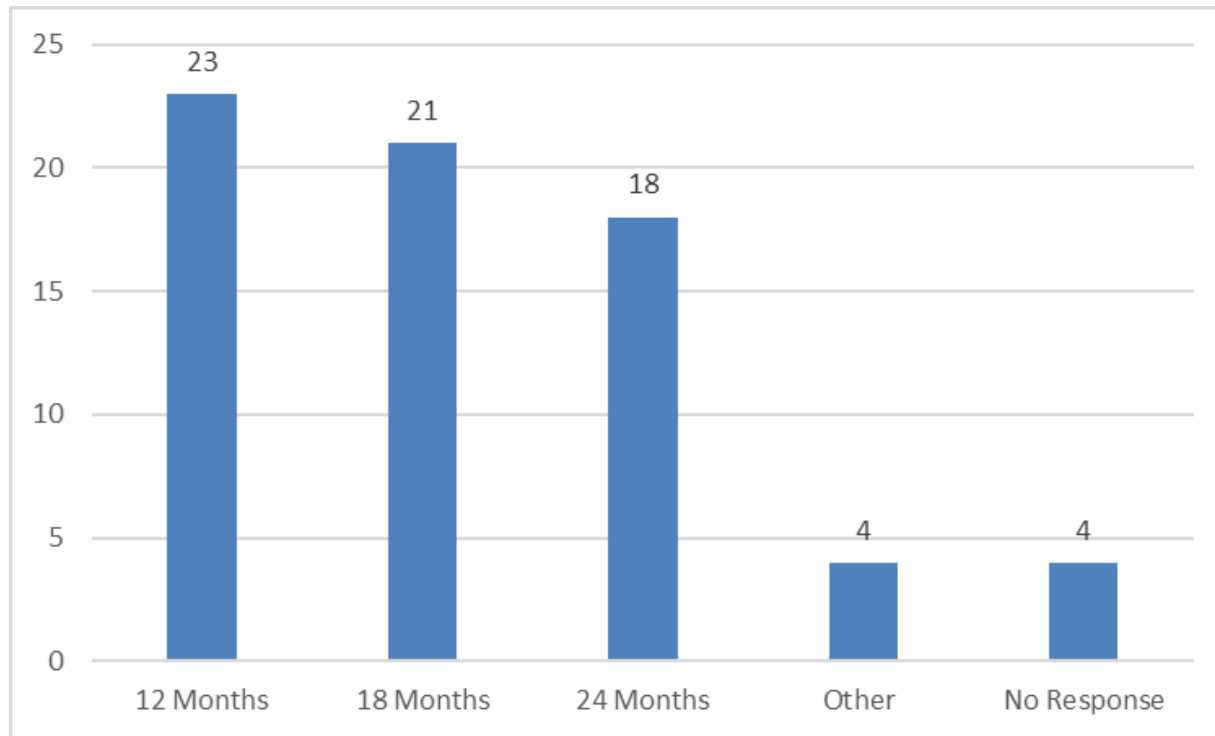


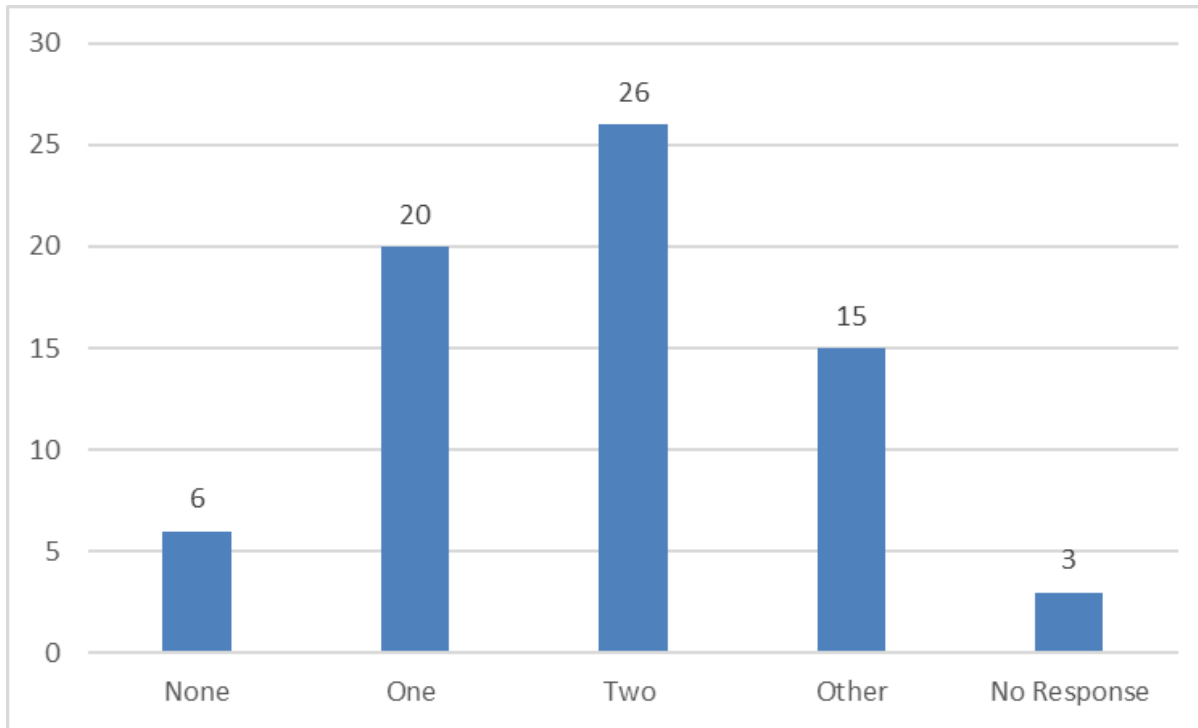
OPUC COVID-19 Stakeholder Survey Results



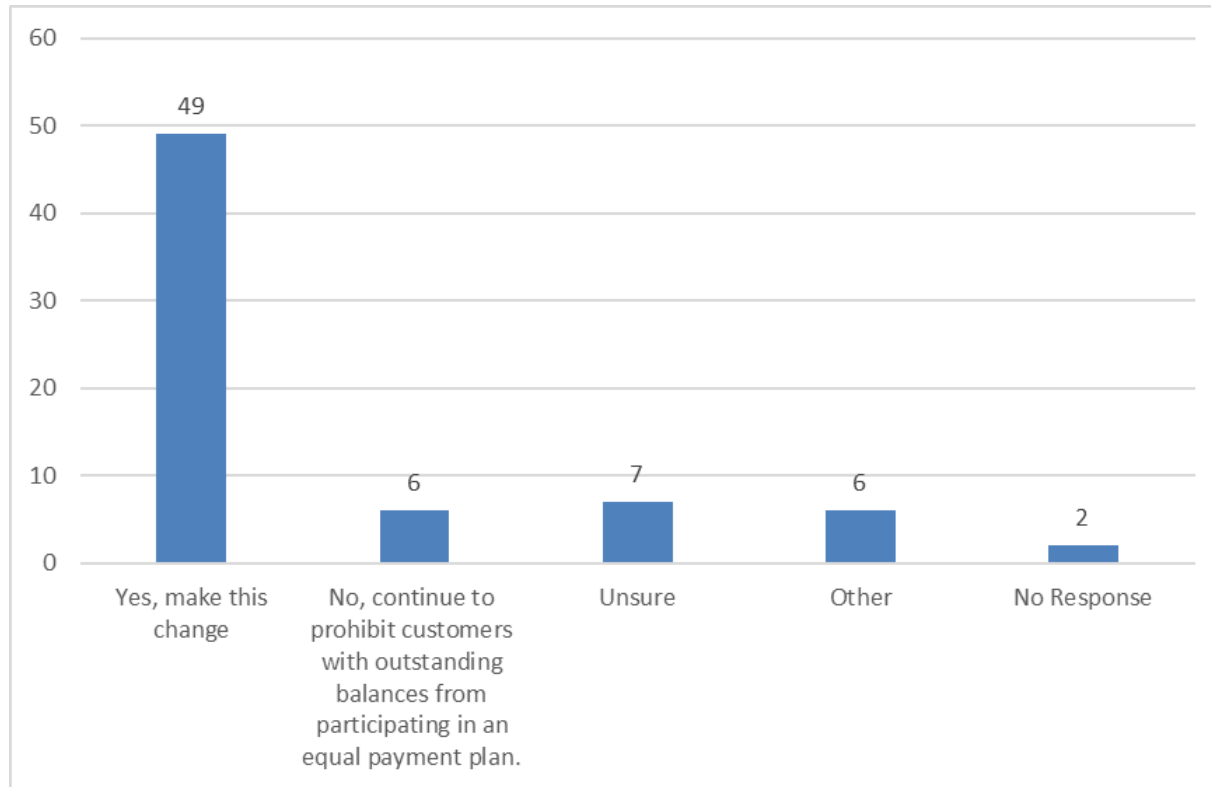
What duration should Time Payment Agreements (TPA) be set at?



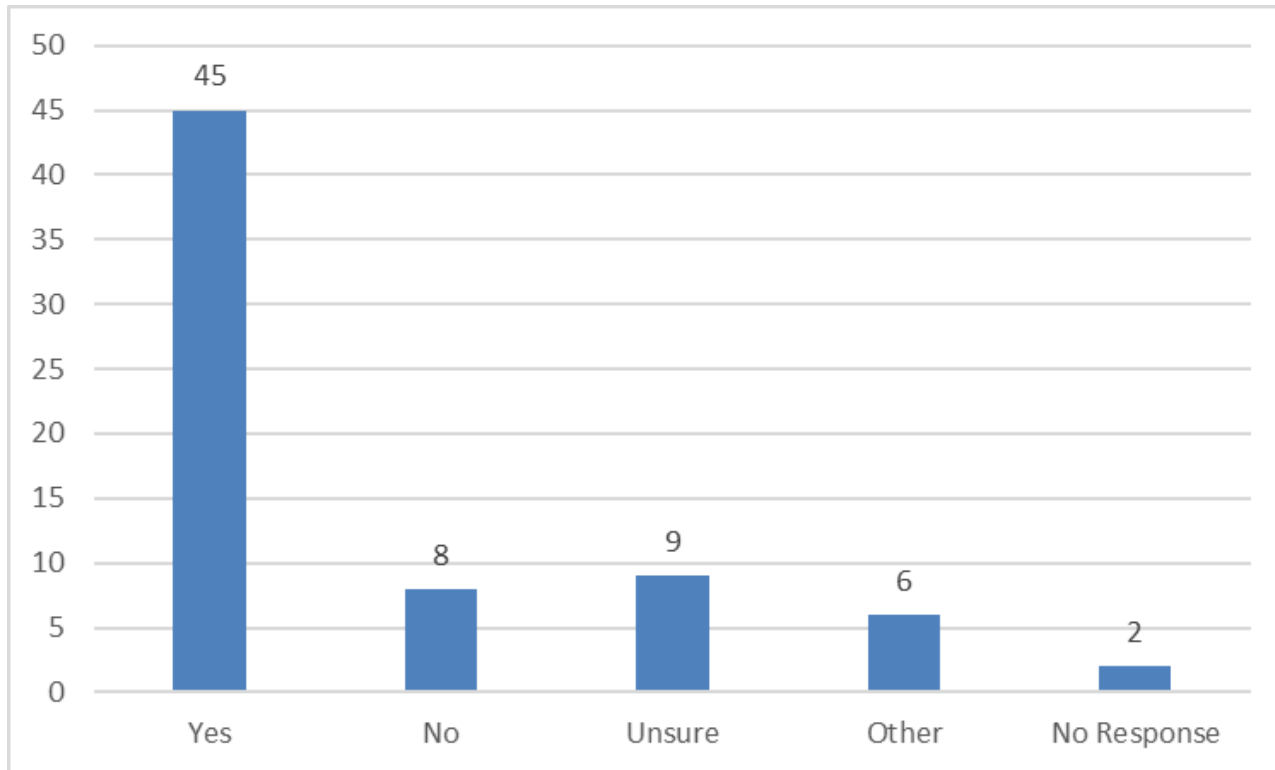
How many times should a customer be able to break a TPA and renegotiate a TPA before the utility can start to disconnect?



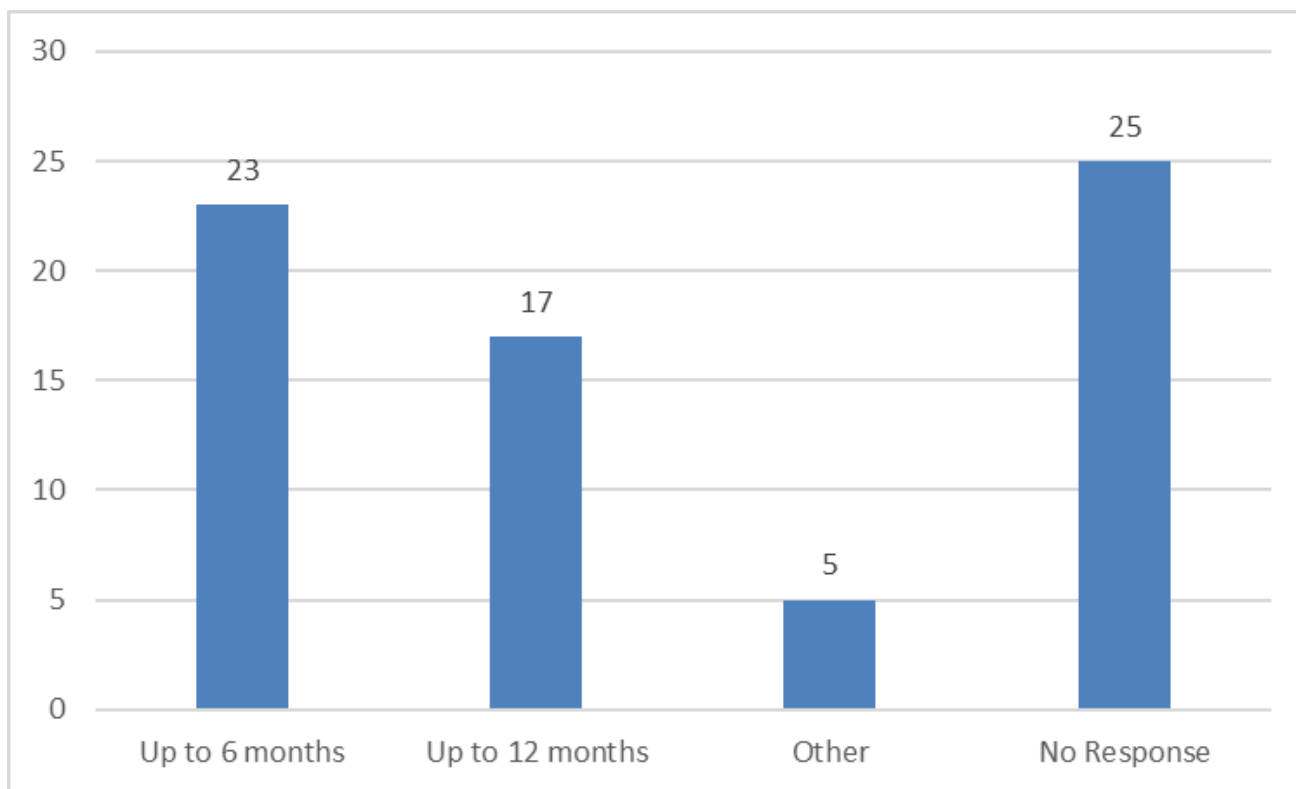
Should utilities open equal payment plans to customers that currently have outstanding balances?



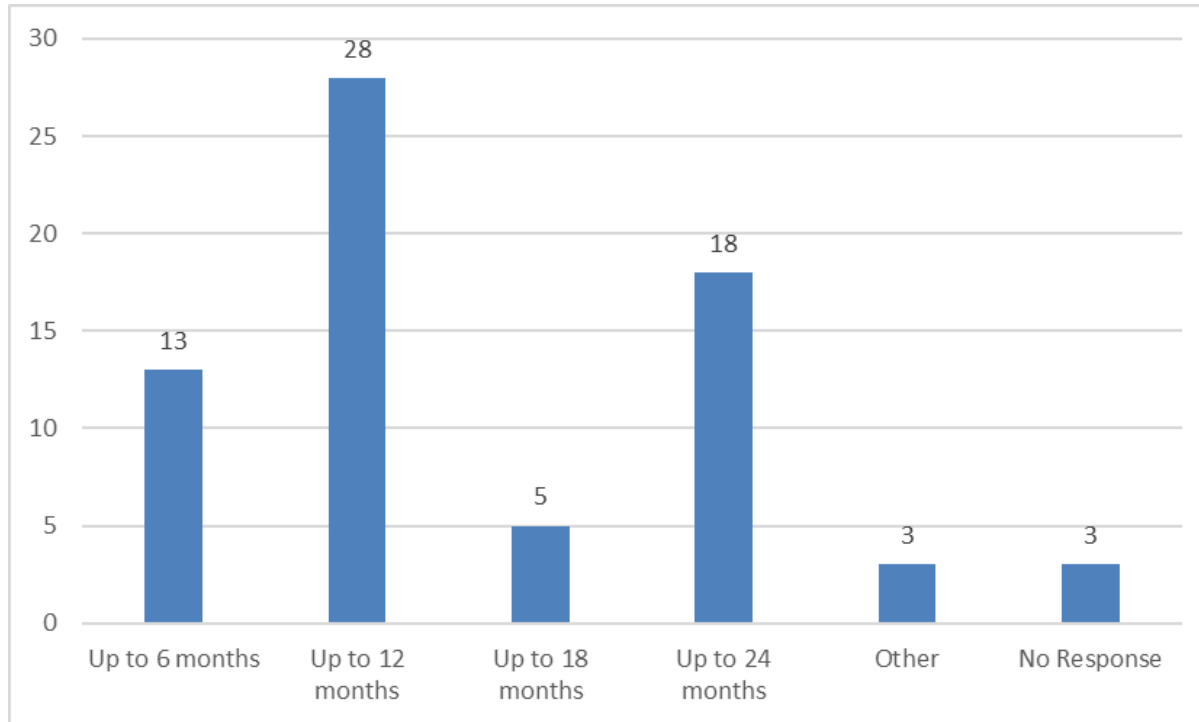
Should utilities establish a deferred payment plan for customers in arrears that pushes payments out to allow a customer who has a reasonable expectation of being able to provide payment in full by a certain date in the future?



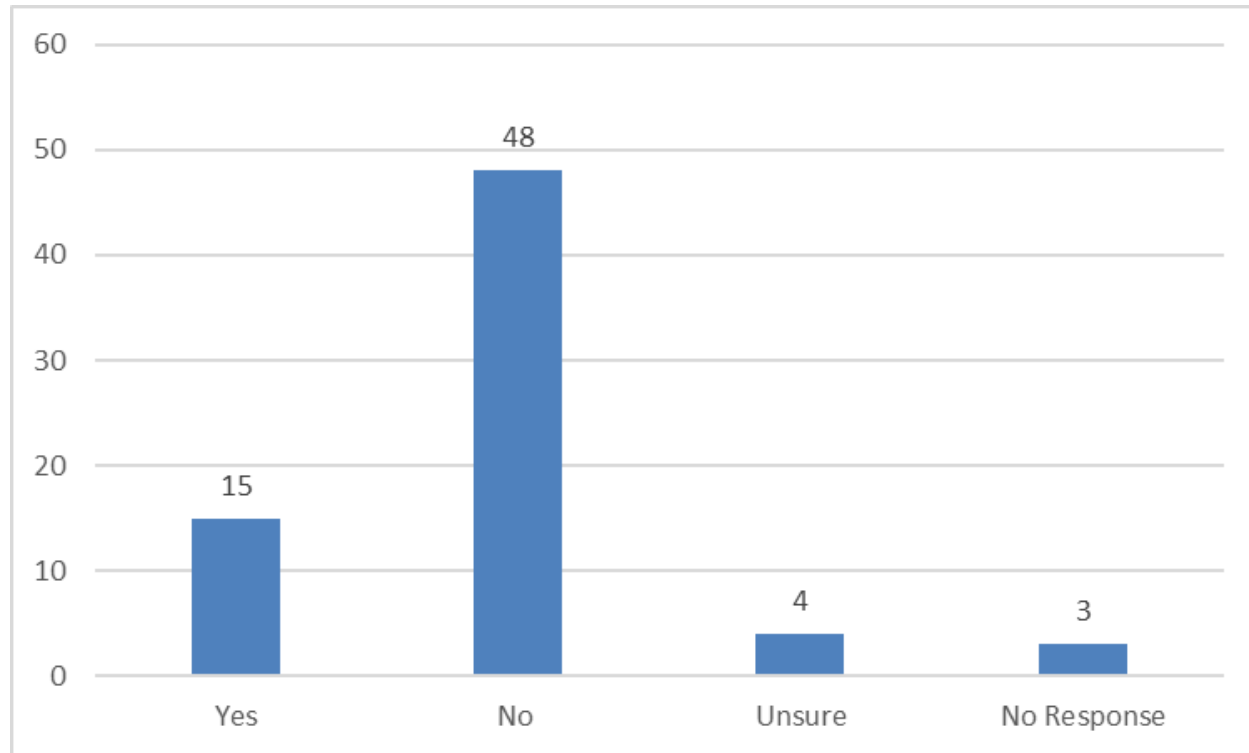
How long should repayment of the debt be delayed before the customer must begin to make payments on it?



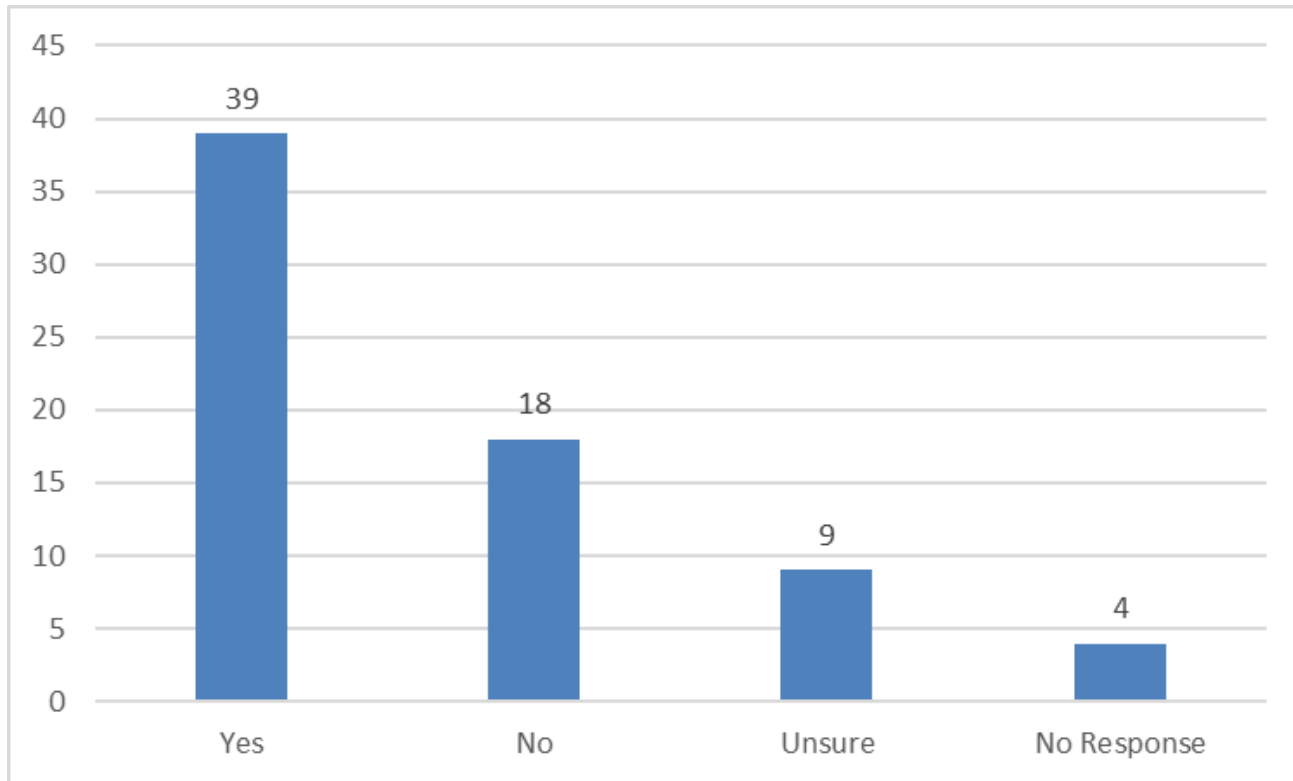
Concerning a deferred payment plan, how many months should a customer be allowed to fully satisfy (amortize) the debt?



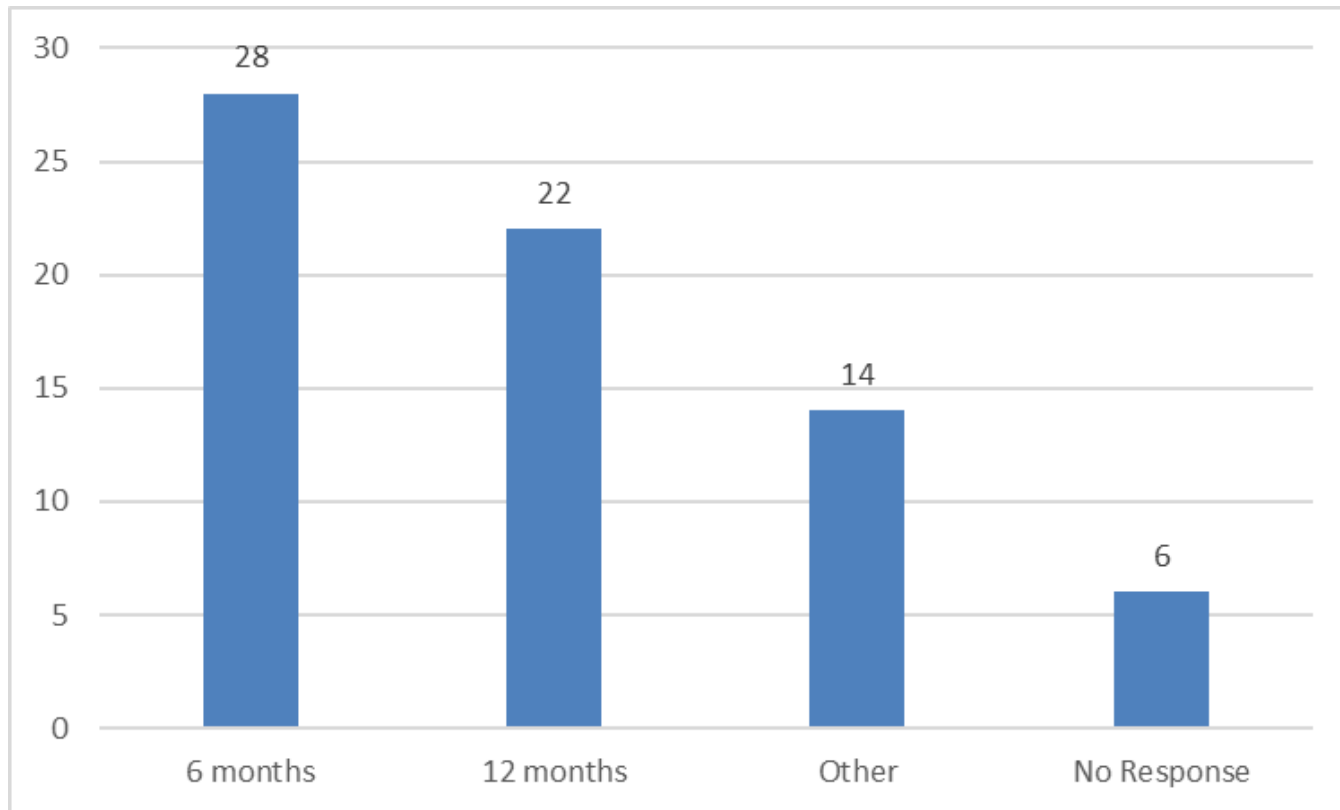
Should interest be applied to deferred payment programs?



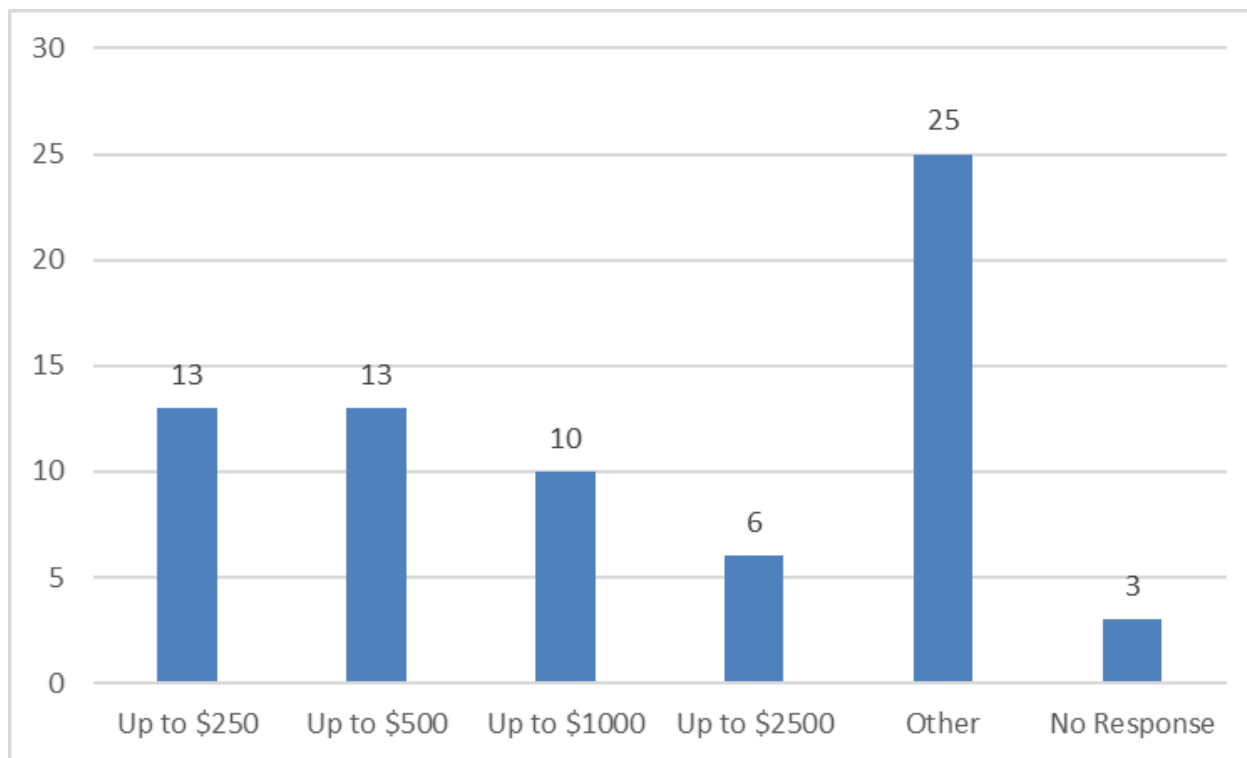
Should utilities put in place a tariff that allows some level of debt forgiveness if customers maintain current monthly payments?



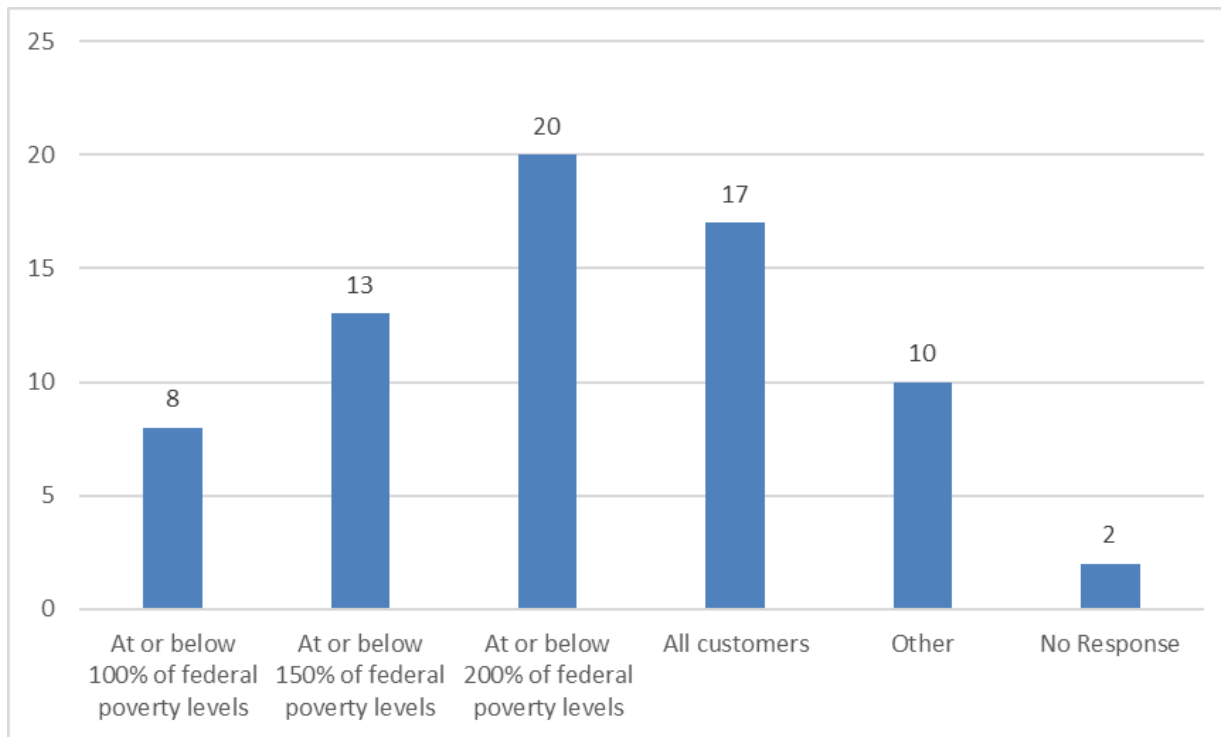
Considering such a tariff that allows some level of debt forgiveness, what duration of current payments should a customer be required to make to remain eligible for debt forgiveness?



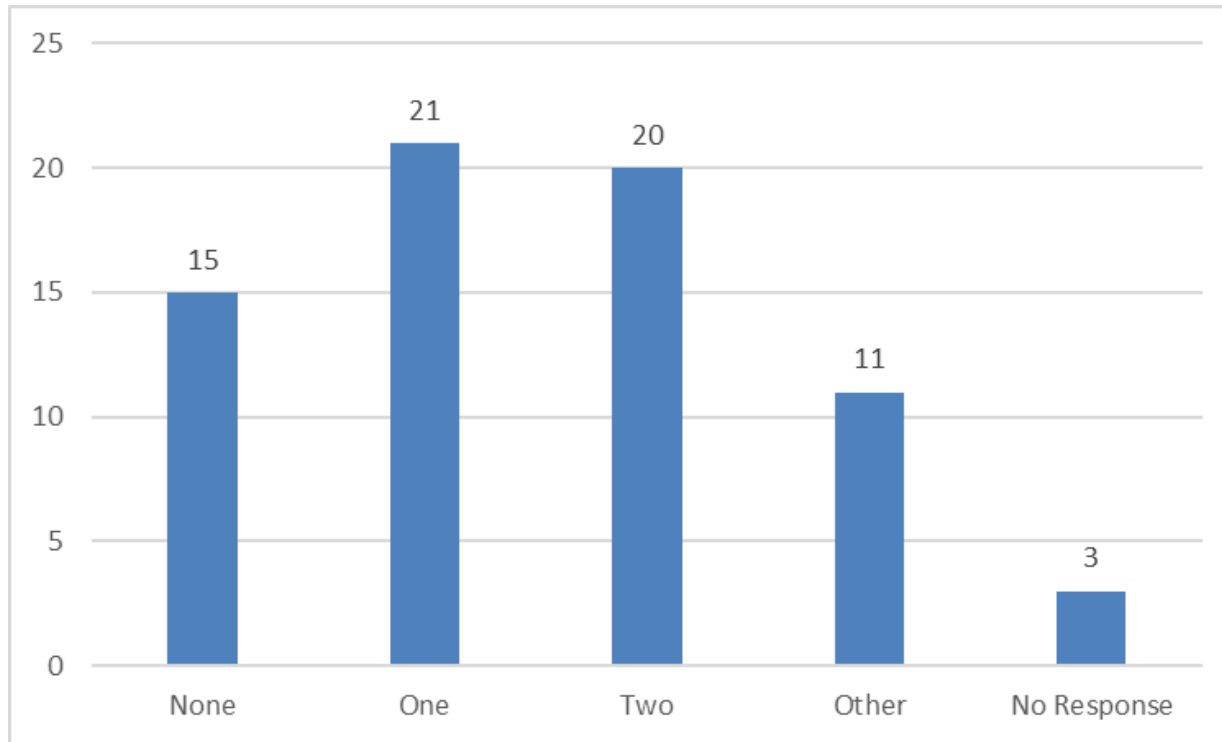
If utilities were to put in place a tariff that allows some level of debt forgiveness, what maximum level of debt should be forgiven?



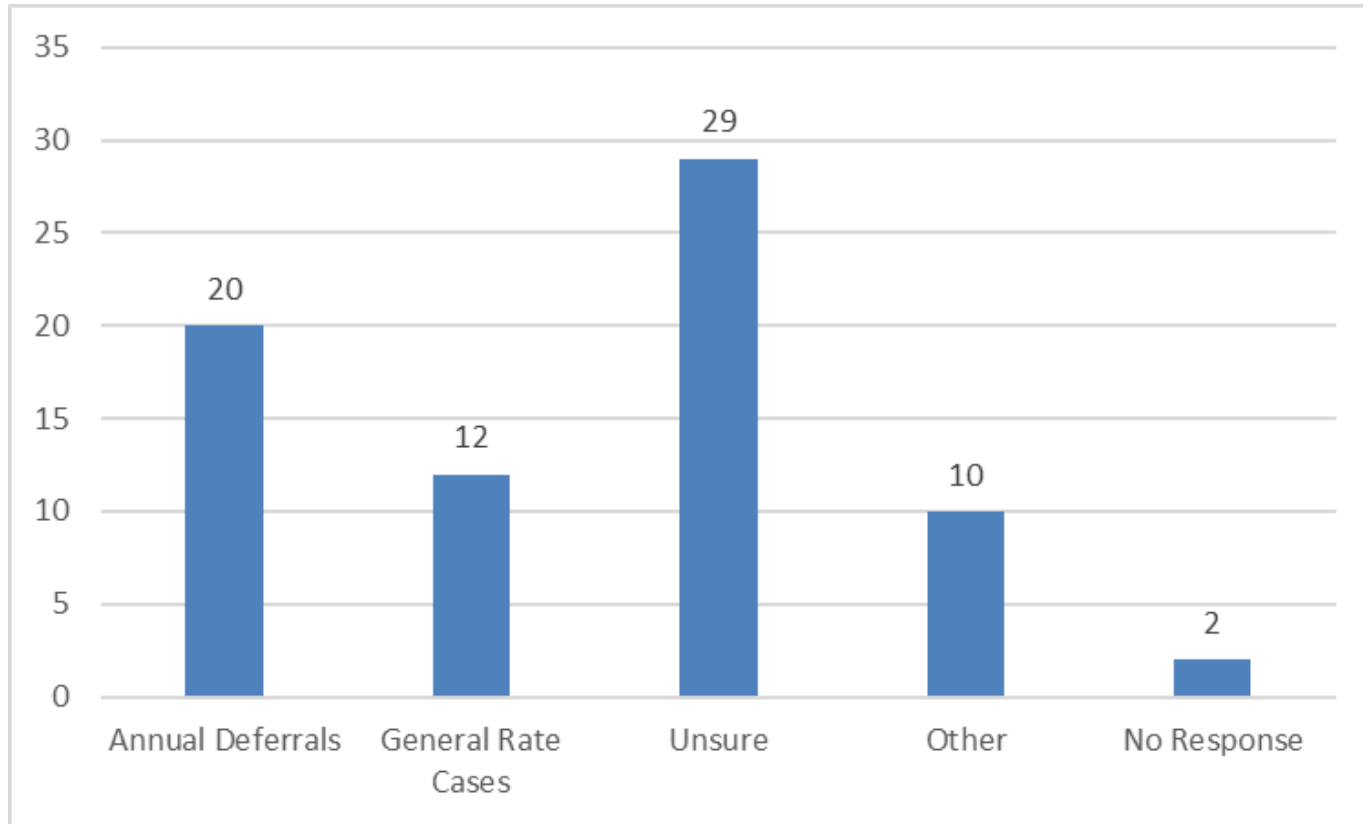
If utilities were to put in place a tariff that allows some level of debt forgiveness, what customers should be eligible for some level of debt forgiveness?



If utilities were to put in place a tariff that allows some level of debt forgiveness, how many times should a customer be allowed to miss a monthly payment before losing the benefit of debt forgiveness?

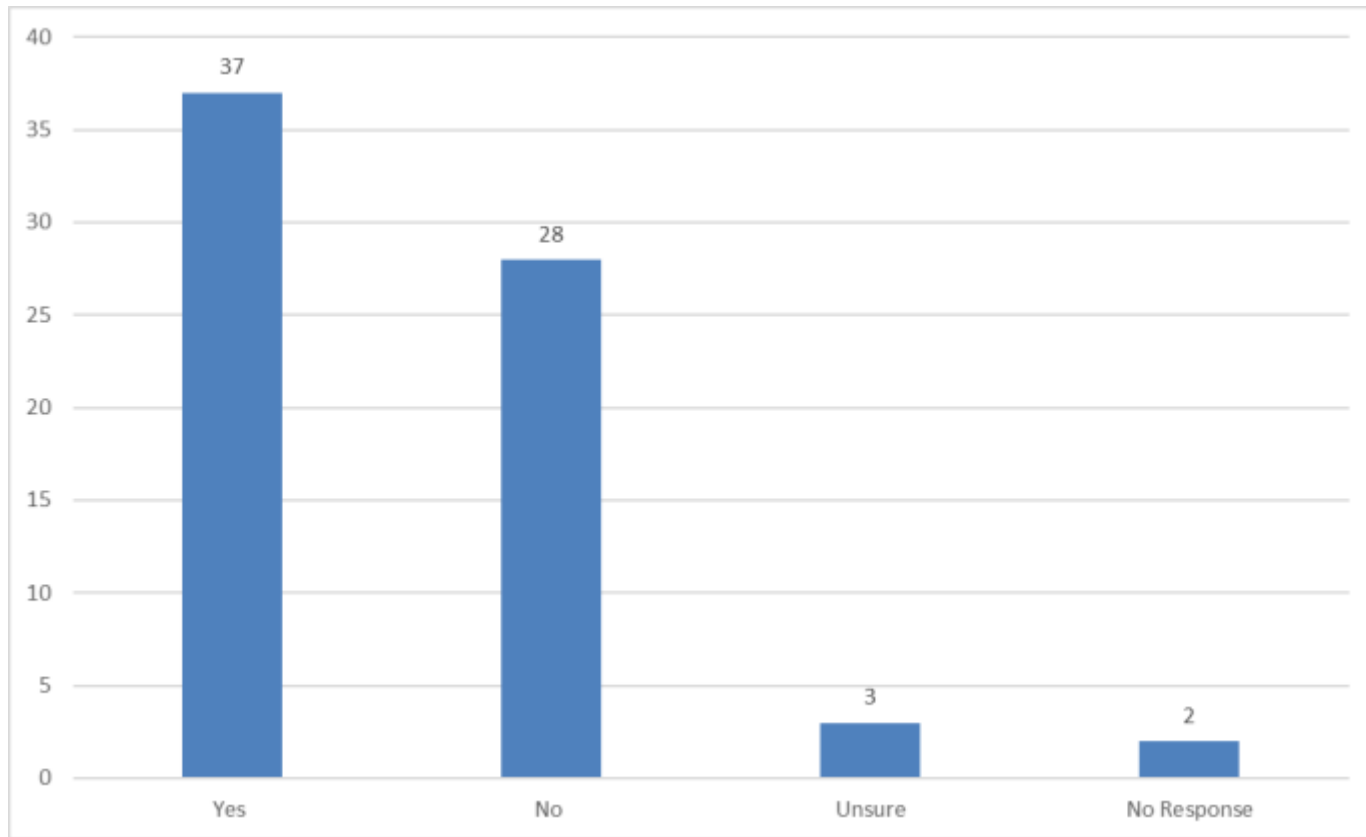


How should utilities be able to recover bad debt beyond what was included in its last General Rate Case? *

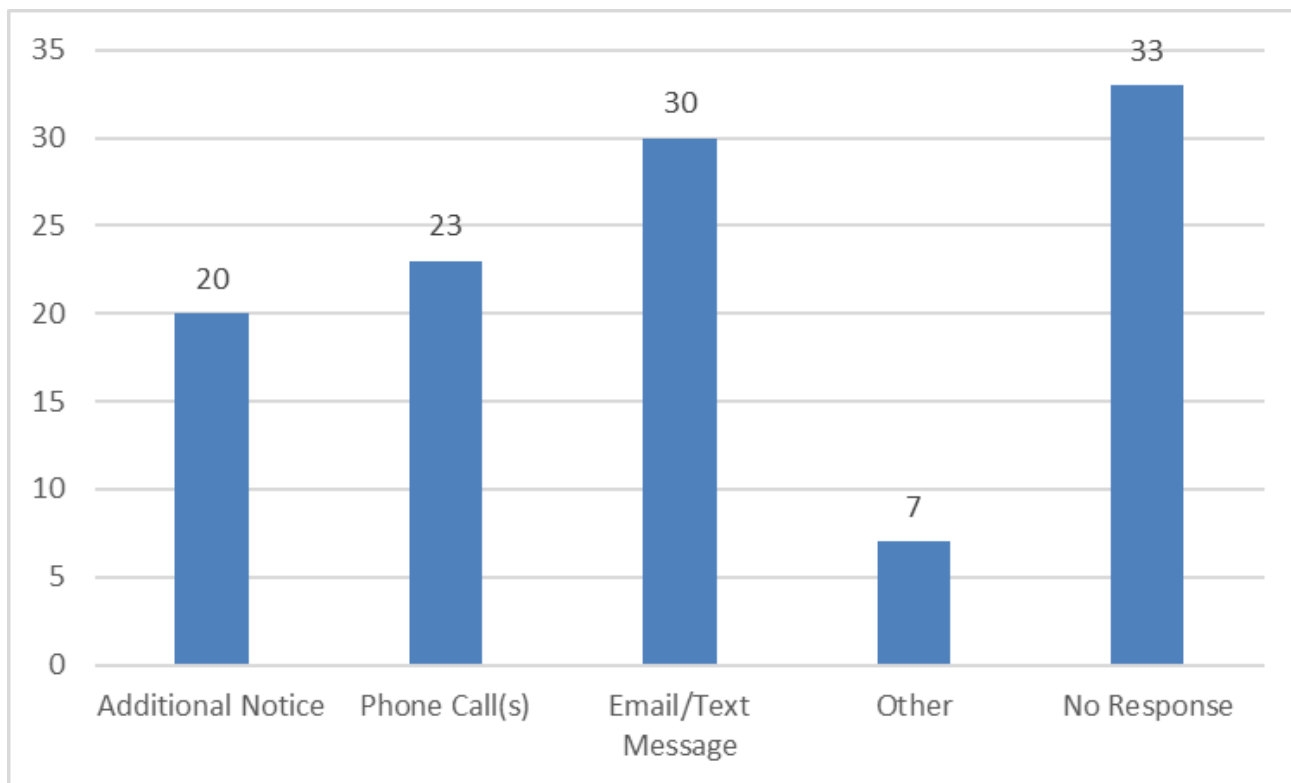


*Respondents could select multiple answers, therefore total responses surpass 70

OAR 860-021-0405 requires utilities to attempt to contact a customer in person or via phone the day the energy utility expects to disconnect service (3 days if remote d/c capability). Should the utility be required to make additional contacts prior to disconnection?

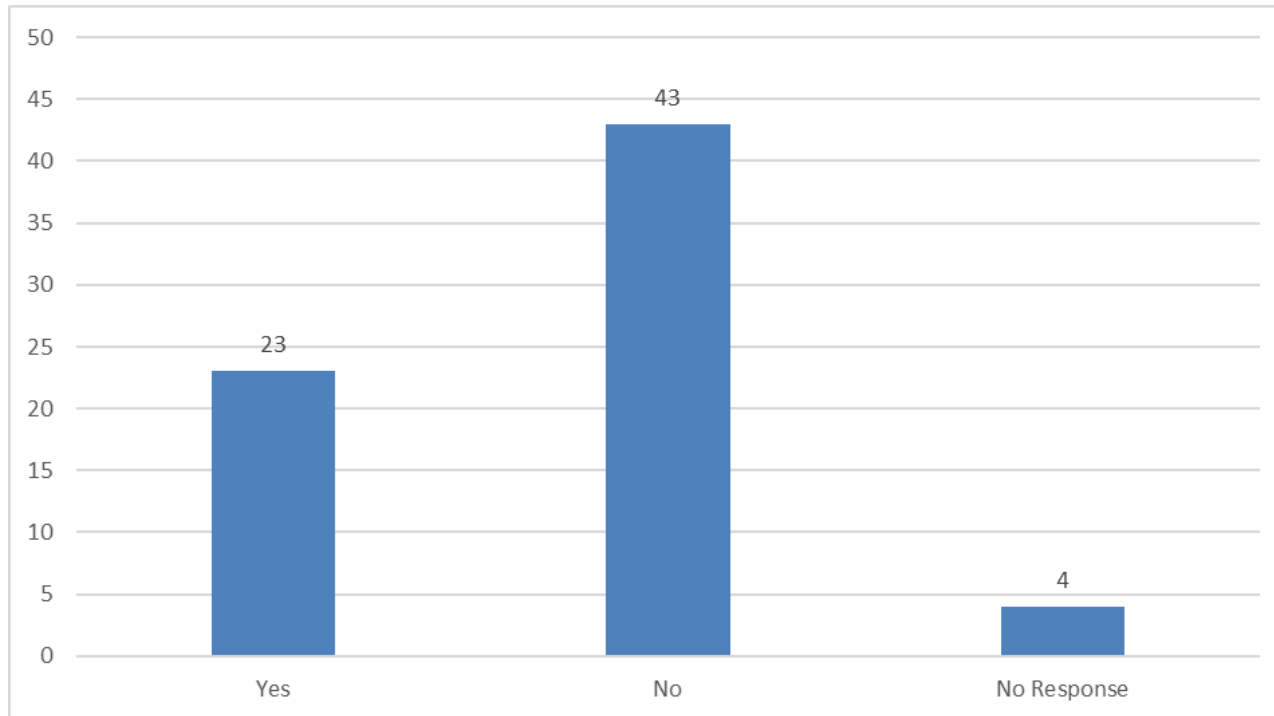


What additional steps should utilities take prior to disconnection?*

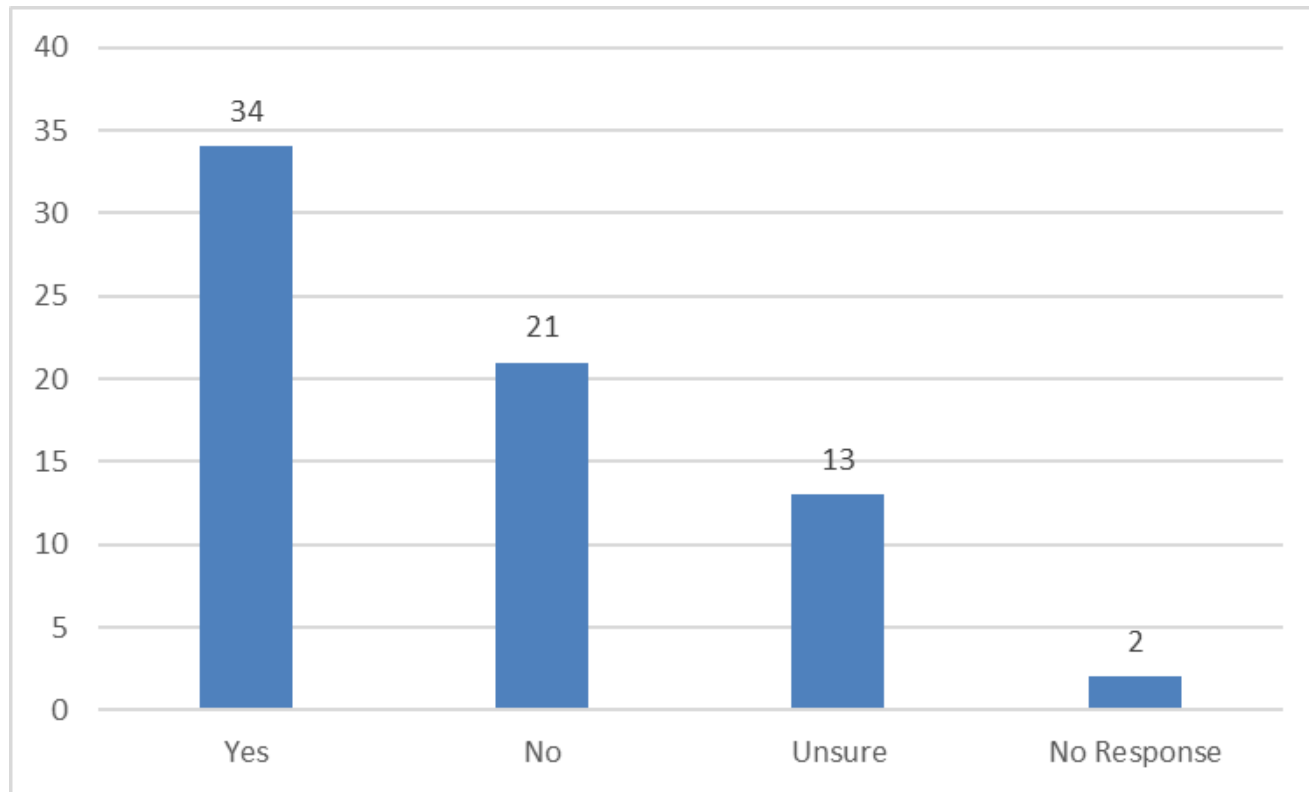


*Respondents could select multiple answers, therefore total responses surpass 70

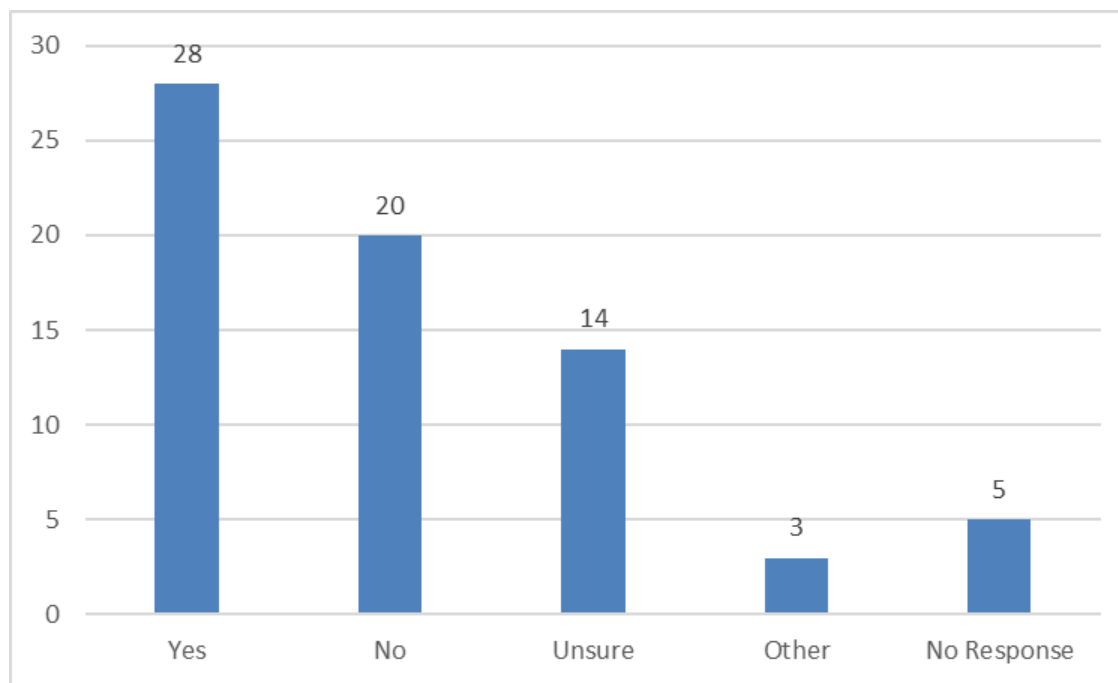
Should utilities be required to take payments at the door?



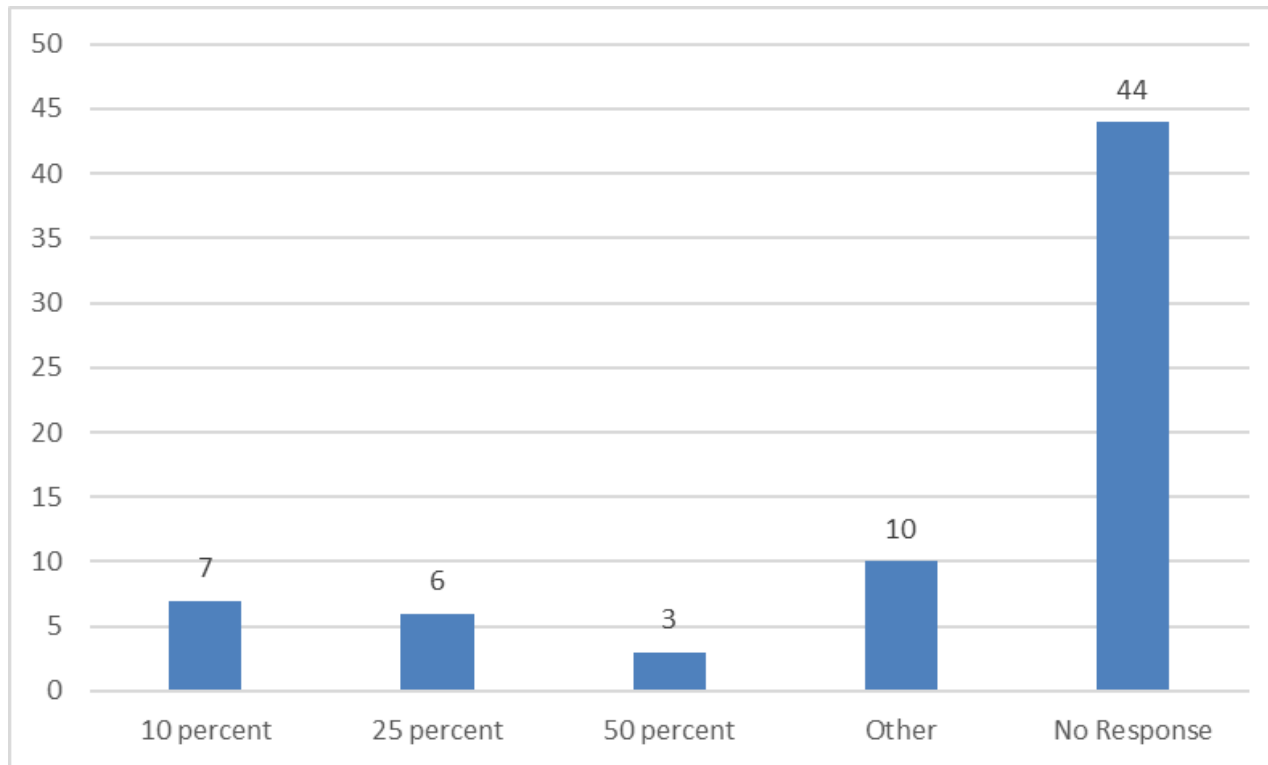
Should utilities permanently suspend late payment fees, interest, and bank-card payment fees to customers certified as low income by Community Action agencies?



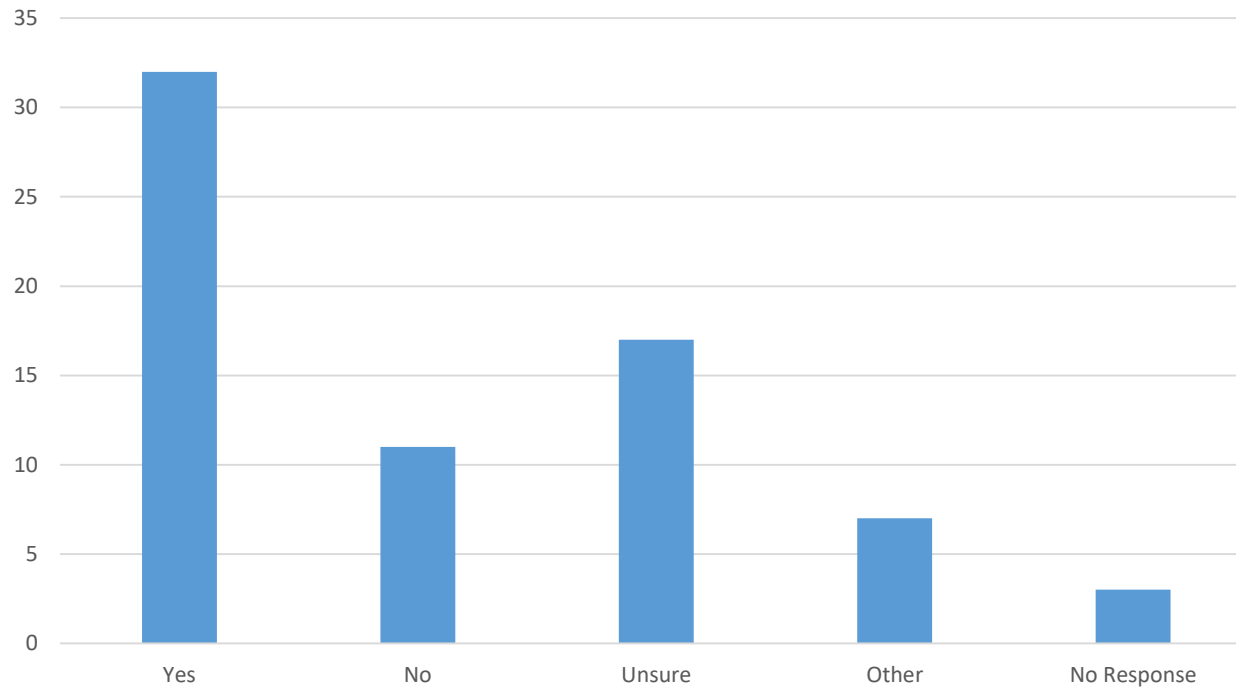
Should Natural Gas Companies' Public Purpose Charge (PPC) be increased to allow more funding for low income programs?



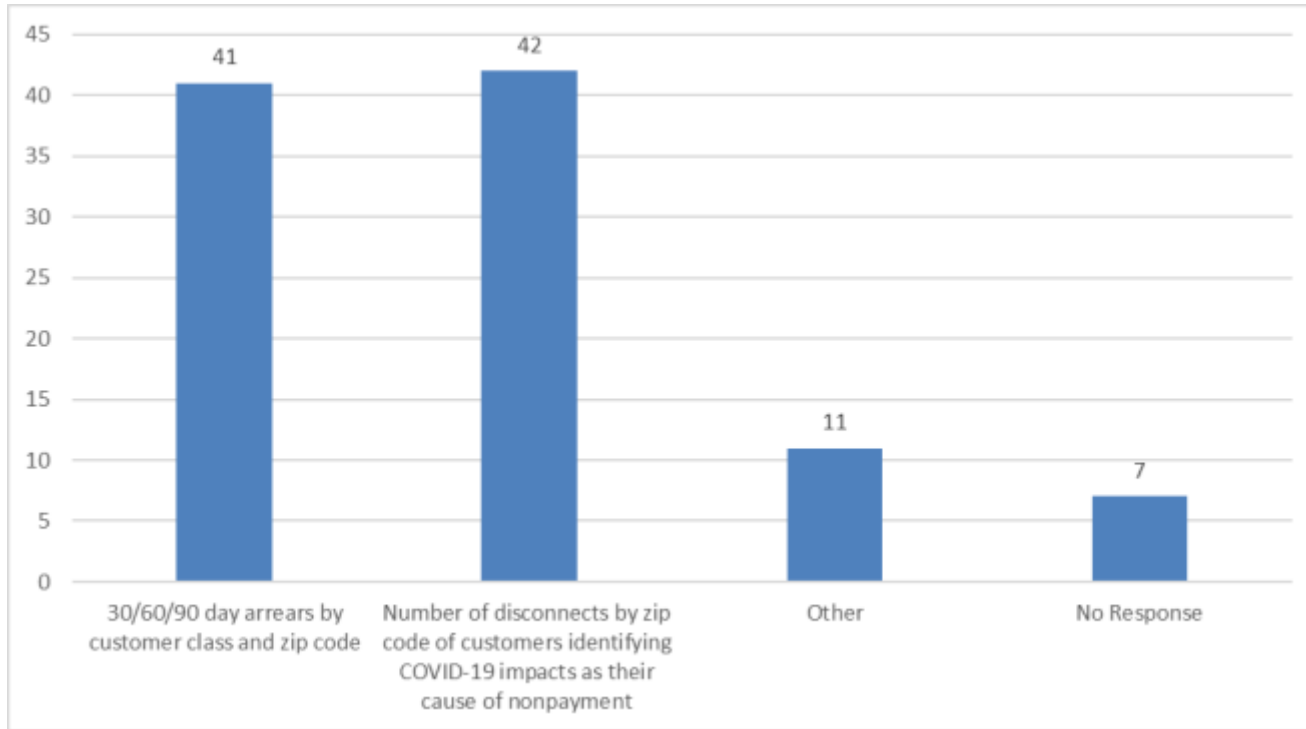
What percent should the PPC be increased to?



Should the Commission relax certain cost effectiveness tests to allow the Energy Trust to invest more heavily in low-income weatherization and other energy efficiency initiatives such as ductless heat pumps beyond what is cost-effective?

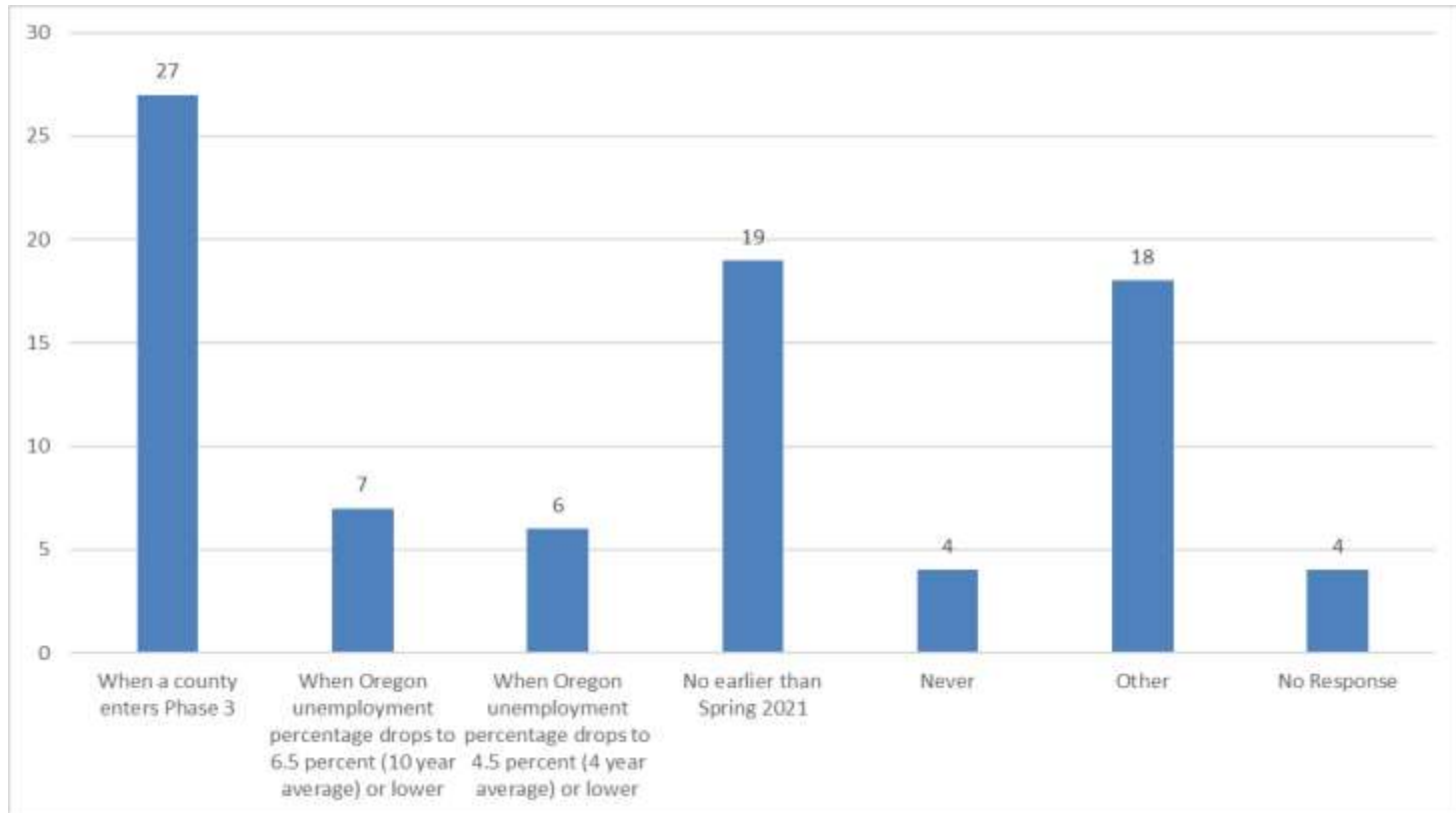


What enhanced reporting should the utilities be providing to the Commission and stakeholders above the current disconnect reports?*



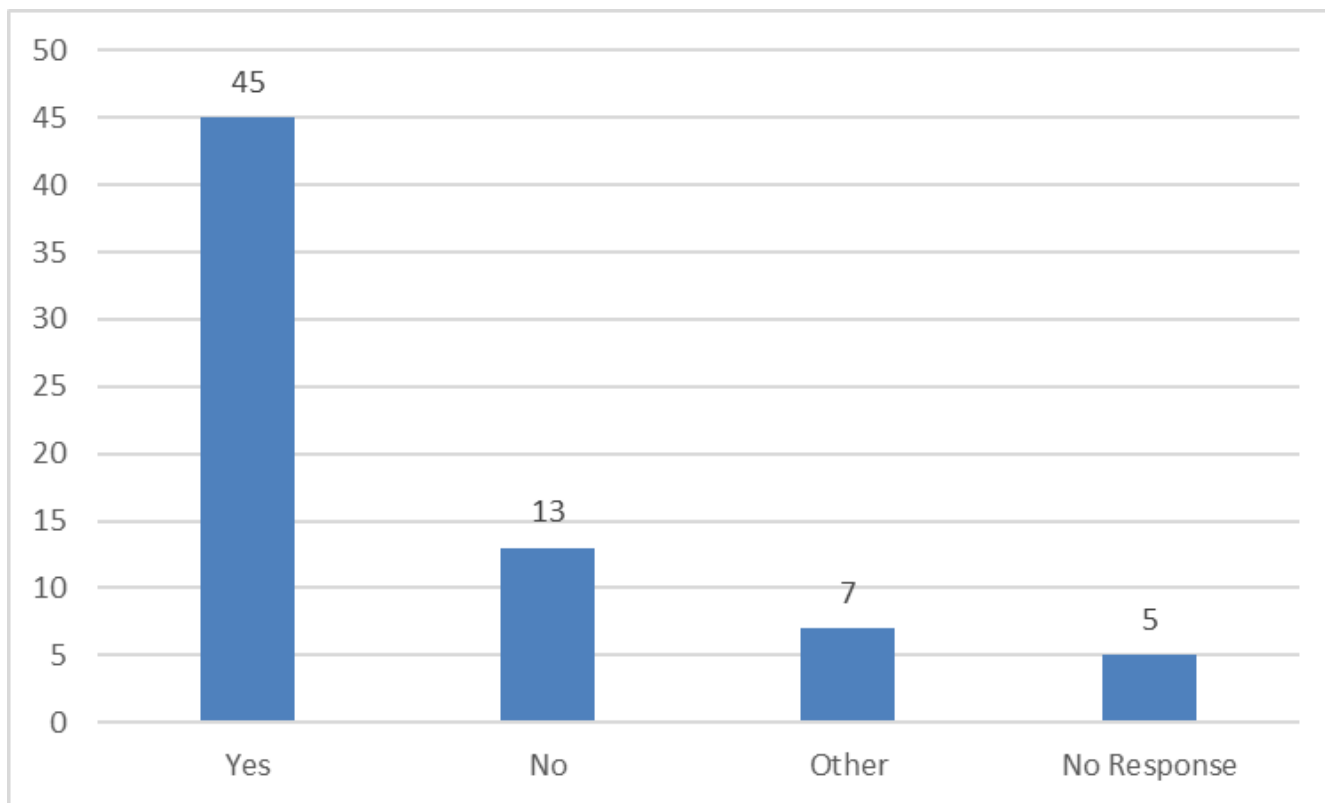
*Respondents could select multiple answers, therefore total responses surpass 70

When should the disconnection process be started (including all notifications)? *

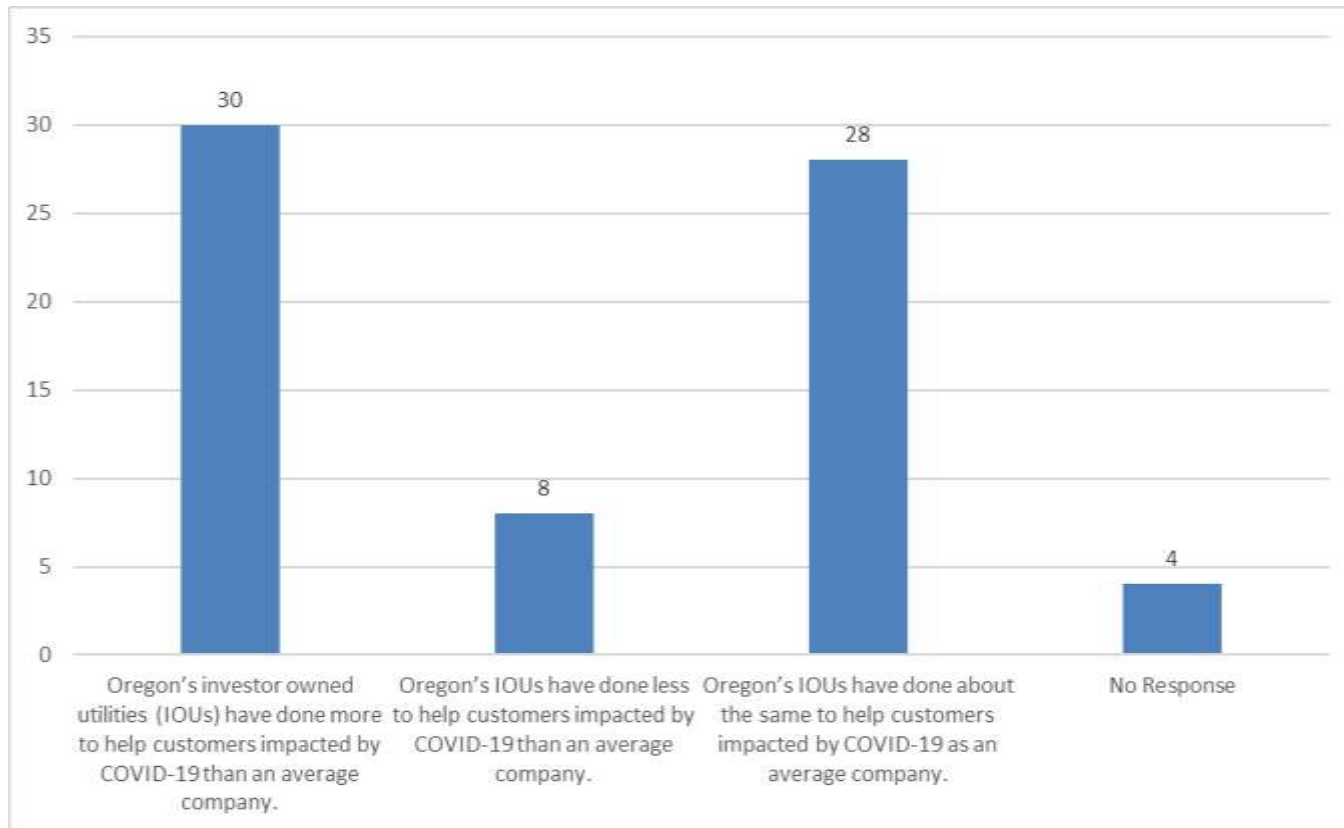


*Respondents could select multiple answers, therefore total responses surpass 70

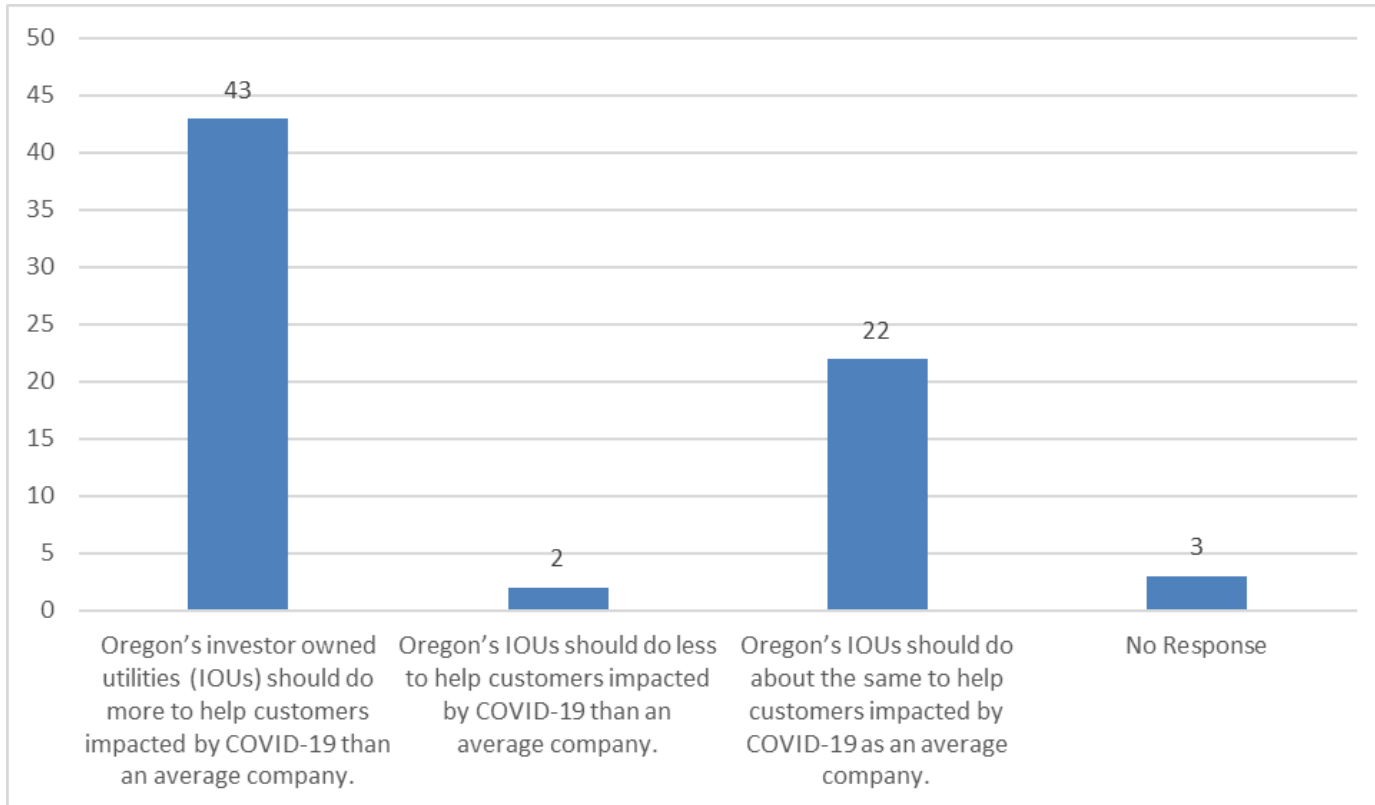
If a utility resumes disconnections, and a county subsequently reverts to an earlier Phase, should disconnects in that county be suspended again?



In response to COVID-19, other businesses are suspending late fees, collection activities, evictions, etc. (e.g. credit card and mortgage companies). Which of the following statements do you feel is most accurate?



In relation to the previous questions, which statement do you feel best captures your values?



In relation to the previous question, are you in favor of any of the following?

