

Paragraph 29 - Arrearage Management Programs  
Agenda for December 17, 2020 Zoom Meeting

1. Arrearage Management Best Practices - Electric Utilities (PGE, PAC, IPCO).
  - Working with customers to avoid disconnections.
  - Working with customers to provide timely reconnections.
  - Working with community-based organizations, including but not limited to Community Action Agencies, to coordinate bill management, and bill payment assistance.
  - Update on Paragraph 18, AMP.
  - Update on Paragraph 21, Voluntary Programs.
2. Arrearage Management Best Practices - Natural Gas Utilities (NWN, Avista, CNG)
  - Working with customers to avoid disconnections.
  - Working with customers to provide timely reconnections.
  - Working with community-based organizations, including but not limited to Community Action Agencies, to coordinate bill management, and bill payment assistance.
  - Update on Paragraph 18, AMP.
  - Update on Paragraph 21, Voluntary Programs.
3. CUB, CAAs, NWEAC, Multnomah County, Verde, SBUA, Other - Input and questions on best practices
4. Deferred Payment Plans - Electric Utilities (PGE, PAC, IPCO).
  - Possibility of implementing Deferred Payment Plans (DPPs) to assist customers. Utilities will commence examination of the costs, barriers, and benefits of this program to enable discussions of possibly going forward with DPPs on April 1, 2021.
5. Deferred Payment Plans – Natural Gas Utilities (NWN, Avista, CNG).
  - Possibility of implementing Deferred Payment Plans (DPPs) to assist customers. Utilities will commence examination of the costs, barriers, and benefits of this program to enable discussions of possibly going forward with DPPs on April 1, 2021.
6. CUB, CAAs, NWEAC, Multnomah County, Verde, SBUA, Other - Input and questions on DPPs.