

Utility Actions in response to the COVID 19 pandemic

Action	PGE	PAC	NWN	Avista	CNG	IPCO	Notes
Suspend disconnects of residential customers	X	X	X	X	X	X	
Suspend disconnects of non-residential customers	X	X	X	X	X	X	
Stop sending late notices			X	X	X	X	
Stop sending final notices	X	X	X	X	X	X	
Stop assessing late fees	X	X	X	X	X	X	
Offering extended or more flexible payment arrangements, up to 18 months	X	X	X	X	X		
Deposits refunded or applied as needed or requested			X	X			Note: IPCO has very few deposits
Waiver for Med Cert recertifications	X	X	X				Note: Avista only has 1 customer in OR with a med cert that doesn't expire until 2020 so no waiver was necessary
Options for commercial customers: Can get payment arrangements, card payment fees are waived, suspending new deposits related to past due accts	X			X	X	X	Note: NWN does not charge credit card or other payment fees to customers making payments
A web page with information on payment arrangements, energy assistance information, and tips on keeping your bills down		X	X	X	X	X	
Filed tariff changes allowing customers to categorically qualify for low income assistance			X	X	X		
Customers who were disconnected before the moratorium are being contacted and offered help to get reconnected	X		X				Note: NWN will/has worked with customers that were disconnected before the moratorium that contact us
Outreach to customers to share payment arrangement and deposit refund options			X	X		X	
Outreach to late paying customers to share payment arrangement options and disconnect procedure changes	X			X	X	X	
Non-essential planned outages delayed	X		NA				
Committed \$250K to directly help COVID victims	X						
Small Business - proactively reaching out to small businesses to offer payment arrangements and apply/refund deposits				X		X	

Committed \$1.1M in charitable giving to community agencies with \$865+ to COVID relief through partner agencies throughout its entire service territory.				X			
Committed over \$150K to support COVID related community needs						X	
Social media campaign - customer fills out info on a form as well as campaigns to inform customers of their options	X						
Outreach to residential customers for direct referrals to energy assistance	X						
Winter hardship grants for loss of income due to COVID					X		