

OR Small Commercial Disconnects **November 2021**

Company	Small Commercial Customers	Small Commercial Disconnects	Disconnects as Percentage of Small Commercial Customers
Avista	11,974	11	0.09%
Cascade Natural Gas	10,390	7	0.07%
Idaho Power Company	2,607	1	0.04%
Northwest Natural Gas	57,048	28	0.05%
PacifiCorp	68,813	42	0.06%
Portland General Electric	105,918	0	0.00%
<b>November 2021 OR Totals</b>	<b>256,750</b>	<b>89</b>	<b>0.03%</b>

Table 7 - Total OR Small Commercial Disconnects 2021 YTD

Company	Small Commercial Customers	Small Commercial Disconnects	Disconnects YTD as Percentage of Small Commercial Customers
Avista	11,974	185	1.55%
Cascade Natural Gas	10,390	133	1.28%
Idaho Power Company	2,607	15	0.58%
Northwest Natural Gas	57,048	718	1.26%
PacifiCorp	68,813	460	0.67%
Portland General Electric	105,918	431	0.41%
<b>2021 YTD OR Totals</b>	<b>256,750</b>	<b>1,942</b>	<b>0.76%</b>

**Caution:** The total of all small commercial customers disconnected year-to-date does not equal currently disconnected small commercial customers. Many reconnections are prompt. Also note that some disconnects are unrelated to non-payment -- See AVA Tab.

See tabs to right for more detail.

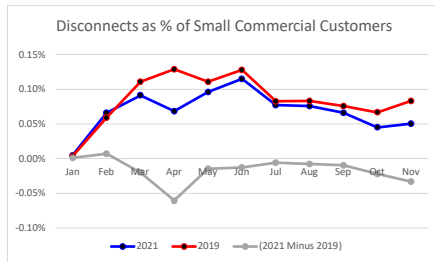
Aggregated Oregon Small Commercial Disconnects

Monthly Totals Oregon Small Commercial Disconnects 2021	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021	May 2021	Jun. 2021	Jul. 2021	Aug. 2021	Sep. 2021	Oct. 2021	Nov. 2021	Dec. 2021
Small Commercial Customers	255,429	255,566	255,893	256,142	256,108	255,992	255,975	255,896	256,119	256,413	256,750	
Small Commercial Disconnects	13	169	234	176	247	295	198	194	170	116	130	
Disconnects as Percentage of Small Commercial Customers	0.01%	0.07%	0.09%	0.07%	0.10%	0.12%	0.08%	0.08%	0.07%	0.05%	0.05%	

Monthly Totals Oregon Small Commercial Disconnects 2019	Jan. 2019	Feb. 2019	Mar. 2019	Apr. 2019	May. 2019	Jun. 2019	Jul. 2019	Aug. 2019	Sep. 2019	Oct. 2019	Nov. 2019	Dec. 2019
Small Commercial Customers	251,491	251,782	251,791	251,629	251,562	251,654	251,713	251,769	251,595	252,274	252,903	252,862
Small Commercial Disconnects	10	149	280	325	279	322	209	210	191	169	211	143
Disconnects as Percentage of Small Commercial Customers	0.00%	0.06%	0.11%	0.13%	0.11%	0.13%	0.08%	0.08%	0.08%	0.07%	0.08%	0.06%

Disconnects as Percentage of Small Commercial Customers 2021 vs 2019 Aggregated Disconnects

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	0.01%	0.07%	0.09%	0.07%	0.10%	0.12%	0.08%	0.08%	0.07%	0.05%	0.05%	
2019	0.00%	0.06%	0.11%	0.13%	0.11%	0.13%	0.08%	0.08%	0.08%	0.07%	0.08%	
(2021 Minus 2019)	0.00%	0.01%	-0.02%	-0.06%	-0.01%	-0.01%	-0.01%	-0.01%	-0.01%	-0.02%	-0.03%	



Note that Disconnects for Small Commercial Customers as a percentage of the number of same are lower in 2021 than in 2019.

In November 2021, there is a continued downward trend in Small Commercial Customers Disconnects as compared to trending in 2019.