



# Oregon

Kate Brown, Governor

## Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

**Mailing Address:** PO Box 1088

Salem, OR 97308-1088

503-373-7394

October 6, 2022



BY EMAIL

Portland General Electric Company

pge.opuc.filings@pgn.com

RE: Advice No. 22-21

The tariff sheets in your October 3, 2022, compliance filing docketed in ADV 1432, are accepted in compliance with Order No. 22-353. Attached is a receipted copy of the sheets in your compliance filing for your records.

*/s/ Nolan Moser*

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

If a Customer's non-cash payment is returned by the Customer's financial institution within the last 12 months, future payments must be made in cash, money order, verified credit card payment or cashier's check.

PGE does not allow PGE employees to collect payments at the door.

**(N)**

**E. Processing of Payments**

The Company will allocate payments from Customers in the following order:

- 1) Past due deposits or installments;
- 2) Required deposits currently due;
- 3) Past due regulated charges for Electricity Services;
- 4) Current regulated charges for Electricity Services;
- 5) Past due charges for optional services by oldest date first; and
- 6) Current charges for optional services.

**F. Budget Pay Plans**

Budget Pay Plans are available to Residential and Small Nonresidential Customers who have satisfactory credit and have no past due balance on their account. No additional charges will be made for rendering bills under a Budget Pay Plan. The Company may adjust a Customer's budget pay amount if changes in the Customer's usage patterns or other factors cause the budget pay amount to no longer accurately reflect the Customer's actual billings.

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The Company may discontinue a Customer's Budget Pay Plan if the Customer fails to pay the monthly budget pay amount in full by the due date. Customers may discontinue participation in the Budget Pay Plan upon notification to the Company. If a Budget Pay Plan is discontinued, the Customer must pay any unpaid balance determined by subtracting the total amount paid under the Budget Pay Plan from the total amount the bills would have been, based on the actual kWh used. If a budget pay plan is voluntarily or involuntarily discontinued, the Company is not obligated to offer another Budget Pay Plan to that Customer for a period of 12 months from the time the plan was discontinued.

**RULE H  
DISCONNECTION AND RECONNECTION**

**1. Grounds for Disconnection of Electricity Service**

Electricity Service may be disconnected:

- A. When service is being received after having obtained Customer status through the provision of false identification or verification of identity;
- B. Where Customer facilities provided are unsafe or do not comply with state and municipal codes governing service or the rules and regulations of the Company (OAR 860-021-0335);
- C. Where the Customer does not cooperate in providing access to the meter (OAR 860-021-0120);
- D. When a Customer requests the Company to disconnect or close an Electricity Service account (OAR 860-021-0310);
- E. When a joint account is closed and any remaining Customer(s) fails to reapply for Electricity Service within 20 days, so long as the Company has provided a notice of pending disconnection;
- F. Where dangerous or emergency conditions exist at the Premises [OAR 860-021-0315; OAR 860-024-0012(1)]; (T)  
(C)
- G. For failure to pay Oregon Tariff charges due for Electricity Service rendered [OAR 860-021-0405; OAR 860-021-0505]; (T)  
(T)
- H. For meter tampering, diverting Electricity Service or other Theft of Service;
- I. For failure to abide by the terms of a time payment agreement [OAR 860-021-0410(6); OAR 860-021-0415(5)];
- J. Where a Customer fails to disclose reasonable load information (860-021-0305); (N)  
or
- K. When the Commission approves the disconnection of Electricity Service. (T)

**2. Procedures for Disconnection and Reconnection of Electricity Service**

The Company will discontinue and reconnect Electricity Service in accordance with the rules of the Commission. These rules, copies of which may be obtained from the Company, are contained in OAR 860-021-0057 and OAR 860-021-0305 through 860-021-0505.

- D. No charge is imposed for a reconnection performed during Scheduled Crew Hours in order to provide Electricity Service to a new Applicant. If such a reconnection is performed outside of Scheduled Crew Hours, a charge set forth under Disconnection and Reconnection Rates of Schedule 300 is imposed.
- E. In the case where a building owner or manager requests reconnection of Electricity Service for cleaning, showing the unit, or any other purpose other than to provide Electricity Service to an occupant, a charge for reconnection as specified in Schedule 300 will be imposed.
- F. In cases where the Company has been requested to reconnect Electricity Service after it has been disconnected at the meter and the visit has not resulted in a reconnection of service due to Customer action or inaction, a Field Visit Charge is assessed as specified in Schedule 300.

**6. Nonwaiver of Right to Disconnect Service**

The Company has the option, but is not obligated, to seek disconnection of Electricity Service if grounds exist. Delay or failure on the Company's part to exercise the option does not constitute a waiver of its right to do so at a later time.

**7. Severe Weather Disconnection Moratorium**

The Company will not disconnect service for nonpayment to a Residential or Small Nonresidential Customer when the weather conditions specified in OAR 860-021-0407(1),(2) or (3) are forecasted in the Company's service territory. This provision applies to the service territory specified in Rule A of this Tariff. The Company will observe forecasted temperatures daily and by 8:00 am each morning from the National Weather Service office in Portland, Oregon. The Company will resume disconnections for nonpayment during the next available business day as operational conditions allow. Upon request from Customers who have been disconnected for nonpayment within 72 hours prior to weather conditions specified in OAR 860-021-0407(1), (2) or (3), the Company will attempt to reconnect service. Reconnection fees authorized in OAR 860-021-0330 may apply.

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**8. Wildfire Displacement Disconnection Moratorium**

The Company will make a best effort to not disconnect service for nonpayment to a Residential or Nonresidential Customer when the Customer is under a level 2 or 3 evacuation notice or the day after a level 2 or 3 evacuation notice has been lifted, as specified in OAR 860-021-0406(1) and (2). This provision applies to the service territory specified in Rule A of this Tariff. Upon request from Customers who have been disconnected for nonpayment within 72 hours prior to a level 2 or 3 evacuation notice, the Company will attempt to reconnect service. Reconnection fees authorized in OAR 860-021-0330 may apply.

**9. Other Remedies**

The Company reserves the right to pursue all other legal remedies available to it if grounds for disconnection of Electricity Service exist, whether or not it exercises its right to disconnect service.

(N)

(N)

(T)

RULE H (Concluded)