

RESIDENTIAL BILL ASSISTANCE PROGRAM

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Purpose

The purpose of this schedule is to implement the Residential Bill Assistance Program consistent with Commission Order No. 20-324. The Order directs Utilities to establish a program to identify and manage Residential Customer arrearages associated with the COVID-19 pandemic to proactively assist Residential Customers prior to resuming disconnections and to prevent bad debt from accumulating on utility accounts.

The program may identify and waive residential arrearages at an initial total amount of \$12,681,000. This amount represents one percent of the Company's 2019 Oregon retail revenues, not to be increased without prior Commission approval.

Available

To Residential Customers served by the Company within its service territory.

Applicable

To Residential Customers who have experienced economic hardship due to COVID-19, and as a result, have accumulated an arrears balance greater than 31 days. Eligible Residential Customers may receive assistance under this tariff by contacting the Company to enroll.

Residential Bill Assistance Program Options

The Residential Bill Assistance Program is designed to pay down arrears, establish sustainable payment plans, and provide a safety net for Customers who are disconnected for nonpayment of bills. However, at no time will a payment provided under this program result in a credit balance on a Customer's account. Eligible Customers may elect to participate in one of the following two program options:

1. **Extended Payment Match.** Customers requiring long-term payment arrangements on past due balances will receive a monthly payment match up to \$1,000. The Customer must enroll in an extended payment plan and may elect to use a portion of the \$1,000 match as a down payment on the payment plan. The Company will match Customer payments until the \$1,000 maximum is met, 12 months have elapsed, the arrearage is paid in full, or the Customer is disconnected for non-payment, whichever occurs first.
2. **Instant Grants.** Customers will receive a one-time grant up to \$500 of arrears. The grants may be used to pay arrears, reconnect service, or set up an extended payment plan. Extended payment plans using the \$500 dollar grant are not eligible for the Extended Payment Match option.

Schedule Provisions

1. Additional programs or adjustments to the programs listed above may occur as the Company develops experience in operating these programs.
2. The Company will provide information regarding the bill assistance program as outlined in the reporting requirements in Commission Order 20-401. Additional reporting may be provided as determined by the Commission.
3. In accordance with Commission Order No. 20-375, the Company will defer and seek recovery of all associated program costs not otherwise included in rates.

(continued)

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Term

The duration of this program is through October 31, 2022 or until funds are depleted.

Rules and Regulations

Service under this Schedule is subject to the General Rules and Regulations contained in the tariff of which this Schedule is a part and to those prescribed by regulatory authorities.