

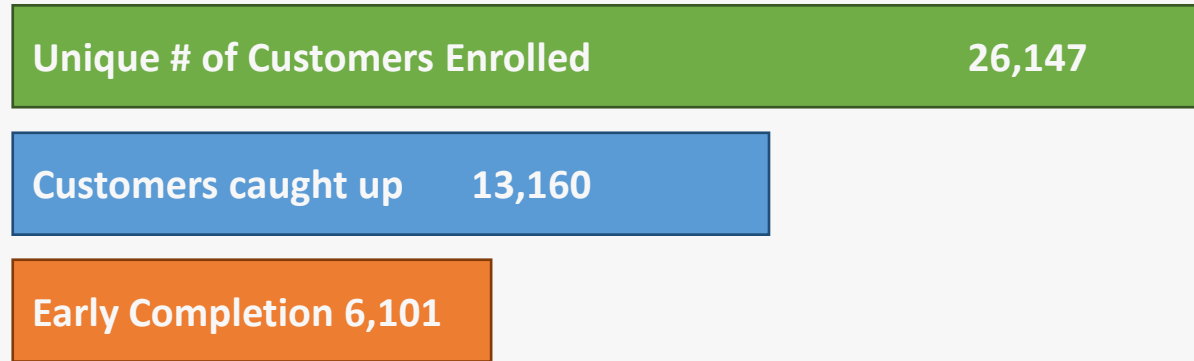
# PGE Bill Assistance Program Update

June 2021



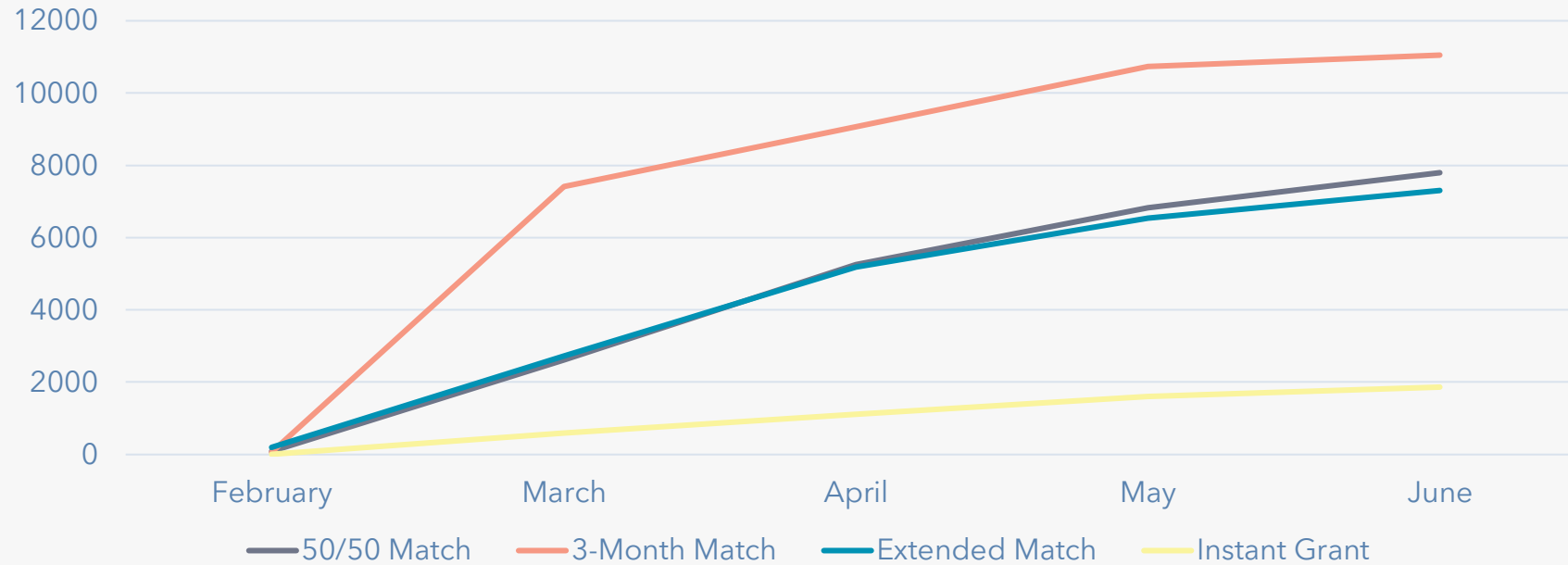
# PGE Bill Assistance Summary

- Customer success as of 6/17/2021:



- Sent over 80,000 direct customer communications advising of program
- Completed over 5,800 outbound calls attempting to get customers set-up on the program
- Through our outreach, we've been able to help clear the path for those who need energy assistance and have provided ~3,000 direct energy assistance referrals
- 14% of these customers enrolled have a preferred language other than English identified on their customer account. At the start of the program, of all eligible customers, there was only 8%
- 39% of these customers enrolled are in our top 15 identified zip codes compared to 32% being eligible when the program started

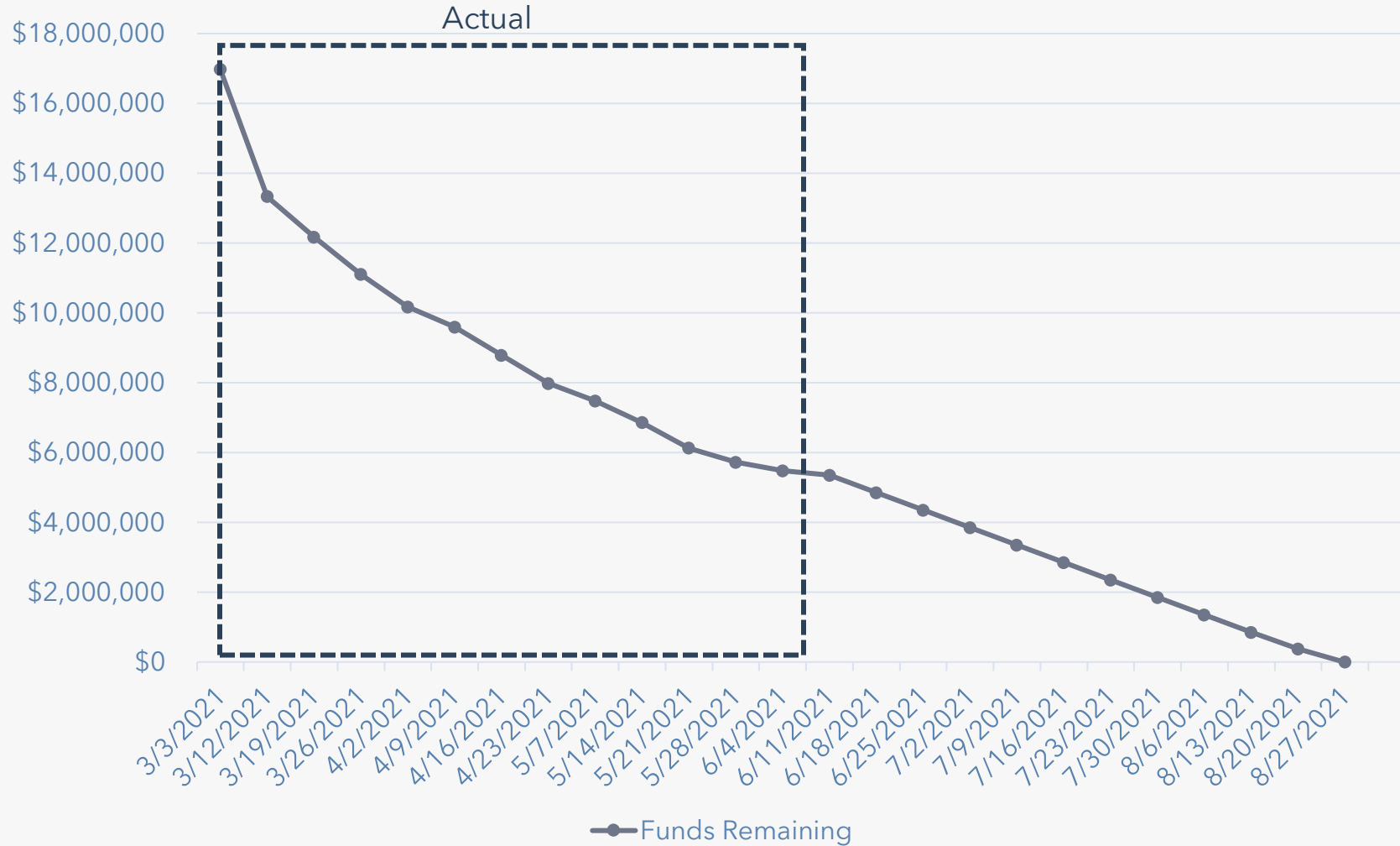
# Customer Enrollments



## Customer Enrollments \*as of 6/17/2021

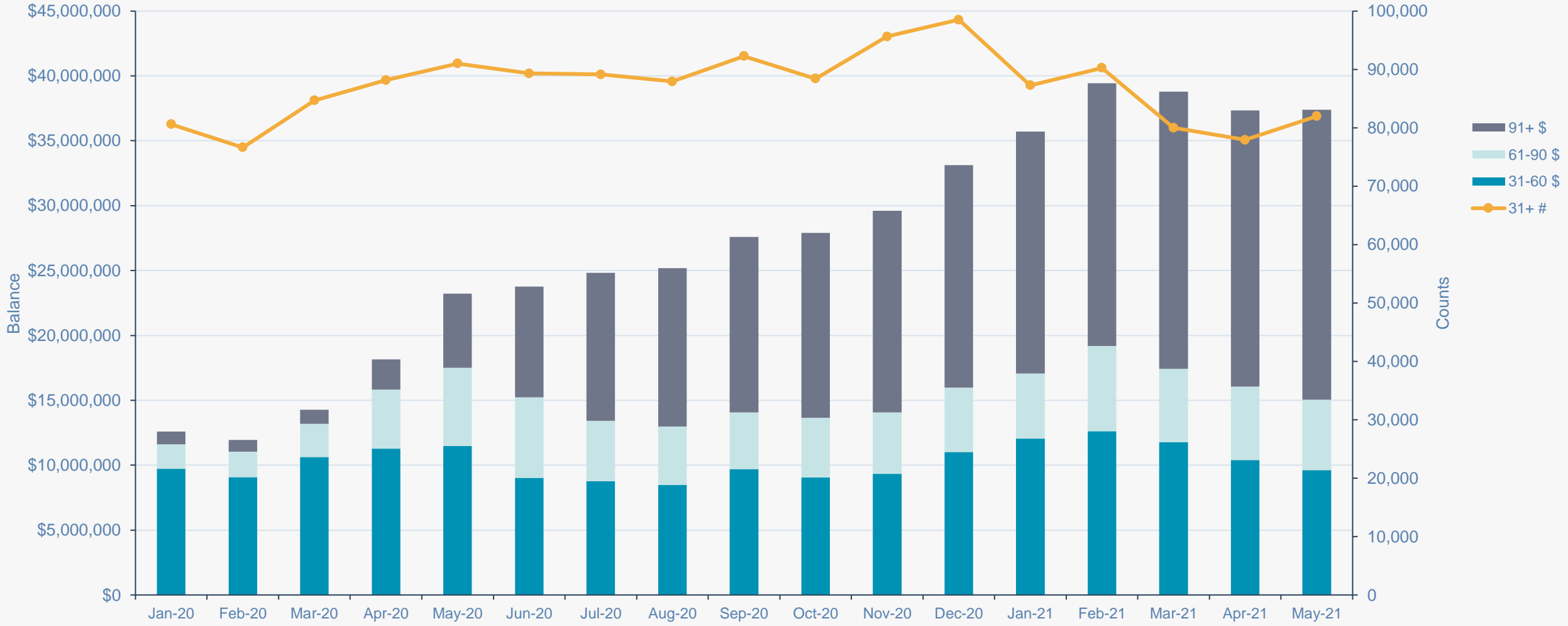
	February 2021	March 2021	April 2021	May 2021	*June 2021	Total
50/50 Program	79	2,530	2,643	1,576	971	7,799
3-Month Payment Match	54	7,356	1,656	1,665	314	11,045
Extended Match Program	189	2,537	2,465	1,351	761	7,303
Customer Assistance Instant Grant	3	586	515	500	255	1,859

# Bill Assistance Committed Spending



# Residential Active Arrears by Age Bucket

January 2020 - May 2021



**Let's  
meet the  
future  
together.**



# Residential Customer Engagement

## Past due residential customers

Ways we've been trying to reach customers to offer help: outbound phone calls, social media ads, sending past due notices, Bill Assistance communications, energy assistance postcards, COVID-19 booklets for CBO's

## Supporting customers who have been engaged

Customers enrolled in a Bill Assistance Program, seeking energy assistance, on a medical certificate, made a payment, received energy assistance, accounts that don't meet identified past due threshold

## Additional steps for those who still have not engaged

Outbound phone calls, field visits, flexible options arrangements



# Appendix



# Joint Utility Recommendation

Accounts that will be excluded from disconnection on a monthly basis through December 2021:

- Actively enrolled in an AMP matching program and have made one or more payments since enrollment;
- On a time-payment arrangement (TPA) or renegotiated TPA and making payments;
- Not on a TPA but have made a payment in the past month of at least 10% of the past due balance;
- Have an appointment/seeking energy assistance;
  - Will allow disconnection to be canceled for one month if customer has communicated, they have an appointment or has been calling to receive an application with energy assistance. If the customer needs additional time outside of the one month, the utility will work with the customer on a case-by-case basis; and
- Have an active medical certificate.



# Bill Assistance Program-specific communications (English and Spanish)

3-month payment match

12-month TPA

One-time 50/50 match

## Direct mailers(2 total)

[DATE]

[Postal sequence ID - Line 1]  
[Postal barcode - Line 2]  
[Customer name - Line 3]  
[Co-customer name - Line 4]  
[Address line 1 - Line 5]  
[Address line 2 - Line 6]  
[City, state zip - Line 7]

Número de cuenta: [Account number]  
Dirección de servicio: [Service address]

Hola:

Ha sido un año difícil, pero no está solo para encargarse de su factura vencida. Tenemos asistencia disponible para ayudarlo a ponerse al día. Usted ya califica; no es necesario que cumpla con ningún requisito de ingresos.

Esto es lo que tiene que hacer para sumarse a esta iniciativa:

**Usted pag**  
Si paga la m hasta \$1,00

**Es import**  
Este prograr trabajamos] que se le de

Solo toma unos min tenemos otras opcia nosotros, de lunes i o visite **portlandge**

Gracias.  
Equipo de Servicio

[DATE]

[Postal sequence ID - Line 1]  
[Postal barcode - Line 2]  
[Customer name - Line 3]  
[Co-customer name - Line 4]  
[Address line 1 - Line 5]  
[Address line 2 - Line 6]  
[City, state zip - Line 7]

Account number: [Account number]  
For service at: [Service address]

Hello,

It's been a tough year, but you're not alone in dealing with your past-due bill. We have assistance available to help you get back on track. You're already qualified, so you don't need to meet any income requirements.

Here's how it works:


**You pay half, we pay half.**  
Pay half of your account balance with a one-time payment, and PGE will match it, up to \$1,000.

**It's important that you call us right away.**  
This program is available for a short time. Let us know that you want to work together to bring your balance down to zero before you're at risk for disconnection.

It takes only a few minutes to get set up. If this plan isn't right for you, we have other options that may work better. Call us Monday through Friday, 7 a.m. to 7 p.m., at **503-228-6322** or **800-542-8818** or visit **portlandgeneral.com/matchmypayment**. We're here to help.

Thank you,  
PGE Customer Service team

## Emails (2 total)

 Next to his your account

**Trabajemos juntos**


Account number: %accb\_acct\_id%  
Service address: %service\_address%

Ha sido un año difícil, pero no está solo para encargarse de su factura vencida. Tenemos asistencia disponible para ayudarlo a ponerse al día. Usted ya califica; no es necesario que cumpla con ningún requisito de ingresos.

Usted paga una mitad, nosotros, la otra. Si paga la mitad del saldo de su cuenta, PGE lo igualará su pago, hasta \$1,000.


Es importante que se inscriba inmediatamente. Este programa está disponible durante un tiempo limitado. Informémosle si desea que trabajemos juntos para traer su saldo a cero y, de esta forma, no correr el riesgo de que se le desconecte el servicio. Haga clic en el enlace a continuación para que igualemos sus pagos.

[COMENZEMOS](#)



View as a message  
Privacy Policy Manage Subscriptions

This email was sent by: %Member\_Business%  
%Member\_Agent% %Member\_City% %Member\_State% %Member\_Placeholder%  
%Member\_Country%

 Next to his your account

**Let's meet halfway to pay your bill**


Account number: %accb\_acct\_id%  
Service address: %service\_address%

It's been a tough year, but you're not alone in dealing with your past-due bill. We have assistance available to help you get back on track. You're already qualified, so you don't need to meet any income requirements.

You pay half, we pay half.  
Pay half of your account balance with a one-time payment, and PGE will match it, up to \$1,000.

It's important that you sign up right away.  
This program is available for a short time. Let us know that you want to work together to bring your balance down to zero before you're at risk for disconnection. Click the link below to get your payment matched!


[LET'S GET STARTED](#)



View as a message  
Privacy Policy Manage Subscriptions

This email was sent by: %Member\_Business%  
%Member\_Agent% %Member\_City% %Member\_State%  
%Member\_Placeholder% %Member\_Country%

## Enrollment form



**Let's meet halfway with PGE bill assistance**

Account: %accb\_acct\_id%  
Service Address: %service\_address%


Hi

Our special bill assistance program can help you get some relief on your bill. When you pay half of your account balance, PGE will match the other half in order to bring your account current. Please read these program details, and then click the button below:

- PGE will match your one-time payment
- Total PGE contribution will not exceed \$500
- This program cannot result in a credit on your account
- If you cancel a payment, the PGE matching payment will be cancelled
- The PGE payment can take up to five business days to appear on your account
- Please call us if the program does not work out for you and you need other arrangements

**Ready to get your payments matched?**

[Enroll in the bill assistance program](#)






# General communications (English and Spanish)

## Digital ads

¿Se preocupa por facturas altas y vencidas? PGE puede ayudar.

Tenemos la posibilidad de igualar sus pagos.




Infórmese cómo podemos trabajar juntos para ayudarle.

Worried about a large past-due bill? PGE can help.

We may be able to match your payments.

Learn how we can meet you halfway.

## Postcard


**Estamos aquí para ayudar**  
 Fue un año difícil. Podemos ayudarlo a ponerse al día con su factura vencida. Usted ya califica; no es necesario que cumpla con ningún requisito de ingresos.

**¡Igualemos lo que pague!**  
 Realice pagos para cada dólar que pague y nosotros igualaremos el dólar, hasta un monto de \$100.

**Es importante que nos llame de inmediato**  
 Este programa está disponible por un tiempo limitado. Tráigalo para traer su saldo a cero y evitar el riesgo de desconexión.

**Trabajemos juntos**  
 ¡No se pierda la última oportunidad de recibir pagos de igualación!

Solo toma unos minutos para inscribirse. Llame al 503-228-6322 o 800-542-8818 de lunes a viernes, de 7 a. m. a 7 p. m. o visite [portlandgeneral.com/igualamos](http://portlandgeneral.com/igualamos)

**We're here to help**  
 It's been a tough year. Let us help you get caught up on your past-due bill. You're already qualified, so you don't need to meet any income requirements.

**We'll match what you pay**  
 Make payments on your balance, and we'll match your dollar up to a certain amount.

**It's important that you call us right away**  
 This program is available for a limited time. Let's work together to bring your balance down to zero before you're at risk for disconnection.

**Let's meet halfway**  
 Don't miss your last chance to get your payments matched!

It takes only a few minutes to set up. Call 503-228-6322 or 800-542-8818 Monday through Friday, 7 a.m. to 7 p.m. or visit [portlandgeneral.com/matchmypayment](http://portlandgeneral.com/matchmypayment)




## Door hanger

**Trabajemos juntos**  
 Fue un año difícil. Si tiene una factura de PGE vencida, es posible que podamos igualar sus pagos para que se ponga al día. Podemos ayudarlo a traer su saldo a cero independientemente de sus ingresos.

**¡Igualemos lo que pague!**  
 Redoblemos sus esfuerzos por pagar para que cada dólar que pague sea igualado por nosotros. No es necesario que pague el saldo pendiente de su factura de una sola vez.

**Es importante que nos llame de inmediato**  
 Trabajemos juntos ahora para evitar el riesgo de desconexión.

**Let's meet halfway**  
 It's been a tough year. If you have a past-due PGE bill, we may be able to match the payments you make to catch up. We can help you get back on track, regardless of your income.

**We'll match what you can pay**  
 Double your efforts with dollar-for-dollar matches on your catch-up payments. And you don't have to pay your outstanding bill all at once.

**It's important that you call us right away**  
 Let's work together to bring your balance down to zero before you're at risk for disconnection.

**Enroll today**  
 Assistance is available for a limited time. It only takes a few minutes to sign up. Please call PGE Customer Service, Monday through Friday, 7 a.m. to 7 p.m. at 503-228-6322 or 800-542-8818.

[portlandgeneral.com/matchmypayment](http://portlandgeneral.com/matchmypayment)



## Web page

Search Sign In Register

My Account Outages & Safety Clean Energy Choices Save Money About Us Help / Ayuda Working With PGE

**Pagos de Igualación de PGE**  
 Llámenos hoy y obtenga ayuda con su factura de energía: 503-228-6322 o 800-542-8818

English



Home > Pagos de Igualación de PGE

**Llámenos hoy y obtenga ayuda con su factura de energía**  
 Fue un año difícil para todos. Lo sabemos porque, en este momento, muchos de nuestros clientes residenciales están teniendo dificultades para pagar su factura de energía. Si tiene un saldo vencido, nuestros nuevos programas de asistencia pueden ayudarlo a ponerse al día, independientemente de sus ingresos.

- Establezca un plan que se adapte a su presupuesto. No es necesario que pague todo el saldo pendiente de su factura de una sola vez. Podemos establecer un plan de pagos razonable con plazos realistas.
- Obtenga pagos de igualación de PGE. Redoblemos sus esfuerzos igualando cada dólar en las cuentas elegibles.
- Tome medidas ahora para no correr el riesgo de que se le desconecte el servicio. Trabajemos juntos ahora para evitar un estrés mayor antes de que corra el riesgo de desconexión.

**Es importante que nos llame**  
 Sin importar su situación, tenemos los recursos para ayudarlo. No se pierda esta oportunidad limitada de obtener ayuda para poner su...

Search Sign In Register

My Account Outages & Safety Clean Energy Choices Save Money About Us Help / Ayuda Working With PGE

**PGE Payment Matching**  
 Call today and get help paying your energy bill: 503-228-6322 or 800-542-8818

En Español



Home > PGE Payment Matching

**Call today and get help paying your energy bill**  
 It's been a tough year for everyone. We know because many of our residential customers are now struggling to pay their energy bill. Let's get you back on track.

- Make a plan that works for you. You don't have to pay your outstanding bill all at once. Let's set up a manageable payment schedule with a realistic timeline.
- You pay half. We pay half. We'll double your efforts by matching your dollar for dollar on eligible accounts.
- Take steps now so you're not at risk for disconnection. Let's work together now to avoid further stress later.

**It's important that you call us**  
 No matter your situation, we have resources to help. Don't miss out on this limited opportunity to get help with your bill.

# General communications (Additional Languages)

## Web page

### PGE payment matching - Additional Languages

- مطابقتها مدفوعات PGE  
اتصل اليوم واحصل على مساعدة في دفع فاتورة الطاقة
- PGE 付款翻倍  
今日致电，获得帮助来支付能源账单
- PGE 付款配对  
立即致电以获取援助，助您支付能源费
- PGE تطبيق پرداخت های  
همین امروز تماس بگیرید و برای پرداخت قبضه های انرژی خود کمک بگیرید
- PGE支払い折半負担  
今すぐ電話して電気料金の支払い支援を受けましょう
- PGE 납부 매칭  
오늘 전화하셔서 에너지 요금 고지서의 납부 지원을 받으세요
- PGE thiañdiya mīlaní  
Aíjja kól do ar enargi billi dito modót lo
- Сопоставление платежей PGE  
Позвоните сегодня, и мы поможем вам оплатить ваш счет за электроэнергию
- Iswaafajinta lacag bixinta ee PGE  
Maanta wac oo hel caawimaad lagaa siiyo bixinta qarashka korontada
- Ulinganishaji wa malipo ya PGE  
Piga simu leo na upate useidizi wa kulipa bili yako ya nishati
- Thanh toán tương xứng của PGE  
Hãy gọi điện ngay hôm nay và nhân trợ giúp thanh toán hóa đơn năng lượng của quý vị

## Social Media Campaign

### Facebook Results:

Language	# of customers who saw content
Arabic	3,356
Traditional Chinese	332
Vietnamese	5,093
Simplified Chinese	1,565
Russian	3,027
Swahili	2,211
Spanish	24,742

Portland General Electric ORIGINAL POST  
29d

Hebu tuzungumze! Washauri wetu wa huduma kwa wateja wanaweza kukusaidia kwa lugha zaidi ya 200 tofauti. Tupigie simu kwa 800-542-8818.

**Tunaelewa lugha yako**

Like Comment Share 8 Likes - 8 Comments

Winfred Jenkins  
Sawa nitapiga simu 25d  
0 Likes

Charles Mk  
Sawa sawa watoaji wa huduma ya stima pge tunawapenda sana. Kuwa na siku jema 24d  
0 Likes

Grace Nduta  
Sawa sawa tutapiga 16d  
0 Likes

Mbama Shabani  
Asante tunawapenda ila muwewaminifu kwakazi yenu siku 16d

# Portland Chinese Times and Phuong Dong News Ads

## 讓我們一起將您的 PGE 能源帳單歸零。

今年是艱難的一年。因此，我們制定了新計劃來幫助您補交逾期未付的 PGE 帳單。

### 您付一半。我們付一半。

我們可能能夠以一元對一元的方式提供資金，來幫助您支付您的逾期餘額（有一定的額度上限）。

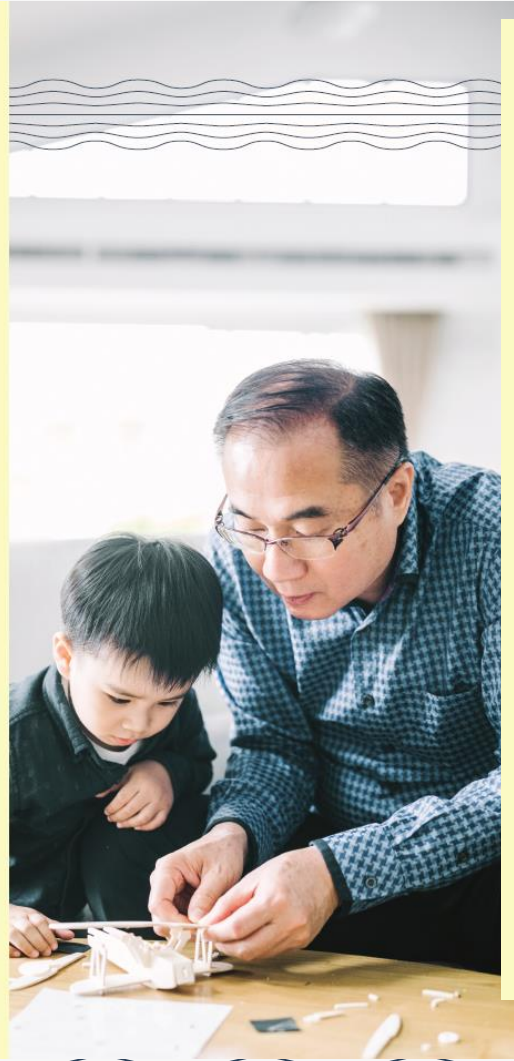
### 我們能說您的語言。

我們的客戶服務顧問可使用 200 多種語言，為使用不同語言的客戶提供幫助，並解釋所有帳單支付方式。

### 請一定要儘快致電我們。

此計劃僅可在短期內使用。請儘快聯絡我們，以便從此機會中受益。

請於週一至週五上午 7 點至下午 7 點，撥打 503-228-6322 或 800-542-8818 致電諮詢顧問，讓我們幫您制定最適合您的計劃。



## Hãy cùng nhau đưa hóa đơn tiền điện PGE của quý vị về không.

Năm nay là một năm đầy khó khăn. Đó là lý do chúng tôi đã đưa ra các chương trình mới nhằm giúp quý vị thanh toán được các hóa đơn PGE quá hạn của quý vị.

### Quý vị thanh toán một nửa. Chúng tôi thanh toán một nửa.

Hãy thanh toán số dư quá hạn của quý vị, và chúng tôi có thể thanh toán tương xứng với số tiền mà quý vị thanh toán, cho đến một hạn mức nhất định. Quý vị không cần phải đáp ứng bất cứ yêu cầu nào về thu nhập và quý vị có thể đã đạt đủ điều kiện rồi.

### Chúng tôi có nói tiếng Việt.

Các tư vấn viên dịch vụ khách hàng của chúng tôi có thể hỗ trợ quý vị bằng hơn 200 ngôn ngữ khác nhau và giải thích cho quý vị tất cả các tùy chọn thanh toán hóa đơn của quý vị.

### Việc quan trọng quý vị cần làm là gọi cho chúng tôi

Chương trình này chỉ áp dụng trong một khoảng thời gian ngắn. Hãy liên hệ chúng tôi càng sớm càng tốt để hưởng lợi từ cơ hội này.

Hãy gọi đến và nói chuyện với một tư vấn viên, từ Thứ Hai đến Thứ Sáu, 7 giờ sáng đến 7 giờ tối, theo số 503-228-6322 hoặc 800-542-8818, và để chúng tôi hỗ trợ lập kế hoạch thanh toán phù hợp nhất với quý vị.



# Community Outreach

- We've already partnered with the following organizations to provide content that can be added to their newsletters, social media, website, etc.
  - Coalition for Communities of Color
  - Asian Pacific American Network of Oregon (APANO)
  - Latino Network
  - Meals on Wheels
  - Native American Youth and Family Center (NAYA)
  - Portland Public Schools
  - Tri-Met
  - Unite Oregon
  - Urban League
- Stakeholder Toolkit to be sent to more than 100 CBOs, plus elected officials, business associations, schools



## Call today and get help paying your energy bill

If you have a past-due balance, our new bill assistance programs can help you get back on track, regardless of your income. We'll double your efforts by matching you dollar for dollar on eligible accounts. Don't miss out on this limited opportunity to get help with your bill.



Call us at **800-542-8818**, Monday through Friday, 7 a.m. to 7 p.m.  
Our Customer Service team can assist you in 200+ languages.

Visit [portlandgeneral.com/matchmypayment](https://portlandgeneral.com/matchmypayment) for more information in these languages:

اڤيڤرعا

汉语普通话

漢語廣東話

English

اڤيڤرعا

日本語

한국어

Ruánga

русский

Af Soomaali

Español

Kiswahili

Tiếng Việt

## Llámenos hoy y obtenga ayuda con su factura de energía

Si tiene un saldo vencido, nuestros nuevos programas de asistencia pueden ayudarlo a ponerse al día, independientemente de sus ingresos. Redoblabremos sus esfuerzos igualando cada dólar en las cuentas elegibles. No se pierda esta oportunidad limitada de obtener ayuda para pagar su factura.



Comuníquese con el Servicio al Cliente de PGE, de lunes a viernes, de 8 a.m. a 5 p.m., al **503-228-6322** o al **800-542-8818**.

## Позвоните сегодня, и мы поможем вам оплатить ваш счет за электроэнергию

Если вы просрочили оплату, наши новые программы поддержки в оплате счетов помогут вам вновь войти в колею, независимо от вашего дохода. Мы удвоим ваши усилия, сопоставив каждый доллар на соответствующих счетах. Не пропустите эту возможность получить помощь с оплатой счета, которая действует ограниченное количество времени.



Позвоните в службу поддержки клиентов PGE. Она доступна в будние дни (с понедельника по пятницу) с 8 утра до 5 вечера по номеру **503-228-6322** или **800-542-8818**. Наши специалисты по обслуживанию клиентов говорят на более чем 200 языках и всегда рады вам помочь

## Hãy gọi điện ngay hôm nay và nhận trợ giúp thanh toán hóa đơn năng lượng của quý vị

Nếu quý vị có một khoản dư nợ quá hạn, chương trình hỗ trợ hóa đơn mới của chúng tôi có thể giúp quý vị khắc phục khó khăn này, bất kể thu nhập của quý vị. Đối với các tài khoản hợp lệ, chúng tôi sẽ thanh toán tương xứng với số tiền quý vị thanh toán nhằm nhân đôi nỗ lực của quý vị. Đừng bỏ lỡ cơ hội có giới hạn này để được hỗ trợ cho các hóa đơn của quý vị.



Hãy gọi điện cho PGE Customer Service (Dịch Vụ Khách Hàng PGE), từ Thứ Hai đến Thứ Sáu, 8 giờ sáng đến 5 giờ chiều theo số **503-228-6322** hoặc **800-542-8818**. Đội ngũ dịch vụ khách hàng của chúng tôi có thể hỗ trợ quý vị bằng hơn 200 ngôn ngữ khác nhau.

# Community Outreach (social media samples)

English	Worried about a large past-due bill? PGE may be able to match your payments. Learn how at <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> . Beware of scammers. PGE will never call and ask for personal information or demand payments with prepaid cards.
Arabic	تكرش تكتفق؟ تمخض ورتف غيف كوخال فلا كروسي له هيم تطلب ملقنب لا وماغب كإطت PGE كما عرفتم قداعم نم طبل لالاخ نم هيو طلاع فرّعت <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> . تكرش كبطت فـتيا لامللا رذحاو PGE وأبصخش تامولعم كـم بلواـد بأ غلا.
Chinese (simplified)	担心一大笔逾期账单？PGE 也许能够为您提供付款配对。请登录 <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> 了解操作方法。谨防诈骗。PGE 绝不会致电并询问个人信息或要求使用预付卡付款。
Chinese (traditional)	擔心一大筆逾期未付的帳單？PGE 可能能夠為您的付款配對。請造訪 <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> ，瞭解操作方法。謹防詐騙。PGE 絕不會致電詢問個人資訊或要求使用預付卡付款。
Farsi	گفته نأ نزلگن هک بیواد بهرتلق فی یهیب لیآ PGE ده دقت ار امش یاختارپ هتب تسا نکمم هب، اهتخارپ قت شور هر ایرد تا علاطابک یزب <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> هک هعجار چتلب نزلدریهاک بقارم. PGE امش زا ویریگین سمت امش ب نصخش تا علاطابک یزب زگره بک تخارپ یوتعا یا هتراکب ار تامدخ هنیزه هک ده اوخیم
Japanese	期限を過ぎてしまった高額の請求書の心配はありませんか？PGEがその支払いを拠出できる場合があります。方法の詳細は <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> をご覧ください。詐欺にご注意ください。PGEが電話で個人情報を探ねたり、プリペイドカードでの支払いを求めたりすることは決してありません。
Korean	연체 미납금이 많아서 걱정되시나요? PGE가 요금 납부를 지원해 드릴 수 있습니다. 자세한 정보는 <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> 에서 제공됩니다. 사기꾼들을 조심하세요. PGE는 절대 전화로 개인 정보를 요청하거나 선불 카드로 결제를 요구하지 않습니다.
Rohingya	Agor beci baki bil loi ferecan oiyo neki? PGE oñnor tiñya milai di faribo. Eçe aro beci zano: <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> . Dukabaz ókkolottu huñciar takiyó. PGE honótte kol diyóre endhoilla hom comoír nusic no díbo, zati maalumaf fuñs no góribo yáto pripeidh kádhót tiñya no saibo.
Russian	Обеспокоены большой задолженностью по счету? PGE может погасить за вас часть задолженности в соответствии с вашими платежами. Узнайте подробности на странице <a href="http://portlandgeneral.com/matchmypayment">portlandgeneral.com/matchmypayment</a> . Остерегайтесь мошенников. Сотрудники компании PGE никогда не будут звонить, выспрашивая личную информацию, и требовать оплату prepaid картой.