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COMPANY NAME: Portland General Electric Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? ■ No ☐ Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: ☐ RE (Electric) ☐ RG (Gas) ☐ RW (Water) ☐ RT (Telecommunications)
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Did you previously file a similar report? ☐ No ■ Yes, report docket number: RO 12

Report is required by: ■ OAR 860-021-0408(2)
☐ Statute
☐ Order
Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)
☐ Other
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? ■ No ☐ Yes, docket number:

List Key Words for this report. We use these to improve search results.

PGE Division 21 Service Disconnection Quarterly Report

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

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Portland General Electric
121 SW Salmon Street • Portland, OR 97204
portlandgeneral.com

May 20, 2024

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street, S.E.
P.O. Box 1088
Salem, OR 97308-1088

RE: **RO 12 PGE 2024 Division 21 Service Disconnection Quarterly Report (February 1, 2024 – April 30, 2024)**

Pursuant to OAR 860-021-0408(2), Portland General Electric Company (PGE) hereby submits the quarterly report on Service Disconnections detailing the number of residential disconnections for non-payment and subsequent reconnections as prescribed in this rule.

Attachment A provides the information by zip code, prescribed by OAR 860-021-0408(3)(b), for the reporting period.

Should you have any questions or comments regarding this filing, please contact Mary Widman at mary.widman@pgn.com Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com

Sincerely,

\s\ *Robert Macfarlane*

Robert Macfarlane
Manager, Pricing & Tariffs

Enclosure

RO 12 PGE 2024 Division 21 Service Disconnection Quarterly Report (February 1, 2024 – April 30, 2024)

OAR 860-021-0408(3)(a) - On a companywide basis:

Data Point	Reporting Requirements	February 2024	March 2024	April 2024
A	Number of active residential accounts.[1]	824,585	825,786	826,711
B	Number of service disconnections for non-payment.	2,424	2,681	4,712
C	Percentage of accounts with service disconnections for non-payment.	0.29%	0.32%	0.57%
D	Number of service disconnections for non-payment on energy assistance recipient accounts.	75	73	42
E	Number of service disconnections for non-payment on medical certificate holder accounts.	11	7	10
F	Number of service disconnections reported under data points D and E (above).	1	1	0
G	Number of service reconnections following a disconnection for non-payment on the same day or next calendar day following disconnection (Days 0-1).	1,868	1,979	3,648
H	Number of service reconnections following a disconnection for non-payment that occur more than one day and within 7 calendar days following disconnection (Days 2-7).	150	195	308
I	For each local service area within the companywide area used for reporting (Zip Code)	See attached	See attached	See attached
J	Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather per OAR 860-021-0407	3	4	1

[1] PGE used service point as a metric to calculate active residential accounts. Service point, unless otherwise designated by agreement with the Customer, is the first point of connection of PGE's service drop, service lateral or bus to the Customer's service entrance conductors or equipment determined without regard to the location of the

RO 12 PGE 2024 Division 21 Service Disconnection Quarterly Report (February 1, 2024 – April 30, 2024)

OAR 860-021-0408(3)(b) - For each local service area[2] within the companywide area used for reporting:

Data Point	Reporting Requirements	February 2024	March 2024	April 2024	Comments
A	Number of active residential accounts.[1]	824,585	825,786	826,711	See Attachment A for breakout by zip code.
B	Number of service disconnections for non-payment.	2,424	2,681	4,712	See Attachment A for breakout by zip code.
C	Number of service disconnections for non-payment on energy assistance recipient accounts.	75	73	42	See Attachment A for breakout by zip code.
D	Number of service disconnections for non-payment on emergency medical certificate holder accounts.	11	7	10	See Attachment A for breakout by zip code.
E	Number of service disconnections reported under both paragraph (C) and paragraph (D).	1	1	0	
F	Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather per OAR 860-021-0407.	3	4	1	

[1] PGE used service point as a metric to calculate active residential accounts. Service point, unless otherwise designated by agreement with the Customer, is the first point of connection of PGE's service drop, service lateral or bus to the Customer's service entrance conductors or equipment determined without regard to the location of the meter or metering equipment.

[2] As defined in the rule, PGE uses zip code to report on Local Service Area.

RO 12 PGE 2024 Division 21 Service Disconnection Quarterly Report
(February 1, 2024 – April 30, 2024)

Attachment A

Data Point	Reporting Requirements from Docket AR602	Feb-24	Mar-24	Apr-24
A	Number of active residential accounts	824,585	825,786	826,711
B	Number of service disconnections for non-payment	2,424	2,681	4,712
C	Percentage of accounts with service disconnections for non-payment	0.29%	0.32%	0.57%
D	Number of service disconnections for non-payment on energy assistance recipient accounts	75	73	42
E	Number of service disconnections for non-payment on medical certificate holder accounts	11	7	10
F	Number of service disconnections reported under data points D and E (D intersect E)	1	1	0
G	Number of service reconnections following a disconnections for non-payment on the same day or next calendar day following disconnection (Days 0-1)	1,868	1,979	3,648
H	Number of service reconnections following a disconnections for non-payment that occur more than one day and within 7 calendar days following disconnection (Days 2-7)	150	195	308
I	For each local service area within the companywide area used for reporting (Zip Code)	see attachment	see attachment	see attachment
J	Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather per OAR 860-021-0407	3	4	1

Data Point A

County	City	ZipCode	Feb-24	Mar-24	Apr-24
All	All	All	824,585	825,786	826,711
Clackamas	Beavercreek	97004	1,771	1,774	1,773
Clackamas	Boring	97009	3,393	3,396	3,390
Clackamas	Boring	97089	264	264	264
Clackamas	Brightwood	97011	498	499	499
Clackamas	Canby	97013	2,353	2,354	2,350
Clackamas	Clackamas	97015	8,230	8,231	8,223
Clackamas	Clackamas	97086	1,247	1,244	1,246
Clackamas	Colton	97017	1,128	1,126	1,126
Clackamas	Damascus	97009	21	21	21
Clackamas	Damascus	97015	8	8	6
Clackamas	Damascus	97089	4,752	4,756	4,751
Clackamas	Eagle Creek	97022	1,458	1,462	1,463
Clackamas	Estacada	97023	5,113	5,131	5,136
Clackamas	Gladstone	97027	4,951	4,950	4,949
Clackamas	Government Camp	97028	808	808	809
Clackamas	Happy Valley	97015	1,052	1,051	1,053
Clackamas	Happy Valley	97086	10,313	10,334	10,349
Clackamas	Lake Grove	97035	306	306	305
Clackamas	Lake Oswego	97034	8,505	8,503	8,504
Clackamas	Lake Oswego	97035	11,152	11,160	11,147
Clackamas	Marylhurst	97036	2	2	2
Clackamas	Milwaukie	97222	13,811	13,898	13,976
Clackamas	Milwaukie	97267	11,558	11,561	11,570
Clackamas	Molalla	97038	6,571	6,578	6,573
Clackamas	Mulino	97042	1,215	1,215	1,217
Clackamas	Oak Grove	97222	3	3	3
Clackamas	Oak Grove	97267	696	696	694
Clackamas	Oregon City	97045	22,462	22,525	22,610
Clackamas	Portland	97086	2,202	2,200	2,199
Clackamas	Portland	97222	2,054	2,056	2,053
Clackamas	Portland	97267	584	586	588
Clackamas	Rhododendron	97049	1,642	1,655	1,651
Clackamas	Sandy	97055	8,121	8,122	8,125
Clackamas	Welches	97067	1,392	1,397	1,389
Clackamas	West Linn	97068	11,743	11,748	11,747
Clackamas	Wilsonville	97070	11,653	11,662	11,660
Columbia	Scappoose	97056	29	29	28
Marion	Aumsville	97325	150	151	151
Marion	Aurora	97002	2,244	2,244	2,247
Marion	Donald	97020	382	385	375
Marion	Gervais	97026	1,237	1,235	1,235
Marion	Hubbard	97032	1,745	1,745	1,771
Marion	Jefferson	97352	122	119	121
Marion	Keizer	97303	10,521	10,557	10,553

Marion	Mount Angel	97362	1,576	1,574	1,575
Marion	Saint Paul	97137	477	481	481
Marion	Salem	97301	19,688	19,769	19,743
Marion	Salem	97302	17,716	17,774	17,782
Marion	Salem	97303	284	283	283
Marion	Salem	97305	15,889	15,911	15,905
Marion	Salem	97306	14,046	14,088	14,137
Marion	Salem	97317	8,527	8,538	8,543
Marion	Scotts Mills	97375	519	521	522
Marion	Silverton	97381	6,456	6,463	6,448
Marion	Sublimity	97385	140	141	141
Marion	Turner	97392	1,956	1,958	1,960
Marion	Woodburn	97071	10,844	10,956	11,014
Multnomah	Corbett	97019	1,219	1,222	1,220
Multnomah	Fairview	97024	4,697	4,698	4,717
Multnomah	Gresham	97030	15,532	15,549	15,503
Multnomah	Gresham	97080	16,812	16,825	16,830
Multnomah	Portland	97201	7,351	7,349	7,345
Multnomah	Portland	97202	20,397	20,394	20,595
Multnomah	Portland	97203	13,233	13,253	13,273
Multnomah	Portland	97204	416	416	416
Multnomah	Portland	97205	3,445	3,440	3,435
Multnomah	Portland	97206	22,263	22,273	22,265
Multnomah	Portland	97209	15,958	15,958	16,070
Multnomah	Portland	97210	8,065	8,150	8,147
Multnomah	Portland	97211	7	6	6
Multnomah	Portland	97213	3,143	3,164	3,165
Multnomah	Portland	97214	15,658	15,671	15,665
Multnomah	Portland	97215	7,726	7,745	7,753
Multnomah	Portland	97216	4,269	4,262	4,258
Multnomah	Portland	97217	13,562	13,518	13,596
Multnomah	Portland	97219	17,788	17,787	17,782
Multnomah	Portland	97221	5,573	5,577	5,571
Multnomah	Portland	97227	427	426	428
Multnomah	Portland	97230	15,682	15,687	15,656
Multnomah	Portland	97231	1,984	1,994	1,985
Multnomah	Portland	97232	5,573	5,574	5,572
Multnomah	Portland	97233	15,505	15,488	15,478
Multnomah	Portland	97236	14,171	14,162	14,203
Multnomah	Portland	97239	10,642	10,645	10,640
Multnomah	Portland	97266	13,472	13,463	13,481
Multnomah	Troutdale	97060	6,700	6,747	6,771
Multnomah	Wood Village	97060	1,465	1,464	1,464
Polk	Dallas	97338	240	240	240
Polk	Grand Ronde	97347	830	836	834
Polk	Rickreall	97371	105	105	105
Polk	Salem	97304	1,338	1,336	1,337

Washington	Aloha	97003	173	171	173
Washington	Aloha	97006	36	36	36
Washington	Aloha	97007	26	26	27
Washington	Aloha	97078	136	136	136
Washington	Banks	97106	1,584	1,588	1,591
Washington	Banks	97125	8	8	8
Washington	Beaverton	97003	11,031	11,056	11,069
Washington	Beaverton	97005	12,331	12,336	12,340
Washington	Beaverton	97006	15,421	15,416	15,402
Washington	Beaverton	97007	19,067	19,164	19,202
Washington	Beaverton	97008	11,978	11,977	11,962
Washington	Beaverton	97078	9,003	9,006	8,993
Washington	Beaverton	97224	1	3	8
Washington	Buxton	97109	82	82	82
Washington	Cornelius	97113	5,453	5,457	5,569
Washington	Cornelius	97124	82	82	82
Washington	Forest Grove	97116	836	838	839
Washington	Gales Creek	97117	266	266	266
Washington	Gaston	97119	1,626	1,627	1,625
Washington	Hillsboro	97003	19	24	34
Washington	Hillsboro	97006	3,870	3,908	3,921
Washington	Hillsboro	97078	29	36	35
Washington	Hillsboro	97123	18,828	18,899	18,932
Washington	Hillsboro	97124	21,766	21,776	21,831
Washington	King City	97224	1,907	1,911	1,910
Washington	Manning	97125	10	10	10
Washington	North Plains	97133	2,485	2,503	2,503
Washington	Portland	97223	7,512	7,533	7,533
Washington	Portland	97224	1,143	1,152	1,177
Washington	Portland	97225	11,602	11,612	11,593
Washington	Portland	97229	28,633	28,672	28,690
Washington	Sherwood	97140	9,566	9,577	9,606
Washington	Tigard	97140	2	2	2
Washington	Tigard	97223	13,859	13,857	13,843
Washington	Tigard	97224	13,262	13,262	13,277
Washington	Tualatin	97062	11,627	11,626	11,627
Yamhill	Amity	97101	1,554	1,556	1,554
Yamhill	Carlton	97111	1,549	1,554	1,554
Yamhill	Dayton	97114	1,764	1,765	1,761
Yamhill	Dundee	97115	1,711	1,711	1,704
Yamhill	Lafayette	97111	2	2	1
Yamhill	Lafayette	97127	1,562	1,563	1,563
Yamhill	Mcminnville	97128	498	500	501
Yamhill	Newberg	97132	12,238	12,251	12,260
Yamhill	Sheridan	97378	2,890	2,891	2,898
Yamhill	Willamina	97396	1,367	1,371	1,378
Yamhill	Yamhill	97148	1,362	1,359	1,361

Data Point B

ZipCode	Feb-24	Mar-24	Apr-24
97002	8	5	10
97003	47	49	72
97004	3	2	1
97005	45	69	97
97006	68	66	115
97007	33	40	52
97008	37	48	62
97009	5	16	18
97013	6	3	7
97015	22	37	72
97017	0	2	0
97019	4	2	9
97020	0	1	1
97022	4	3	10
97023	9	16	37
97024	35	30	53
97026	5	3	10
97027	12	16	32
97028	0	0	1
97030	94	93	147
97032	3	9	11
97034	5	8	6
97035	12	16	39
97038	17	21	42
97042	2	4	1
97045	47	55	78
97049	1	2	0
97055	7	30	30
97060	28	32	57
97062	33	35	61
97067	2	4	4
97068	11	14	25
97070	26	33	62
97071	36	36	82
97078	33	36	50
97080	63	87	102
97086	45	47	76
97089	1	4	13
97101	3	3	5
97106	1	2	8
97111	3	1	4
97113	11	23	38
97114	1	3	14
97115	1	0	7
97116	1	2	6

97117	0	1	1
97119	0	1	12
97123	51	35	123
97124	66	47	116
97127	3	3	9
97128	2	0	2
97132	22	21	38
97133	3	5	1
97137	0	3	0
97140	16	7	23
97148	1	2	6
97201	18	23	47
97202	42	58	89
97203	50	53	85
97204	5	1	8
97205	5	8	13
97206	59	59	112
97209	44	39	82
97210	7	14	15
97211	0	1	0
97213	5	5	16
97214	48	35	51
97215	13	8	13
97216	8	10	21
97217	42	36	72
97219	25	37	83
9722	0	0	1
97221	8	12	17
97222	62	47	99
97223	59	55	132
97224	32	25	55
97225	22	34	49
97229	47	46	83
97230	76	109	191
97231	2	2	10
97232	14	9	25
97233	98	161	236
97236	100	90	201
97239	13	21	57
97266	59	88	156
97267	36	28	50
97301	134	130	184
97302	49	73	95
97303	35	36	49
97304	2	3	5
97305	101	92	168
97306	36	34	76

97317	44	32	64
97325	0	0	1
97347	2	3	2
97362	4	2	8
97375	1	1	1
97378	6	8	5
97381	6	14	18
97392	2	5	4
97396	9	1	5

Data Point D

ZipCode	Feb-24	Mar-24	Apr-24
97002	1	0	0
97003	6	2	0
97004	1	1	0
97005	2	2	3
97006	5	1	1
97008	1	0	0
97015	0	2	3
97020	0	1	0
97024	0	3	0
97027	0	2	0
97030	2	0	1
97038	0	0	1
97045	2	3	0
97055	0	1	1
97060	1	1	0
97062	3	0	0
97070	2	0	0
97071	1	0	0
97078	2	0	1
97080	2	1	1
97086	1	1	0
97111	0	0	1
97113	0	0	1
97114	0	0	1
97123	4	1	2
97124	4	1	3
97127	0	0	1
97202	0	0	1
97203	2	1	0
97206	5	2	1
97210	0	0	1
97216	1	0	0
97217	3	0	0
97219	0	1	0
97222	4	1	0
97223	1	3	0
97224	2	0	0
97229	2	0	1
97230	2	3	2
97233	0	9	4
97236	0	1	3
97266	1	4	3
97267	0	1	0
97301	7	3	1
97302	0	4	1

97303	1	2	0
97304	0	1	0
97305	2	8	1
97306	0	2	0
97317	1	2	2
97347	1	1	0
97381	0	1	0

Data Point E

ZipCode	Feb-24	Mar-24	Apr-24
97003	0	1	0
97006	2	0	0
97015	0	0	1
97060	2	0	0
97062	1	0	0
97080	3	0	0
97203	1	0	0
97209	0	1	0
97210	0	1	0
97222	0	0	1
97224	0	0	1
97230	0	1	0
97233	0	1	2
97236	1	0	0
97266	0	1	0
97301	0	0	2
97303	0	0	1
97305	0	0	2
97306	1	1	0

Data Point D & E

ZipCode	Feb-24	Mar-24	Apr-24
97003	0	1	0
97006	1	0	0

Data Point G

ZipCode	Feb-24	Mar-24	Apr-24
97002	7	4	7
97003	42	40	57
97004	3	1	0
97005	33	52	75
97006	50	48	92
97007	27	35	47
97008	30	39	55
97009	3	14	18
97013	5	2	6
97015	16	26	56
97017	0	2	0
97019	4	2	8
97020	0	1	1
97022	4	2	8
97023	8	11	32
97024	29	25	41
97026	4	2	6
97027	10	11	22
97030	72	69	99
97032	3	8	7
97034	4	6	5
97035	9	15	29
97038	12	15	32
97042	2	4	1
97045	38	44	64
97049	1	1	0
97055	7	25	25
97060	25	29	45
97062	27	27	49
97067	2	0	3
97068	9	10	19
97070	20	32	57
97071	28	27	69
97078	29	22	40
97080	51	71	81
97086	31	34	58
97089	1	3	9
97101	3	2	4
97106	1	2	8
97111	3	1	2
97113	10	22	36
97114	1	2	11
97115	1	0	6
97116	1	1	6
97117	0	1	0

97119	0	1	12
97123	45	31	112
97124	54	34	98
97127	3	2	7
97128	2	0	2
97132	19	16	31
97133	3	4	1
97137	0	3	0
97140	13	5	20
97148	1	2	5
97201	8	11	31
97202	32	34	64
97203	30	37	64
97204	2	0	5
97205	4	5	9
97206	43	41	80
97209	30	24	57
97210	6	8	6
97213	5	3	12
97214	27	20	38
97215	13	6	11
97216	3	5	15
97217	30	22	44
97219	20	29	67
9722	0	0	1
97221	3	7	12
97222	46	35	81
97223	49	40	109
97224	22	15	43
97225	21	27	36
97229	39	33	72
97230	54	80	144
97231	1	1	7
97232	10	4	17
97233	70	105	165
97236	67	60	140
97239	8	15	37
97266	45	71	112
97267	30	23	44
97301	102	92	143
97302	40	55	71
97303	26	28	40
97304	2	3	4
97305	82	76	141
97306	27	25	57
97317	42	28	52
97325	0	0	1

97347	2	2	2
97362	3	1	3
97375	1	1	1
97378	4	5	4
97381	3	10	13
97392	2	4	4
97396	8	0	5

Data Point H

ZipCode	Feb-24	Mar-24	Apr-24
97002	0	1	2
97003	2	3	7
97005	2	6	9
97006	4	5	9
97007	2	0	1
97008	3	3	6
97009	1	0	0
97013	0	0	1
97015	2	8	2
97023	1	2	0
97024	3	4	7
97026	1	0	0
97027	1	3	3
97028	0	0	1
97030	9	6	17
97032	0	0	1
97035	2	0	2
97038	4	2	1
97045	5	4	2
97055	0	0	2
97060	0	1	3
97062	2	2	1
97067	0	1	0
97068	1	2	1
97070	2	0	2
97071	1	1	2
97078	1	4	4
97080	6	4	2
97086	4	5	7
97089	0	0	2
97101	0	1	0
97113	0	1	0
97114	0	0	1
97115	0	0	1
97117	0	0	1
97123	2	0	5
97124	3	3	7
97127	0	0	1
97132	0	1	2
97140	2	0	1
97201	1	4	3
97202	4	3	10
97203	5	2	10
97204	1	0	2
97205	0	2	0

97206	4	7	3
97209	1	2	6
97210	1	1	1
97211	0	1	0
97213	0	1	0
97214	3	2	1
97216	1	4	2
97217	3	3	8
97219	2	3	3
97221	2	1	2
97222	4	4	6
97223	3	2	5
97224	1	2	4
97225	0	3	5
97229	1	4	6
97230	8	8	13
97231	0	0	1
97232	1	2	0
97233	5	22	23
97236	10	4	17
97239	1	3	3
97266	4	1	14
97267	1	1	1
97301	8	12	12
97302	2	4	9
97303	2	3	1
97305	2	4	9
97306	1	4	3
97317	1	1	3
97362	0	0	1
97378	0	0	1
97381	1	2	4