

Pacific Power Bill Payment Program Update September 7, 2021



Pacific Power Bill Payment Assistance Update

Program to Date - September 3, 2021.	Dollars Paid	Dollars Committed		Customer Arrears	Customer Count		Average Payment
Extended Payment Grant	\$1,055,400	\$2,130,043	28%	\$5,688,424	2,542	16%	\$415.19
Instant Grant	\$5,496,285	\$5,540,360	72%	\$9,108,462	13,701	84%	\$401.16
Total	\$6,551,686	\$7,670,402	100%	\$14,796,886	16,243	100%	\$403.35

* numbers reflect program values through September 3, 2021

Total Program Funds	\$12,681,000	
Total Committed Funds	\$7,670,402	60%
Available Funds	\$5,010,598	40%

Forecast	
Beginning Date	4/1/2021
Current Date	9/3/2021
Days	155
Avg Committed per diem	\$49,486
Program Days	256
Projected End	12/13/2021

Bill Payment Assistance Program Options

Instant Grant (IG)

A one-time grant of up to \$500.
Designed for customers with lower balances.

Extended Payment Match (EP)

Up to \$1000 payment match.
Designed for customers with higher balances.
All payments are matched up to \$1000 or for 12 months.

Payment Plans Offered

Time payment plan (TPP) Arrears is divided into monthly installments for up to 24 months. Customer pays current charges plus installment.

Equal Time payment plan (ETP) Arrears is divided into twelve monthly installments and combined with an annual monthly average. Customer pays the same amount each month.

Deferred Payment Plan (DPP) Customer can defer a down payment and up to three months of monthly installments. The remaining arrears is divided into monthly installments for up to 24 month. Customer pays current charges plus installment.

Observations

Consistent distribution of 16% Extended Payment Plan and 84% Instant Grant.

Instant Grant

- 95% of customers have a current balance less than or equal to their arrears after the grant was received. Average arrears at application were \$684.
- 36% of customers have no past due balances.
- Average arrears reduction is 51%.

Extended Payment Match

Deferred Payment Plan

- 57% of customers have a current balance less than or equal to their arrears when entering the program.
- 42% have a current balance that is greater than their initial balance. Average arrears at application were \$2,441.
- Average arrears reduction is 12%.

Time and Equal Time Payment Plan

- 78% of customers have a current balance less than or equal to the arrears when entering the program.
- 22% have a current balance that is greater than their initial balance. Average arrears at application were \$1,982.
- Average arrears reduction is 38%.
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Payment Frequency

- 62% of customers made payments after their application month.
- 15% of customers made one payment at the time of application.
- 22% of customers have not made a payment.

OR BAP PROGRAM UPDATE - SEPTEMBER 5, 2021

Category	Extended Payment (EP) %	Notes	Category	Instagrnt (IG) %	Notes	Total
COUNTS	2,549	16% %TOT	COUNTS	13,701	84% %TOT	16,250
DPP	426	17% of EP	DPP	467	3% OF IG	
ETP	184	7% of EP	ETP	651	5% OF IG	
TPP	1,939	76% of EP	TPP	3,082	22% OF IG	
NONE	-	0% of EP	NONE	9,501	69% OF IG	
DPP			ALL			
CURRENT<INITIAL	232	54% OF DPP	CURRENT<INITIAL	13,059	95% OF IG	
CURRENT=INITIAL	14	3% OF DPP	CURRENT=INITIAL	1	0% OF IG	
CURRENT>INITIAL	180	42% OF DPP	CURRENT>INITIAL	641	5% OF IG	
Average Arrears Reduction Proportion		12% Apr - Jul EP				
NONDPP			CUSTOMERS WITH NO CURRENT ARREARS			
CURRENT<INITIAL	1,629	77% OF NONDPP	Instant Grant	4,904	36% OF IG	
CURRENT=INITIAL	27	1% OF NONDPP	DPP	42	1% %TOT NO BAL	
CURRENT>INITIAL	467	22% OF NONDPP	ETP	117	2% %TOT NO BAL	
Average Arrears Reduction Proportion		38% Apr - Jul EP	NONE	4,289	87% %TOT NO BAL	
EXTENDED PAYMENT PAYMENTS			TPP	456	9% %TOT NO BAL	
Made Payment in months subsequent BAP application		62% OF EP	Average Arrears Reduction Proportion		52% of IG	
Made Payment on month of BAP application		17% OF EP				
No payment**		21% OF EP				
CUSTOMERS WITH NO CURRENT ARREARS						
Extended Payment Grant	229	9% OF EP				
DPP	27	12% %TOT NO BAL				
ETP	28	12% %TOT NO BAL				
TPP	174	76% %TOT NO BAL				

Impact on Customers