

PGE Bill Assistance Update

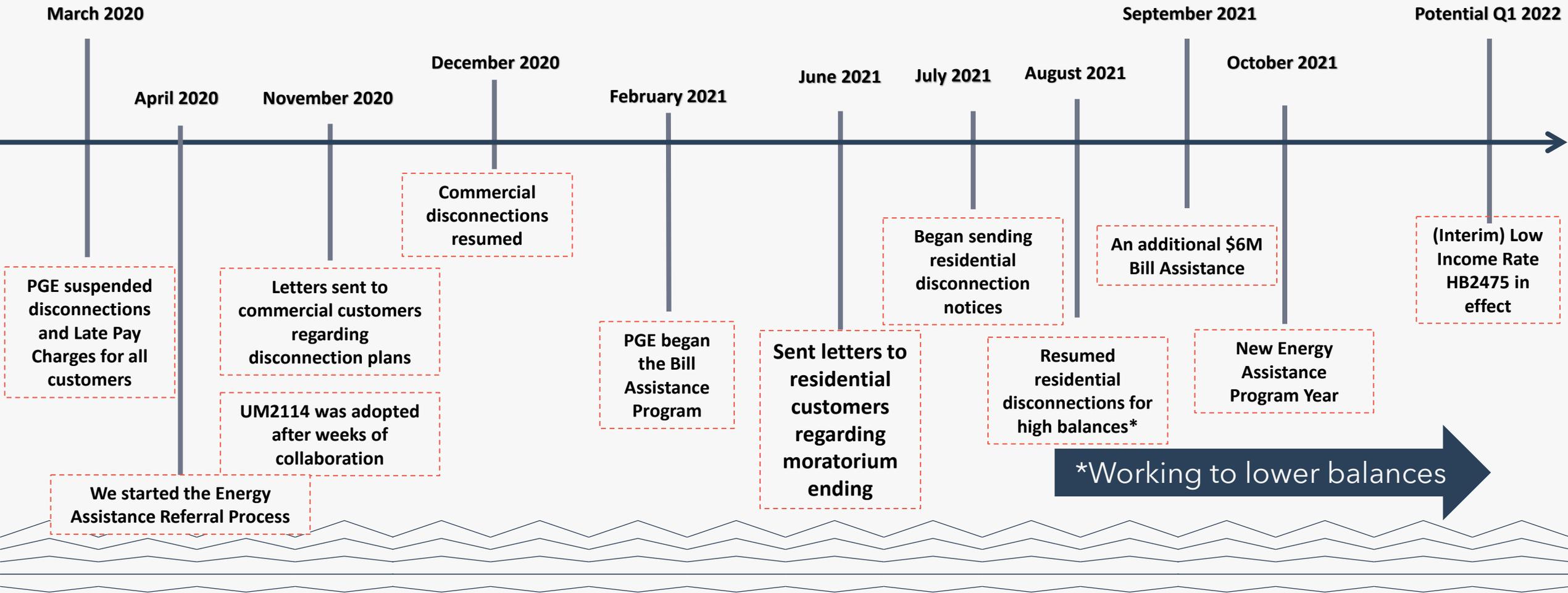
October 2021



Credit Journey Timeline

Bill Assistance Highlights

- 50k outbound calls
- 5.1k Energy Assistance Referrals
- 31K customers helped



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 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 with disconnection as a last resort



Bill Assistance Program

Extended Payment Match

(also known as TPA Relief)

Customers are enrolled in a TPA, up to 24-months; the program matches payments up to 12 months.

As of 10/21/2021, we are no longer allowing new enrollments as 50% of the allocated additional funds have been committed

Customer Assistance

One-time assistance up to \$500, on active accounts is available as an Instant Grant to customers who cannot bring their account current or customers who receive energy assistance and have a remaining balance

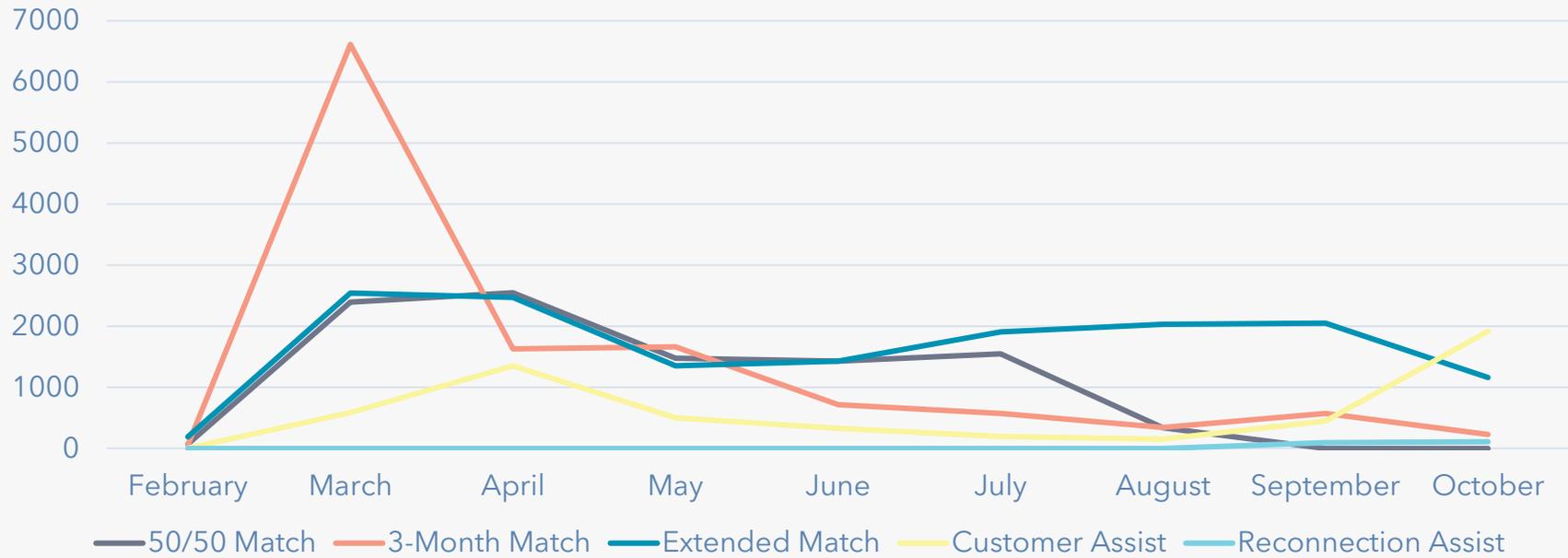
Reconnection Assistance

One-time assistance up to \$500, to assist reconnecting disconnected customers

The maximum amount of bill assistance per customer remains at \$1,000

The duration of this program is through 12/31/2022, until the Company reaches the spending limit or until the Commission closes the program

Customer Enrollments



Customer Enrollments										
2021	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct*	Total
50/50 Program**	72	2,394	2,549	1,477	1,431	1,550	338	N/A	N/A	9,811
3-Month Payment Match**	54	6,618	1,630	1,665	718	573	343	574	230	12,175
Extended Match Program***	190	2,544	2,472	1,352	1,429	1,909	2,031	2,050	1,162	13,311
Customer Assistance Instant Grant	3	586	515	500	327	196	152	449	1,916	4,644
Reconnection Assistance								96	109	205

*as of 10/16/2021

**closed programs

***recently closed

Customer Enrollments (2nd tranche only)

Program Enrollments

<i>Extended Match</i>	41%
<i>Customer Assistance</i>	39%
<i>Extended Match/Customer Assistance</i>	17%
<i>Reconnection Assistance</i>	3%



- Customer are taking advantage of Extended Match or Customer Assistance at an equal rate
- Customers are also taking advantage of options available by enrolling in both programs
- Reconnection Assistance has been limited as disconnections have impacted very few customers

Enrollments by Arrears

1 st Tranche		2 nd Tranche	
31-60	25%	31-60	19%
61-90	18%	61-90	15%
91+	57%	91+	66%

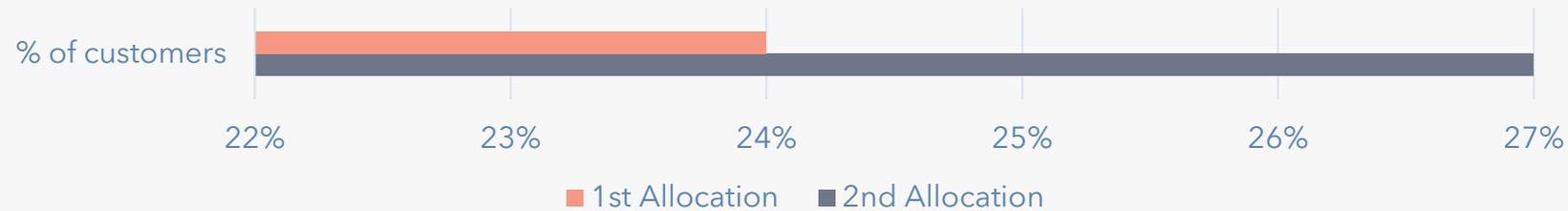
- Majority of enrollments for those furthest in arrears
- 2nd tranche outreach more targeted at those furthest past due



Customers who received energy assistance

Last 24 months

Percentage of customers who received Bill Assistance AND energy assistance in the prior 24 months



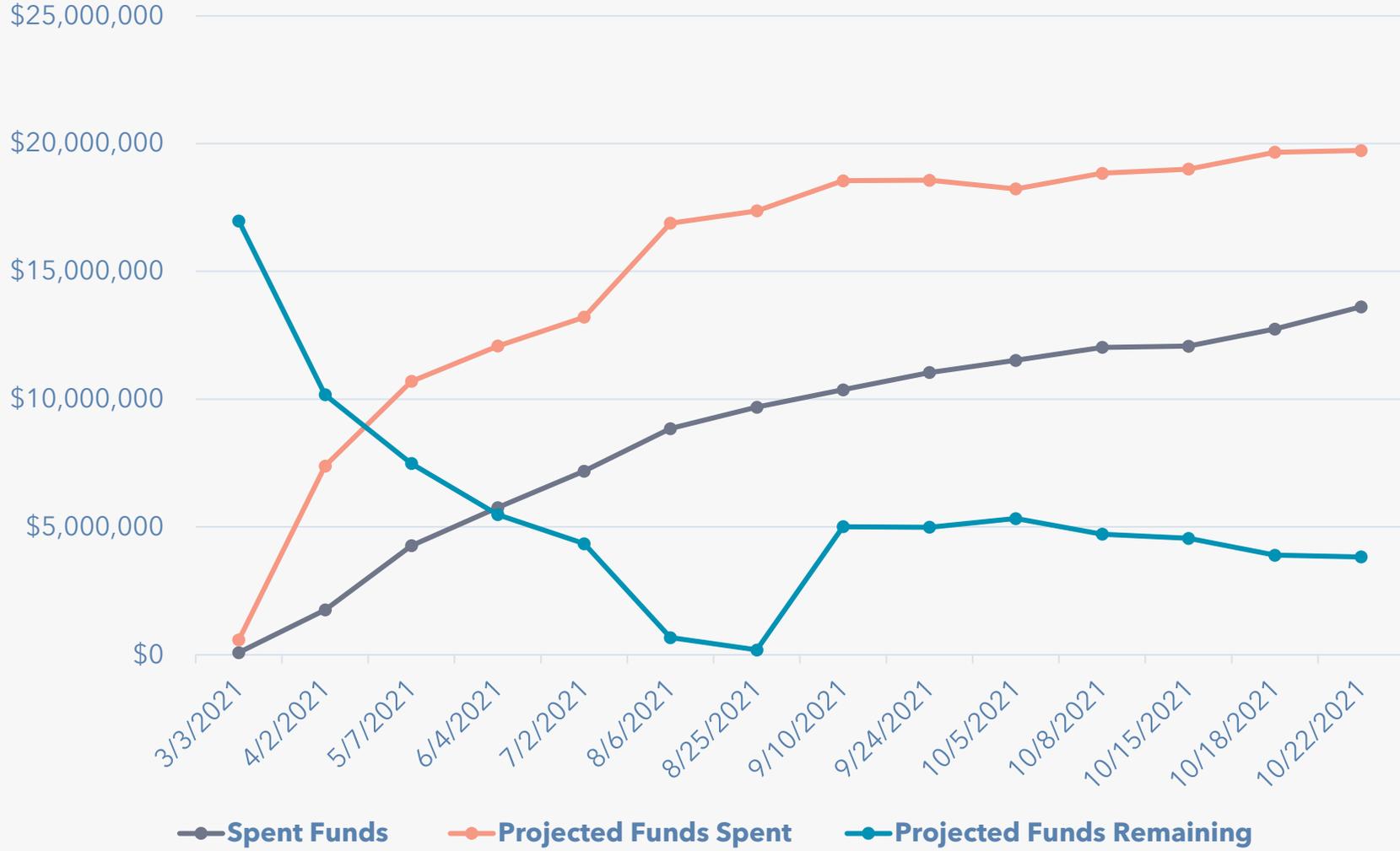
Customers eligible for Assistance vs. those receiving assistance

- Only 16% of eligible customers receive energy assistance annually
- Approx. 156,000 customers eligible, only 24,600 served annually

Only 1 in 6 customers eligible for energy assistance receives help

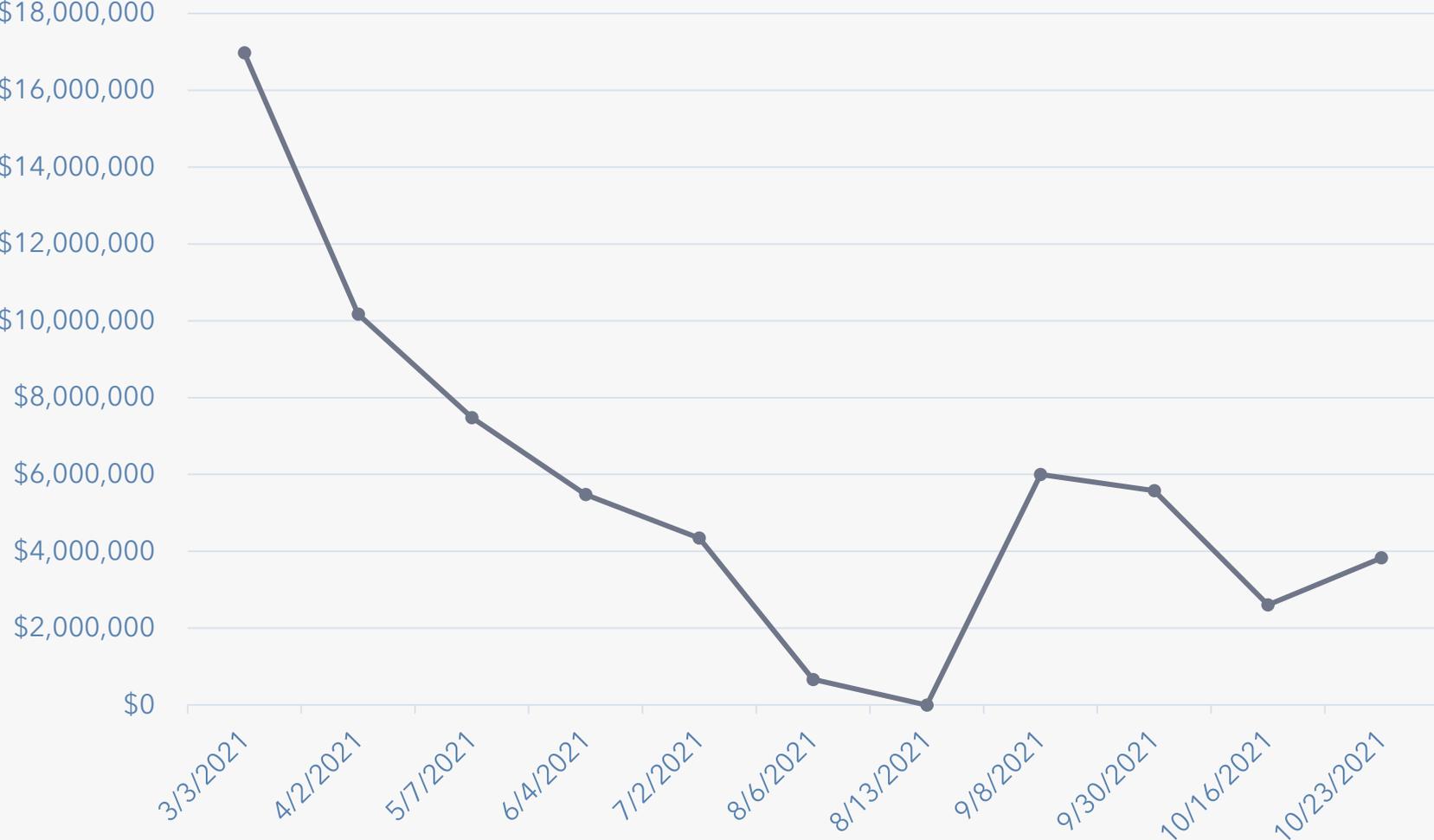


Bill Assistance Spending - Full \$23.557M Allocation



Note: Projected Funds Spent includes Spent Funds

Bill Assistance Committed Spending



Residential Active Arrears

Residential Active Arrears by Age Bucket, Subtotal 31+ Days
August 2020 - October 22, 2021



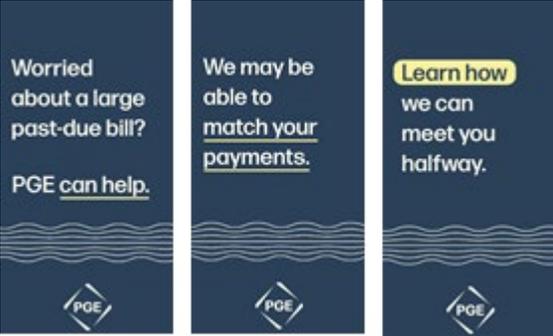
Targeted communications (English and Spanish)

Digital ads

Postcard

Web page

1st round



1st round



1st round



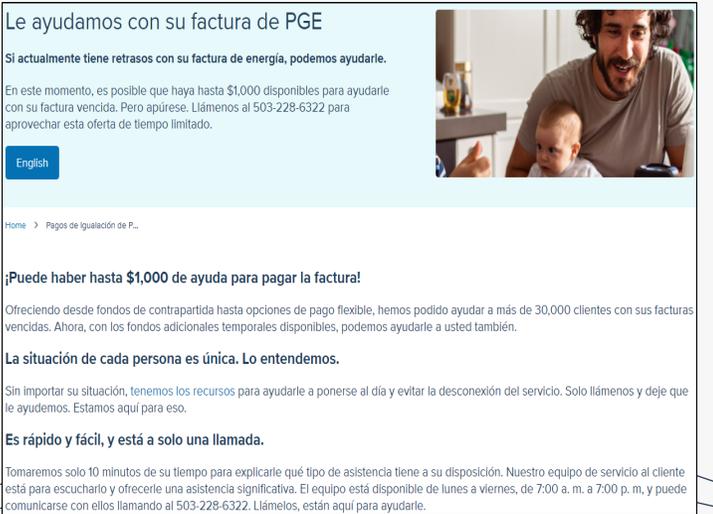
2nd round



2nd round

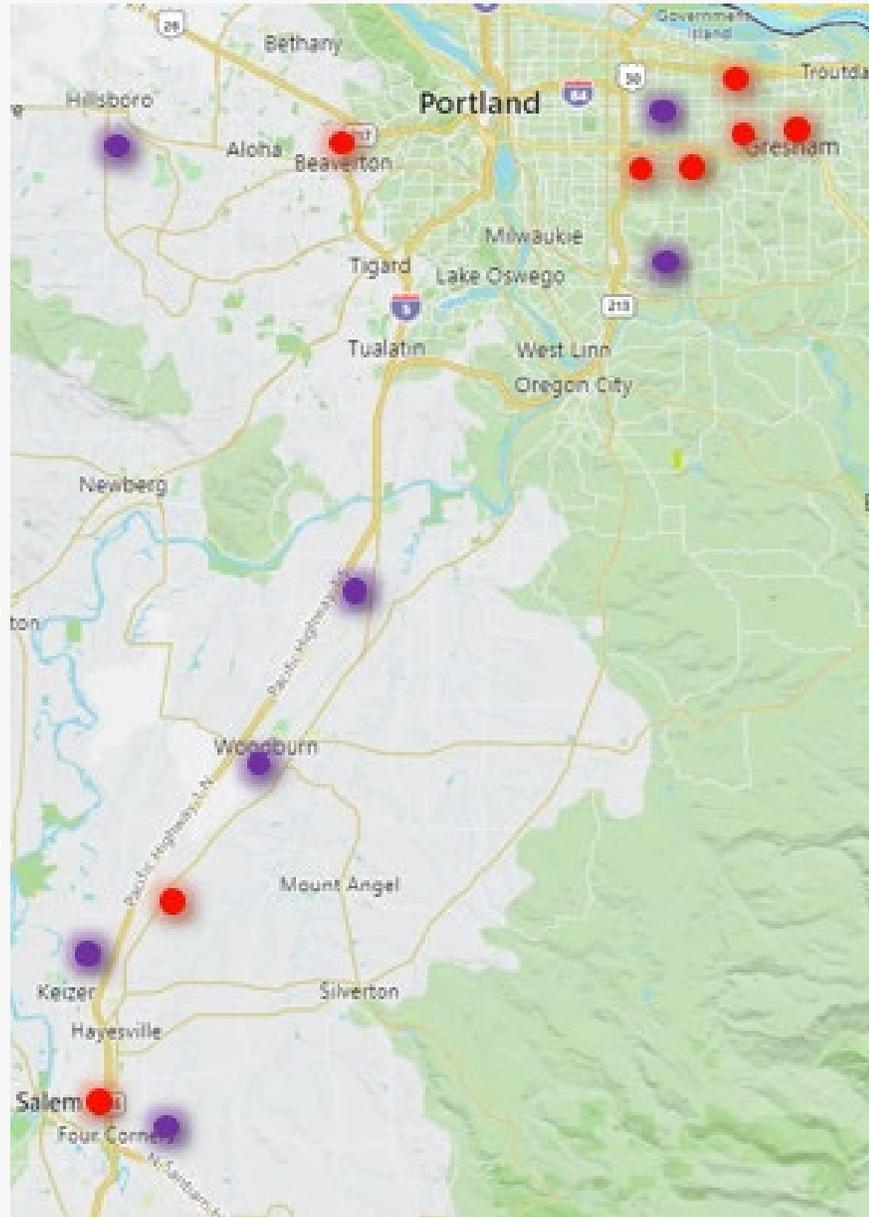


2nd round



Finding Impacted Zip Codes

1. OHCS Energy Burden/Energy Tool
2. Oregon Health Authority COVID-19 Cases
3. PGE Arrears- Amount Outstanding
4. PGE Arrears- # of customers



- Primary Zip Codes (8)
 - Identified on all four lists
 - 97005, 97030, 97230, 97233, 97236, 97266, 97301, 97305
- Secondary Zip Codes (7)
 - Two or more lists
 - 97015, 97032, 97071, 97123, 97216, 97303, 97317

Customer Helped- Top 15 Zip Codes

Total Eligible (Feb. 2021)	32%
Total Helped	37%
1 st Tranche	37%
2 nd Tranche	40%

Questions from you:

We want to answer these questions but would like to hear more from you. What are you hoping to understand?

11. Assuming customers fully meet any time payment plan obligations, please provide a dollar breakdown of arrearage reduction associated with the \$6 million in increase AMP funding by the following payment sources:

Customer in arrearage payments,

AMP funds,

Other funding sources- specify dollar amount and source. (total must equal all arrearage amounts)

12. Assuming customers fully meet any time payment plan obligations, please provide a dollar breakdown of total arrearage reduction for the time period March 2020 to the present by the following payment sources:

Customer in arrearage payments,

AMP funds,

Other funding sources- specify dollar amount and source. (total must equal all arrearage amounts)



Conclusion

- Outreach and customer communications are scheduled to end by 10/31/2021 due to running out of funds.
 - We reached 50% of the bill assistance allocation so we are ending extended payment match last week - per the Tariff
 - No specific changes are planned for the remaining programs (customer assist./reconnect assist.)
 - Once the existing funds are spent or committed, the remaining programs will be suspended
 - Projected spending is conservative, not likely everyone will use all the committed funds
 - AMP is a successful program. It resulted in customers staying connected or being reconnected which may not have been possible without it.
 - Utilizing all the supportive options available, as well as disconnections, encouraged customers to connect with their utility
- 

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



Appendix



Customer Sentiments

On Monday, 10/18, a customer requested escalation and we provided a supervisory review. The customer said her life was a big mess and she was dreading calling us. The customer said the Customer Service Advisor was kind and non-judgmental. The customer said she was amazed with the interaction. The customer said she appreciated PGE applying Customer Assistance to her account and the great customer service.

My advisor was extremely empathetic, and she offered me many options and the match pay is wonderful of PGE I really appreciate it and I was able to get a payment plan that works for me.

My power bill was past due it was at risk of being shut off and to have PGE pay \$500 on my power bill. It's going to remain on and everything's going to be okay. My daughter was supposed to cover it and I'm unable to work and just really worried about everything right now and it's one less thing I have to worry about and just want to say thank you very much for helping my family.

I'm just really happy with the match payment plan and the way that I don't have to wait on hold and customer service was super friendly and worked with me to keep my power on to the point pandemic and beyond great. Thank you.

