



## Arrearage Management Plan Principles

- A well-defined, sophisticated Outreach Plan that reaches as many customers as possible and that includes:
  - Priority to communities (zip codes) with the highest number of customers in arrears.
  - Communications in languages that are prevalent in the company's service territory.
  - Partnering with community-based organizations to provide information on debt relief programs.
  - Information on resources that can assist customers from falling into arrears.
- Prioritization of funds should be directed to customers as follows:
  - To the extent statutory authority allows, those customers enrolled in low-income programs (LIHEAP, OEAP, OLGA, LIRAP, and OLIBA) and ensure that these customers are not disadvantaged by rules.
  - To customers in the 91+ day arrears followed by those in 61+ day arrears.
  - To customers on medical certificates.
- Harmonization of using AMPs with extended TPAs when possible and practical.
- Evenhanded treatment of similarly situated customers.
- No programs should result in an ending credit on a customer's account.
- No programs should provide arrearage funding support to customers not in arrears.
- Include a review with staff and interested stakeholders of the implementation of a company's Bill Assistance Program, with consideration given to modifying program offerings, no later than the time at which 50 percent of program funds have been committed.
- Include workshops with interested stakeholders on targeting outreach of its programs to communities and customers who have been disproportionately impacted by the COVID-19 pandemic within 30 to 45 days of the tariff effective date.
- Provide accurate and timely reports to PUC staff and interested stakeholders. A minimum of two reports prior to the mid-May Public Meeting Check-in with the Commission.