

Keeping Warm Utility Panel

Tyler, PGE

Lois, NW Natural

Melissa, Pacific Power

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Red Flags



Asking additional questions to make sure customers and their account is protected

Things to review:

1. Do they have a bill?
2. Name on the account?
3. Check address & mailing address
4. Review the usage

Be on the look out for...



Account in minors name

- Fewer instances than 5 years ago
- Check ID's to verify birthdate, name, etc.
- Call the utility if suspected
- It's fraud and it's illegal



“Name Switching” to avoid charges

- Roommate calls to start service
- Ask additional questions
- Better to address it now



Make sure the RIGHT person is responsible

- Ask additional questions
- Contact the utility for help
- Verify ID

Arrearage Payment Plans

As required by the Oregon Public Utility Commission (Reference: OAR 860-021-0415), NW Natural, PGE, and PacifiCorp offer residential customers the arrearage payment plans listed below:

- Equal Pay Arrearage Plan
- Levelized Time Payment



Arrearage Payment Plans

Equal Pay Arrearage Plan

Involves three steps

1. A minimum down payment of $1/12^{\text{th}}$ of the total balance to start the plan.
2. A monthly payment of $1/12^{\text{th}}$ of the balance each month in addition to the current bill for the next 11 months.
3. Paying the current bill on time.

While a fixed portion of the old balance is paid each month, the current bill depends on the current usage. By the end of 12 months, the balance should be nearly paid off.

Arrearage Payment Plans

Levelized Time Payment

Works the same way as the Equal-Pay Arrearage Plan with a few differences. It involves the following steps:

1. Pay a down payment equal to the average annual bill including the account balance, divided by 12.
2. Make a like payment each month for 11 months thereafter.
3. The energy utility shall review the monthly installment plan periodically.
4. If needed due to changing rates or variations in the amount of service used by the customer, the installment amount may be adjusted to bring the account into balance within the time specified in the original agreement.
5. Paying the levelized payment on time.

If a customer fails to abide by the time-payment agreement, the energy utility may disconnect service after serving a 15 days' notice.

Questions?

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