

From: [INTVELD Marilyn * PUC](#)
To: ["Jessica@caporegon.org"](#); ["brian@oregonenergyfund.org"](#); ["cathie.allen@pacificorp.com"](#); ["Jennifer.Angell@pacificorp.com"](#); ["Irene.pbdg@gmail.com"](#); ["Caschenbrenner@idahopower.com"](#); ["bbahr@swwc.com"](#); ["rick@avionwater.com"](#); ["BAKER Lucy * OAC"](#); ["scappoosego@gmail.com"](#); ["fbarrie@legadv.com"](#); ["tomasbartolo@pcun.org"](#); ["margaritebecenti@ctuir.org"](#); ["BELL Andrea * HCS"](#); ["jeff@jeffbissonnette.com"](#); ["cbock@emoregon.org"](#); ["Shawn.Bonfield@avistacorp.com"](#); ["cbordelon@swwc.com"](#); ["Michael@theswvc.com"](#); ["BOYLE Phil * PUC"](#); ["Rebecca.Brown@nwnatural.com"](#); ["Stefan.brown@pgn.com"](#); ["deloresb@navapdx.org"](#); ["hcasescott@beyondtoxics.org"](#); ["schavez-hernandez@caowash.org"](#); ["MARK.CHILES@mdu.com"](#); ["emma@beaverton.org"](#); ["Jenny.Compton@avistacorp.com"](#); ["bconroy@emoregon.org"](#); ["ryan.crews@energytrust.org"](#); ["hannah.cruz@energytrust.org"](#); ["mcully@orcities.org"](#); ["alessandra@roqueclimate.org"](#); ["Rachel.DeRosia@pgn.com"](#); ["RebeccaD@navapdx.org"](#); ["dave@oregonfb.org"](#); ["david@latnet.org"](#); ["linh@apano.org"](#); ["emilyd@neighborimpact.org"](#); ["DOUGHERTY Michael * PUC"](#); ["lidd@nwnatural.com"](#); ["benjamin.e.duncan@multco.us"](#); ["DUNKS Timothy W * OED"](#); ["patrick.ehrbar@avistacorp.com"](#); ["ELLIOTT Dan * HCS"](#); ["seahdom@mrgf.org"](#); ["jessica.epley@zply.com"](#); ["taren@coalitioncommunitiescolor.org"](#); ["charity@communityenergyproject.org"](#); ["afaist@onacc.org"](#); ["FARRELL Bret * PUC"](#); ["jacquelyn.ferchland@pgn.com"](#); ["rickfinn@localaccess.com"](#); ["lindafis@clackamas.us"](#); ["marti@efficiencyforeveryone.com"](#); ["FREELS Michael * ODOE"](#); ["FREEMAN Robin * PUC"](#); ["Alan.Garcia@nwnatural.com"](#); ["amanda.ghering@avistacorp.com"](#); ["mikhaila@sparknorthwest.org"](#); ["cgott@swwc.com"](#); ["SGrant@clackamas.us"](#); ["jgreen@oawu.net"](#); ["ulpdx@ulpdx.org"](#); ["info@naacpcorvallisbranch.com"](#); ["tanderson@raceforward.org"](#); ["HELLMAN Marc * PUC"](#); ["diane@utilityadvocates.org"](#); ["Tyrone.Henry@energytrust.org"](#); ["HERB Kim * PUC"](#); ["Rick.Hodges@nwnatural.com"](#); ["Jason.Hoffman@pacificorp.com"](#); ["fred@nwenergy.org"](#); ["joel@ojta.org"](#); ["simon@apano.org"](#); ["bob@oregoncub.org"](#); ["Jennifer.Joly"](#); ["jjones@orcities.org"](#); ["KAUFMAN David * HCS"](#); ["courtney.n.keating@multco.us"](#); ["kellyann@ohsu.edu"](#); ["ruth.m.kemmy@state.or.us"](#); ["sushma@uniteoregon.org"](#); ["KIM Anna * PUC"](#); ["matt@wallowaresources.org"](#); ["eckirkham98@gmail.com"](#); ["zachary.kravitz@nwnatural.com"](#); ["jkreider@campblackdog.org"](#); ["LEE Albert * OAC"](#); ["Jaimelim2010@gmail.com"](#); ["etta.lockey@pacificorp.com"](#); ["berenice@latinobuilt.org"](#); ["Nansil@HillChamber.org"](#); ["tim.j.lynch@multco.us"](#); ["Michaela.Lynn@pgn.com"](#); ["orianamagnera@verdenw.org"](#); ["Jaime.Majure@avistacorp.com"](#); ["rmaloney@idahopower.com"](#); ["Community@euvalcree.org"](#); ["MAYE Shelly-Ann * PUC"](#); ["nate@namc-oregon.org"](#); ["debbie.menashe@energytrust.org"](#); ["christopher.mickelson@cngc.com"](#); ["william@navapdx.org"](#); ["amolina@beyondtoxics.org"](#); ["heather@nwenergy.org"](#); ["president@pdxnaacp.org"](#); ["MOORE Caroline * PUC"](#); ["MOORE Mitch * PUC"](#); ["gustavo@euvalcree.org"](#); ["MULDOON Matt * PUC"](#); ["marcus@coalitioncommunitiescolor.org"](#); ["Eric.Nelsen@nwnatural.com"](#); ["cheryl@sdra.com"](#); ["Melissa.Nottingham@pacificorp.com"](#); ["darcy.noxon@nwnatural.com"](#); ["silas@hilandwater.com"](#); ["huy@opalpdx.org"](#); ["kenechi@pbdgweb.com"](#); ["Justin.Palfreyman@nwnatural.com"](#); ["deannap@hillchamber.org"](#); ["jparker@onacc.org"](#); ["tparrw@atnitribes.org"](#); ["michael.parvinen@cngc.com"](#); ["samuel@oregoncub.org"](#); ["tcp@dvclaw.com"](#); ["leanna@latinobuilt.org"](#); ["alma@communityenergyproject.org"](#); ["eli@utilityadvocates.org"](#); ["GPowell@idahopower.com"](#); ["Nicolle.Prehn@pgn.com"](#); ["bill@oame.org"](#); ["Sania.Radcliffe@pgn.com"](#); ["frederick@utilityadvocates.org"](#); ["regae@ohsu.edu"](#); ["samantha.ridderbusch@centurylink.com"](#); ["Johanna.RIEMENSCHNEIDER@state.or.us"](#); ["thad.roth@energytrust.org"](#); ["Allison.Rowden@pgn.com"](#); ["trutten@orcities.org"](#); ["ST.BROWN Max * PUC"](#); ["asalzman@emoregon.org"](#); ["LCIS@oregonlegislature.gov"](#); ["SANTOS Danny"](#); ["SCALA Michelle * PUC"](#); ["loris@neighborimpact.org"](#); ["atanco@migrationpolicy.org"](#); ["Phamtt2006@gmail.com"](#); ["SHEARER Scott * PUC"](#); ["SIMONS Wendy * ODOE"](#); ["Natasha.Siores@nwnatural.com"](#); ["JenS@yamhillcap.org"](#); ["tsmith@sunriverutilities.com"](#); ["hannah@roqueclimate.org"](#); ["marthasonato@pcun.org"](#); ["Charity.Spires@pacificorp.com"](#); ["Shannon.Steed@mdu.com"](#); ["silvia.tanner@multco.us"](#); ["pdxchinese@yahoo.com"](#); ["Daniel.Tillis@mdu.com"](#); ["Jay.tinker@pgn.com"](#); ["jaimsv@gmail.com"](#); ["rvillatoro@bluegreenalliance.org"](#); ["sherrie@communityenergyproject.org"](#); ["press@wscpx.org"](#); ["Jay.Ward@energytrust.org"](#); ["arw@nwnatural.com"](#); ["WATSON Ezell * PUC"](#); ["jason@avionwater.com"](#); ["bennywilliams@yahoo.com"](#); ["ZARATE Kathy * PUC"](#); ["ZIMMER Tim * HCS"](#)
Cc: ["GRANT Michael * PUC"](#); ["CONWAY Bryan * PUC"](#); ["DAVIS Diane * PUC"](#)
Subject: [UM 2114 Workshop 1 Agenda for 7/22/21](#)
Date: [Tuesday, July 13, 2021 12:38:26 PM](#)
Attachments: [UM 2114 Workshop 1 Agenda 07222021.docx](#)
[image002.png](#)

Hi All,

Please see the attached agenda for our first workshop scheduled for 7/22/21, 1:00 pm to 3:00 pm. Log in details are listed below. We look forward to hearing from you!

Date: July 22, 2021
Time: 1:00 – 3:00 pm Pacific Time

Access: Join Zoom Meeting

[https://opuc-state-or-us.zoom.us/j/86413117411?
pwd=bDNBTStpVkhRcFVQb1hraUV2OWUrQT09](https://opuc-state-or-us.zoom.us/j/86413117411?pwd=bDNBTStpVkhRcFVQb1hraUV2OWUrQT09)

Meeting ID: 864 1311 7411

Passcode: QseHc7p.zP

One tap mobile

+16027530140,,86413117411#,,,,*1585091300# US (Phoenix)

+16699009128,,86413117411#,,,,*1585091300# US (San Jose)

Dial by your location

+1 602 753 0140 US (Phoenix)

+1 669 900 9128 US (San Jose)

+1 971 247 1195 US (Portland)

+1 206 337 9723 US (Seattle)

+1 213 338 8477 US (Los Angeles)

+1 253 215 8782 US (Tacoma)

Meeting ID: 864 1311 7411

Passcode: 1585091300

Find your local number: <https://opuc-state-or-us.zoom.us/u/kclJTgHebE>

Join by Skype for Business

<https://opuc-state-or-us.zoom.us/skype/86413117411>

Marilyn IntVeld

201 High St SE Ste 100

Salem OR 97301

971-375-5089

NEW EMAIL: Marilyn.INTVELD@puc.oregon.gov



UM 2114 WORKSHOP #1

AGENDA

Date: July 22, 2021

Time: 1:00 pm to 3:00 pm

Facilitator: Ezell Watson

Time	Item	Presenter
15 min	Welcome and greetings/group operating agreements (Participants to introduce themselves via chat)	Ezell Watson
15 min	Review current customer protections	Michael Dougherty
	Small group discussion break-out session to discuss the following questions:	
	<ol style="list-style-type: none"> 1. Considering the current process for disconnections for non-payment, how would you assess or evaluate the manner in which utilities currently handle those procedures? Are there policy updates that you might recommend? Is proper notification given? The window of time in which a disconnection can occur – is it small enough, large enough, etc.? (The goal for this question is process improvement.) 2. Arrearage Management: <ol style="list-style-type: none"> a. Please describe an arrearage management program or arrearage management best practices you believe would cost effectively: <ol style="list-style-type: none"> i. Reduce residential arrearages ii. Prevent additional past due balances from re-accumulating/facilitate on-time payment behaviors. b. Where possible, please point to data sources and/or real-world examples that serve to evidence your response. 3. Alternatives to Disconnection: <ol style="list-style-type: none"> a. Please describe alternatives to disconnection for non-payment. Alternatives should, at a minimum: <ol style="list-style-type: none"> i. Be practicable and cost effective, ii. Incentivize resumption of timely payment, iii. Discourage habitual non-payment behaviors. 	
45 min		All

- b. Where possible, please point to data sources and/or real-world examples that serve to evidence your response.

There will be a survey shared at the workshop.

15 min	Group Reporting – Spokesman to provide summary	All
15 min	Brainstorming activity for future workshop topics and adjournment	All