of bill assistance per Customer is \$1,000 for all programs combined, including Customer Assistance. All programs will be available for a limited time based on funding availability. Programs are outlined below:

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SCHEDULE 307 (Continued)

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BILL ASSISTANCE OPTIONS (Continued)

1. 50/50 Plan – One-time Company bill payment to match Customer payment of an equal amount. To qualify, the Customer must be at least 31 days past due on payments. The Company match will not leave a credit on the Customer account. This program will be closed to new entrants after the initial \$17.5 million in funding is fully subscribed. **(C)**
(C)
2. Payment Match –Three-month Company bill payment plan to match Customer payments of equal amounts. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after three months or when total account balance reaches \$0. This program will be closed to new entrants after the initial \$17.5 million in funding is fully subscribed. **(C)**
(C)
3. Extended Match Program – Company bill payment plan to match Customer payments for up to 12 months. Customer must enroll in a Time Payment Arrangement (TPA) plan, up to 24-months, to match payments up to the first 12 months of a TPA. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after 12 months, when total account balance reaches \$0 or if the Customer is disconnected. Extended Match Program enrollments will end once up to 50% of the additional \$6 million funding is allocated or October 31, 2021 which ever happens sooner. **(C)**
(C)
4. Customer Assistance – One-time Company bill payment, up to \$500, to help Customers get current on their balance utilizing an instant grant. This assistance will be made available to Customers who are unable to get current without assistance. This assistance will also cover any remaining Customer balance after receiving energy assistance, up to \$500. Customer Assistance funds will not leave a credit on the account. **(C)**
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5. Reconnect Assistance – One-time Company bill payment, up to \$500, to assist in reconnecting disconnected Customers. Company will also offer enrollment in TPA plan up to one year. Customers that used one of the other options previously are eligible. **(C)**

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SCHEDULE 307 (Concluded)

SPECIAL CONDITIONS

1. The Company will defer and seek recovery of all associated program costs not otherwise included in rates in accordance of Commission Order No. 20-376. The additional \$6 million in funding is also subject to deferred accounting and will be added to the balance of COVID-related deferred costs.
2. Additional programs or adjustments to the programs listed above may occur as we develop experience in operating these programs, upon Commission approval.
3. In addition to the reporting requirements outlined in Commission Order No. 20-401, the Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled by program, including cost to operate the program. Additional reporting may be provided as determined by the Commission.

TERM

The duration of this program is through December 31, 2022, until the Company reaches the spending limit, or until the Commission closes the program.

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Supplemental Filing of Advice No. 21-20
Schedule 307, Residential Bill Assistance Program
Additional Funding

Attachment A
Courtesy redline version of Schedule 307

**SCHEDULE 307
RESIDENTIAL BILL ASSISTANCE PROGRAM**

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AVAILABLE

In all territory served by the Company.

APPLICABLE

This program is only available to Residential Customers.

ELIGIBILITY

The PGE Bill Assistance Program will be eligible to Residential Customers at least 31 days in arrears.

ENROLLMENT

Eligible Residential Customers may enroll in a bill assistance plan by calling PGE Customer Service, Monday through Friday, 7 a.m. to 7 p.m. at 503-228-6322 or 800-542-8818. ~~or enroll through an online form for selected programs, if the Customer has an email associated with the account.~~

(C)

BILL ASSISTANCE OPTIONS

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SCHEDULE 307 (~~Concluded~~Continued)

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BILL ASSISTANCE OPTIONS (Continued)

1. 50/50 Plan – One-time Company bill payment to match Customer payment of an equal amount. To qualify, the Customer must be at least 31 days past due on payments. The Company match will not leave a credit on the Customer account. This program will be closed to new entrants after the initial \$17.5 million in funding is fully subscribed.
2. Payment Match –Three-month Company bill payment plan to match Customer payments of equal amounts. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after three months or when total account balance reaches \$0. This program will be closed to new entrants after the initial \$17.5 million in funding is fully subscribed.
3. Extended Match Program – Company bill payment plan to match Customer payments for up to 12 months. Customer must enroll in a Time Payment Arrangement (TPA) plan, up to 24-months, to match payments up to the first 12 months of a TPA. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after 12 months, when total account balance reaches \$0 or if the Customer is disconnected. Extended Match Program enrollments will end once up to 50% of the additional \$6 million funding is allocated or October 31, 2021 which ever happens sooner.
4. Customer Assistance – One-time Company bill payment, up to \$500, to help ~~Customer~~Customers get current on their balance- utilizing an instant grant. This assistance will be made available to Customers who are unable to ~~make matching payments~~get current without assistance. This assistance will also cover any remaining Customer balance after receiving energy assistance, up to \$500. Customer Assistance funds will not leave a credit on the account. ~~The Company will allocate no more than 10% of total funding available to this program.~~
5. Reconnect Assistance – One-time Company bill payment ~~matching Customer payment,~~ up to reconnect \$500, to assist in reconnecting disconnected Customers. Company will also offer enrollment in TPA plan up to one year. Customers that used one of the other options previously are eligible.

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SCHEDULE 307 (Concluded)

SPECIAL CONDITIONS

1. The Company will defer and seek recovery of all associated program costs not otherwise included in rates in accordance of Commission Order No. 20-376. The additional \$6 million in funding is also subject to deferred accounting and will be added to the balance of COVID-related deferred costs.
2. Additional programs or adjustments to the programs listed above may occur as we develop experience in operating these programs, upon Commission approval.
3. In addition to the reporting requirements outlined in Commission Order No. 20-401, the Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled by program, including cost to operate the program. Additional reporting may be provided as determined by the Commission.

TERM

The duration of this program is through December 31, 2022, until the Company reaches the spending limit, or until the Commission closes the program.

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LESS THAN STATUTORY NOTICE APPLICATION

This document may be electronically filed by sending it as an attachment to an electronic mail message addressed to the Commission's Filing Center at puc.filingcenter@state.or.us.

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

IN THE MATTER OF THE APPLICATION OF _____) UTILITY L.S.N. APPLICATION
(UTILITY COMPANY))
TO WAIVE STATUTORY NOTICE.) NO. _____
(LEAVE BLANK)

NOTE: ATTACH EXHIBIT IF SPACE IS INSUFFICIENT.

1. GENERAL DESCRIPTION OF THE PROPOSED SCHEDULE(S) ADDITION, DELETION, OR CHANGE. (SCHEDULE INCLUDES ALL RATES, TOLLS AND CHARGES FOR SERVICE AND ALL RULES AND REGULATIONS AFFECTING THE SAME)
PGE initially filed Advice No. 21-20 on August 6, 2021 with a requested effective date of September 8, 2021, which remains as filed. After meeting with Staff and parties on August 26, 2021, PGE is submitting this Supplemental Filing to address comments received by Staff and parties. This filing seeks Commission approval to add an additional amount of \$6 million in program funds to PGE's Schedule 307 Residential Bill Assistance Program. In addition, the filing seeks to direct this additional funding towards our Customer Assistance and Customer Reconnection Assistance programs and a revised Extended Match program which will match customer payments for up to twelve months. The Extended Match Program enrollments will end once up to 50% of the additional \$6 million funding is allocated or October 31, 2021 which ever happens sooner.

2. APPLICANT DESIRES TO CHANGE THE SCHEDULE(S) NOW ON FILE KNOWN AND DESIGNATED AS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE, AND ITEM)

Original Sheet No. 307-1
Original Sheet No. 307-2

3. THE PROPOSED SCHEDULE(S) SHALL BE AS FOLLOWS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE AND ITEM)

First Supplemental Sheet No. 307-1
First Supplemental Sheet No. 307-2
Original Sheet No. 307-3

4. REASONS FOR REQUESTING A WAIVER OF STATUTORY NOTICE:

PGE initially filed Advice No. 21-20 on August 6, 2021 with a requested effective date of September 8, 2021, which remains as filed. After meeting with Staff and parties on August 26, 2021, PGE is submitting this Supplemental Filing to address comments received by Staff and parties.

5. REQUESTED EFFECTIVE DATE OF THE NEW SCHEDULE(S) OR CHANGE(S): September 8, 2021

AUTHORIZED SIGNATURE	TITLE \\s\ Robert Macfarlane Manager, Pricing & Tariffs	DATE August 27, 2021
PUC USE ONLY		
<input type="checkbox"/> APPROVED	<input type="checkbox"/> DENIED	EFFECTIVE DATE OF APPROVED SCHEDULE(S) OR CHANGE

AUTHORIZED SIGNATURE

DATE