

Portland General Electric House Energy and Environment

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Pandemic guiding principles



- Prioritize the health and safety of PGE employees and customers
- Ensure continuity of service and work
- Focus on customers and community
- Recognize that many of our customers are experiencing job loss and the resultant impacts on households struggling to meet their needs and pay bills
- Identify opportunities to support customers
- Maintain a strong public utility to deliver essential services

Protecting employees

WORKFORCE, FACILITIES, AND OPERATIONS

- Incident Command Team established in late February to support an efficient, coordinated, swift response
- Two-thirds of PGE employees are working from home
- Additional nursing staff hired; securing personal protective equipment (PPE) a priority

CRITICAL WORKFORCE

- Controlled access for critical operational areas
 - Grid Operations, Generation Control Rooms, Repair Dispatch
- Physical distancing practices in place and mandatory face coverings where 6 feet cannot be maintained
- Minimizing of crew rotation, increased facility cleaning

Supporting customers

- Customer disconnects and late payment charges suspended on March 12
- Direct energy assistance fund created for residential and small business customers
- Flexible payment options available
- Credit card fees waived
- Customer outreach expanded
 - Bill assistance
 - Energy saving tips
- Reduction in planned outages



A PGE volunteer delivers lunch as part of a Northwest Pilot Project program

Supporting the community

- **\$300,000 to address food insecurity** and other programs supported by the Oregon Food Bank, Partners for a Hunger-Free Oregon, and Marion Polk Food Share
- **\$30,000 for immediate community needs** through Oregon Community Foundation's Recovery Fund
- **\$25,000 for energy/rent assistance and emergency food aid** to local nonprofits in our service territory
- **\$20,000 for health and human services** to 211info
- **\$620,000 for educational programs** to support non-profit organizations, many of whom are pivoting to support families and youth through digital learning opportunities

**Contributions reflect giving from PGE and PGE Foundation. None of the amounts listed above are collected in customer rates.*

Changing electricity demand

- As of PGE's April load forecast, we expect weather-adjusted loads to be down 1 - 2% for the year. We are in the process of updating our load forecast which will be sent to the OPUC next month
 - Residential customer usage elevated
 - Likely reflects work from home conditions for many, coupled with school/daycare closures
 - Industrial customer usage relatively flat
 - Commercial customer usage down
 - Likely reflects the significant number of businesses operating on a reduced basis (e.g., hotels, restaurants with takeout/delivery only) or closed entirely

More customers need help

BILL PAYMENT TRENDS

- Customers are making smaller payments and allowing balances to build up
- Business and residential customers are cancelling automatic bill payments

CUSTOMERS SEEKING ASSISTANCE

- Many customers who haven't previously had difficulty paying their bills are reaching out for support
- Business customers face uncertainty about when/if they will be able to reopen and if/how their business will rebound

BUT MANY ARE NOT SEEKING ASSISTANCE

- Call volumes have dropped by 47.6% since disconnects were temporarily suspended on March 12
 - Residential = 51%
 - Business = 33.3%

Arrearage trends

(3/6-5/15)

THE NUMBER AND BALANCES OF ACCOUNTS 31+ DAYS IN ARREARS HAVE GROWN SINCE EARLY MARCH.

COMMERCIAL

- # of accounts 31+ days in arrears - up 53%
- Average balance of those accounts - up 104%

RESIDENTIAL

- # of accounts 31+ days in arrears - up 21%
- Average balance of those accounts - up 59%

TOTAL ACTIVE ARREARS

- Total arrearage amount in dollars - up 109%

Customer education and outreach

- Encouraging customers to call us if they are concerned about paying their bill
- Sharing information on multiple platforms
 - Bill inserts
 - Social media
 - Website
 - Radio
- Resources and information in multiple languages
- Scam alerts and awareness education
- Providing bill and energy savings information to our partners for wider outreach

Scam Alert
Beware of scams targeting utility customers

Portland General Electric
7 hrs • 🌐

Nuestro equipo de servicio al cliente para ayudarle a encontrar soluciones. Nuestro formulario de asistencia al cliente y servicio al cliente le llamará para ofrecerle opciones para obtener ayuda con el pago de su factura de energía y más.
<https://bit.ly/2XgT4SX>

Help with your bills and energy costs

As you navigate the changes this pandemic has on your business, we want you to know that we're here to help with bill support and energy management tools.

Helping customers
We understand the hardship you and your business might be facing right now. To help, we're:

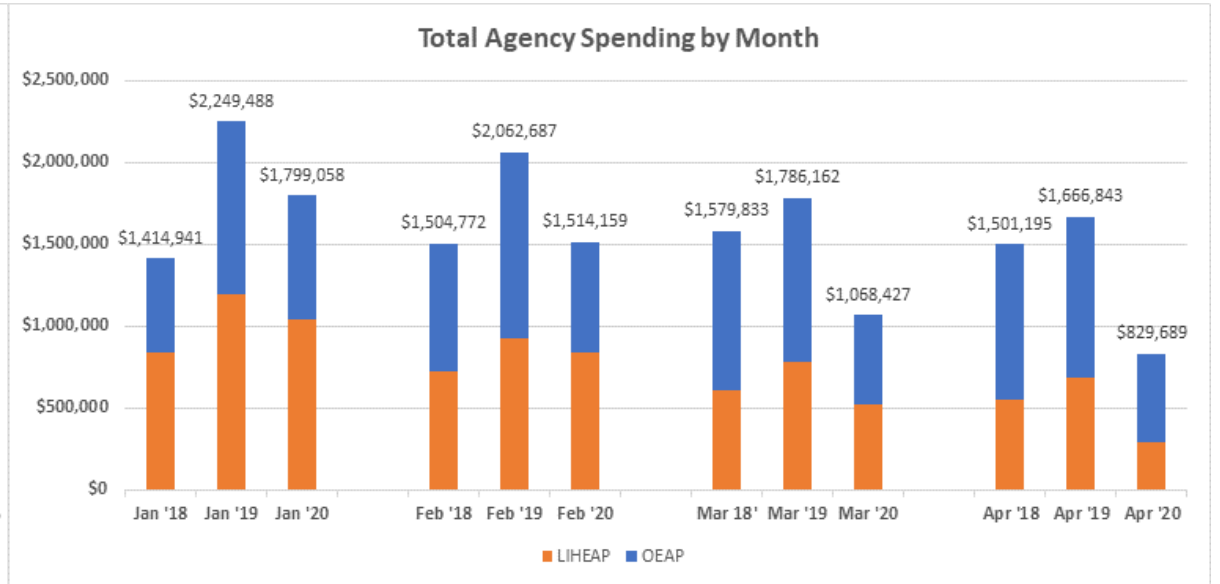
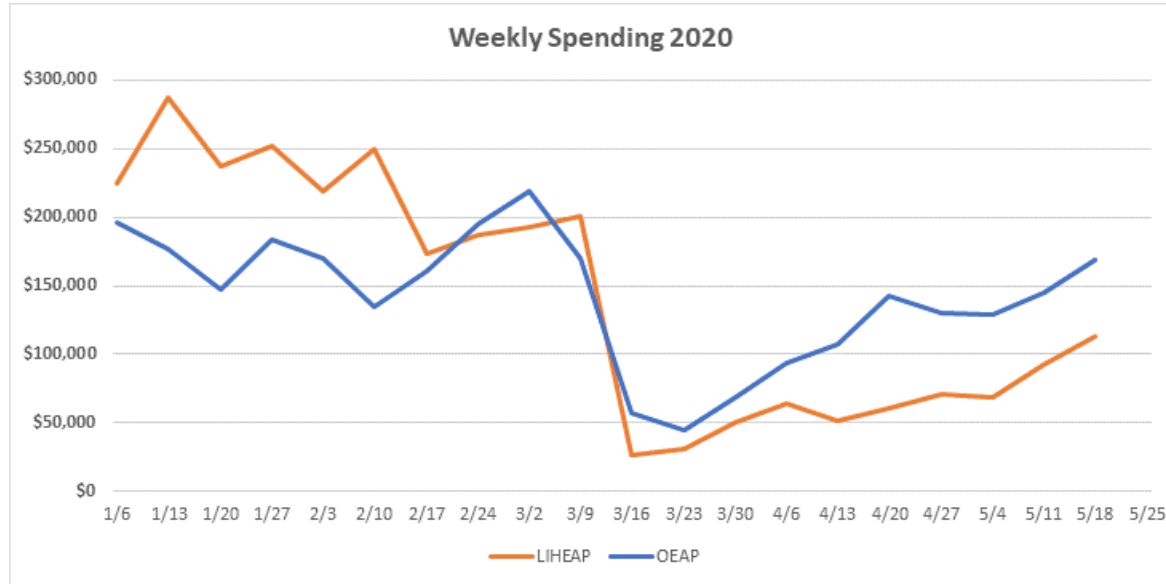
- Suspending disconnections and late fees
- Offering payment options to help make paying bills more manageable
- Waiving all third-party debit/credit card transaction fees for payments up to \$500
- Committing \$250,000 in energy assistance to directly help our customers impacted by COVID-19
- Donating \$50,000 to the Oregon Community Foundation's Small Business Stabilization Fund

Bill support
If you need help with your bill, we offer several options to fit your unique needs.

- **Request more time to pay:** If you need a little more time to pay, you can request a payment extension on your current bill 24/7 by logging in to your account or calling our automated phone system at the numbers below.
- **Change your due date:** If you need to change the day your bill is due each month, you can do that online or by calling us. Please note that it will take a full billing cycle for any change to take effect.
- **Call us for a payment plan:** We will work with you to set up payment arrangements that work for you. A payment arrangement operator will call you with your bill amount and help you with your bill balance.
- **Request energy assistance:** PGE is committing \$250,000 in energy assistance to directly help our customers impacted by COVID-19. Call our customer service team to see if you qualify.

If you're on Equal Pay:
This program helps you even out your monthly payments for more consistent, predictable bills. However, right now, when you may be using more or less energy than usual, your Equal Pay amount and energy use may be mis-calculated. To help, we'll monitor your Equal Pay amount every four months and let you know if we adjust the amount to help you avoid paying too little or too much. You can also check your Equal Pay balance (amount you owe from extra usage, or amount we owe you for smaller usage) on the back of your bill. If you're concerned about your balance, please call us.

Energy assistance to PGE customers



Energy assistance

Getting assistance to those in need should be faster and easier

- OHCS flexibility measures for energy assistance programs may help if fully embraced by agencies
- Categorical eligibility could help relieve bottlenecks to get funding to customers quickly

More funding will be essential to help customers manage their bills

- In a typical year, LIHEAP and OEAP funding meets less than 20% of the need; need is far greater now
- Oregon has \$7.7M in additional LIHEAP energy assistance program funds from the CARES Act; \$5.5M of that is available statewide for bill payment assistance on behalf of utility customers
- We join others nationally in advocating for additional LIHEAP funds in the next federal package and support the request for \$30 million from the state's CARES Act funding for energy assistance

Adapting for the future

MANAGING COSTS

- Hiring freeze and voluntary furlough program
- Budget reductions across the organization
- Secured additional financing to ensure liquidity
- Will be working with OPUC to address impacts of the pandemic and recession

ENSURING CRITICAL WORK CONTINUES

- Maintain compliance, reliability and resiliency of the system
- Deliver timely customer-driven operational/field work
- Keep major projects on track without delays (Integrated Operations Center, Wheatridge Renewable Energy Facility)
- Delay projects that have the least impact on reliability
- Temporarily adjust the pace of some field work (pole replacements, underground cable installs)

Adapting for the future

PLANNING FOR THE NEW NORMAL

- Planning in progress on a phased approach to workplace stabilization that prioritizes employee safety

DEVELOPING MORATORIUM TRANSITION PLAN

- We want to keep our customers' power on by:
 - Proactively communicating with customers multiple times regarding the status of their account – no surprises
 - Offering flexible payment options
 - Helping them manage their energy usage
 - Connecting them with energy assistance and other resources
 - Disconnection is always a last resort
- We will engage Community Action Program partners, Citizen's Utility Board, the Oregon Public Utility Commission and other key stakeholders throughout the transition process