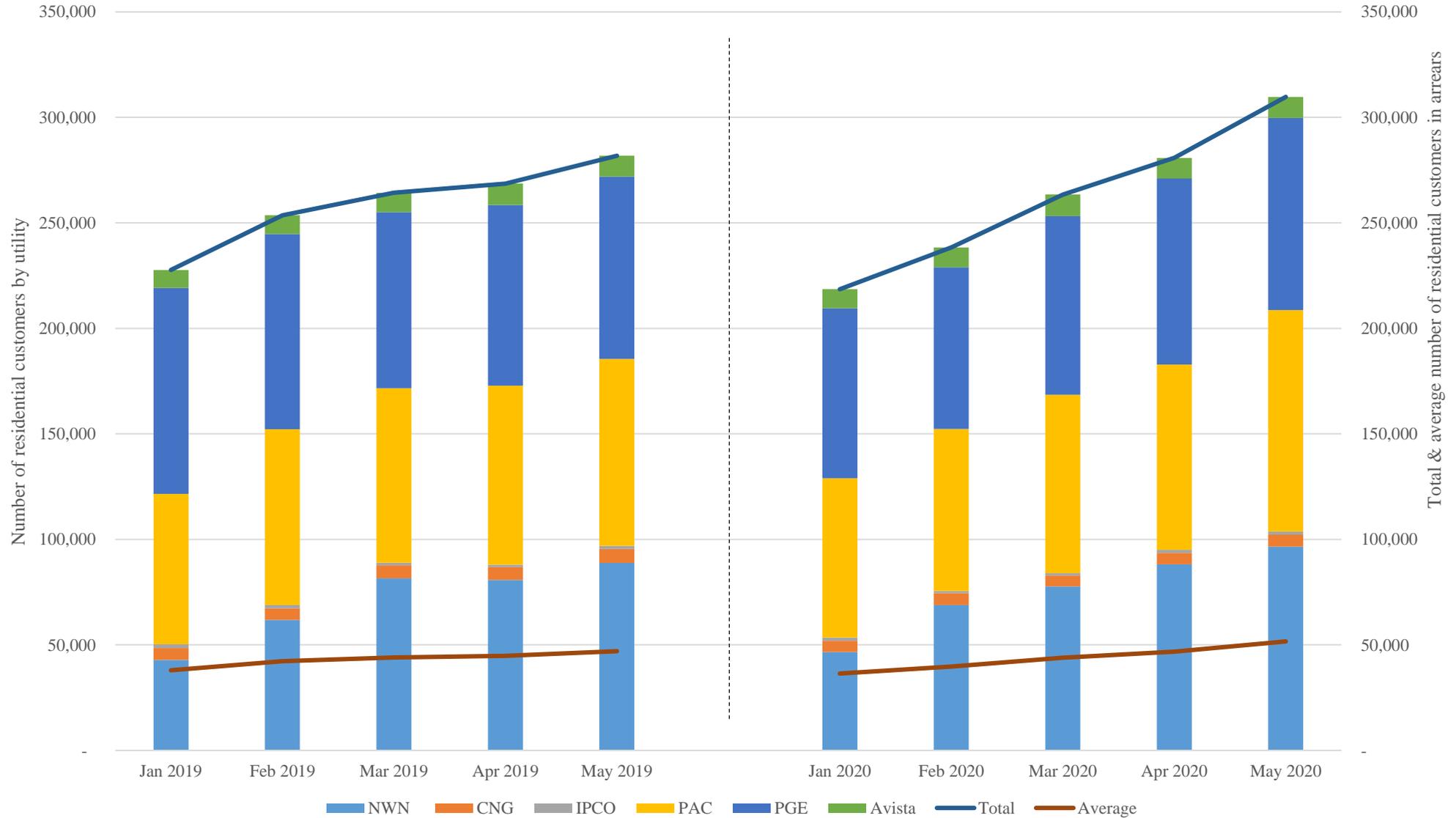


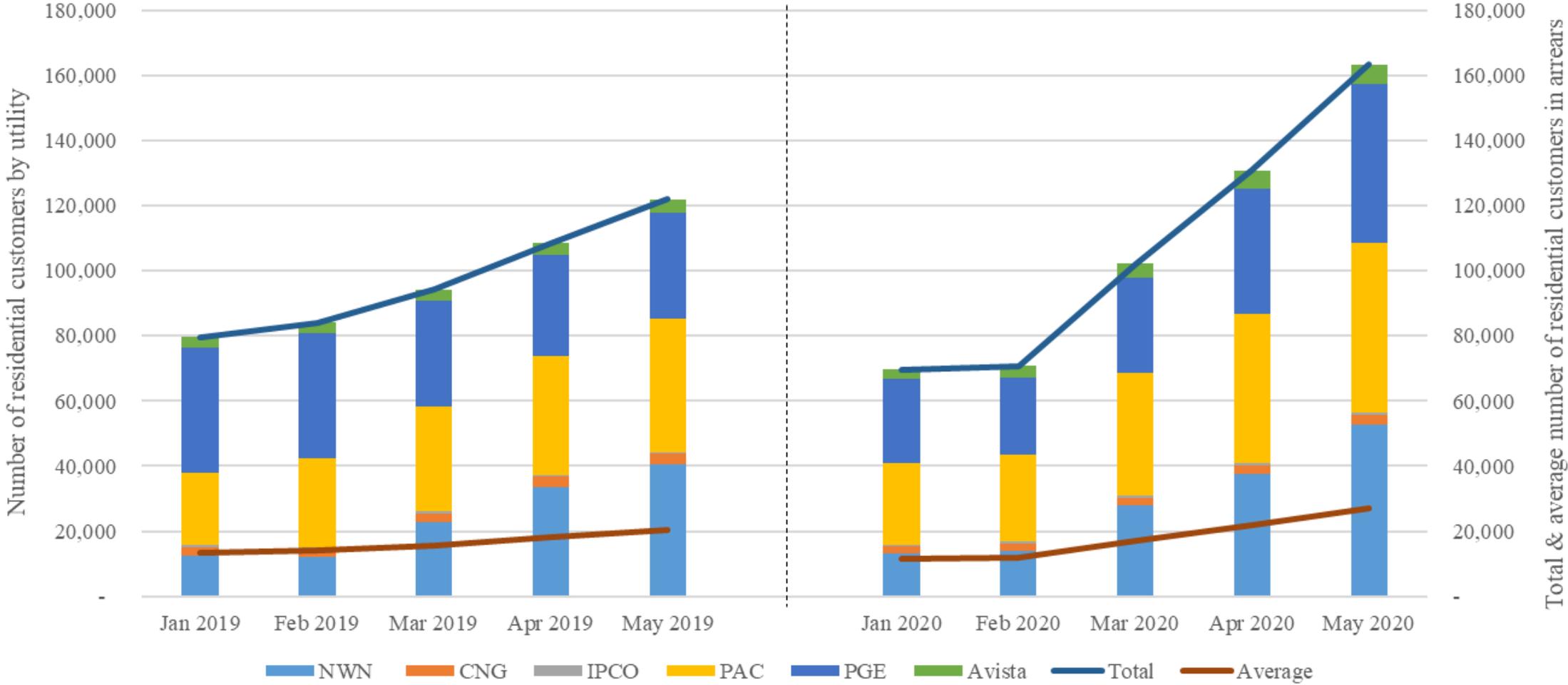
# COVID-19 Arrears Data

Number of Residential  
Customers in Arrears  
(30/60/90 days)

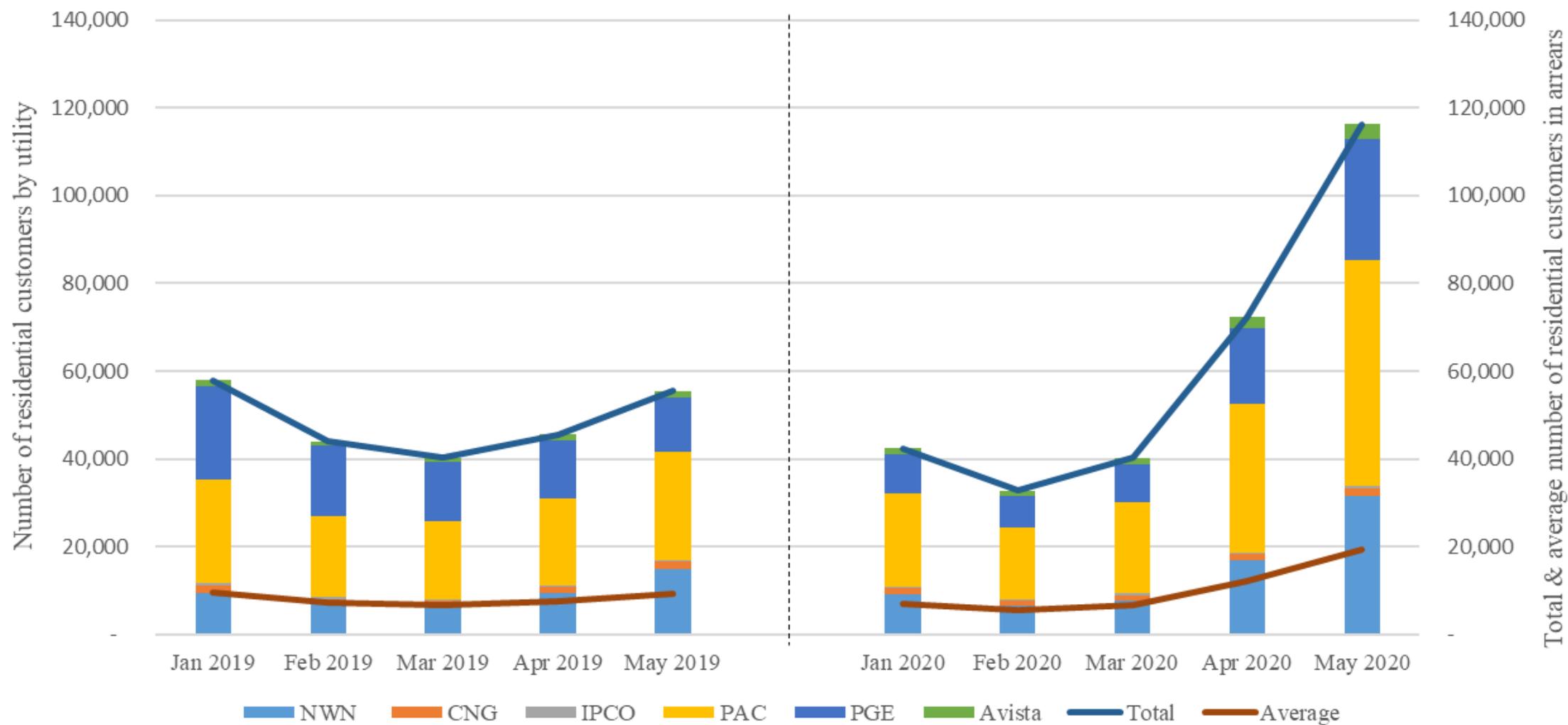
### Number of Residential Customers in Arrears - 30 days



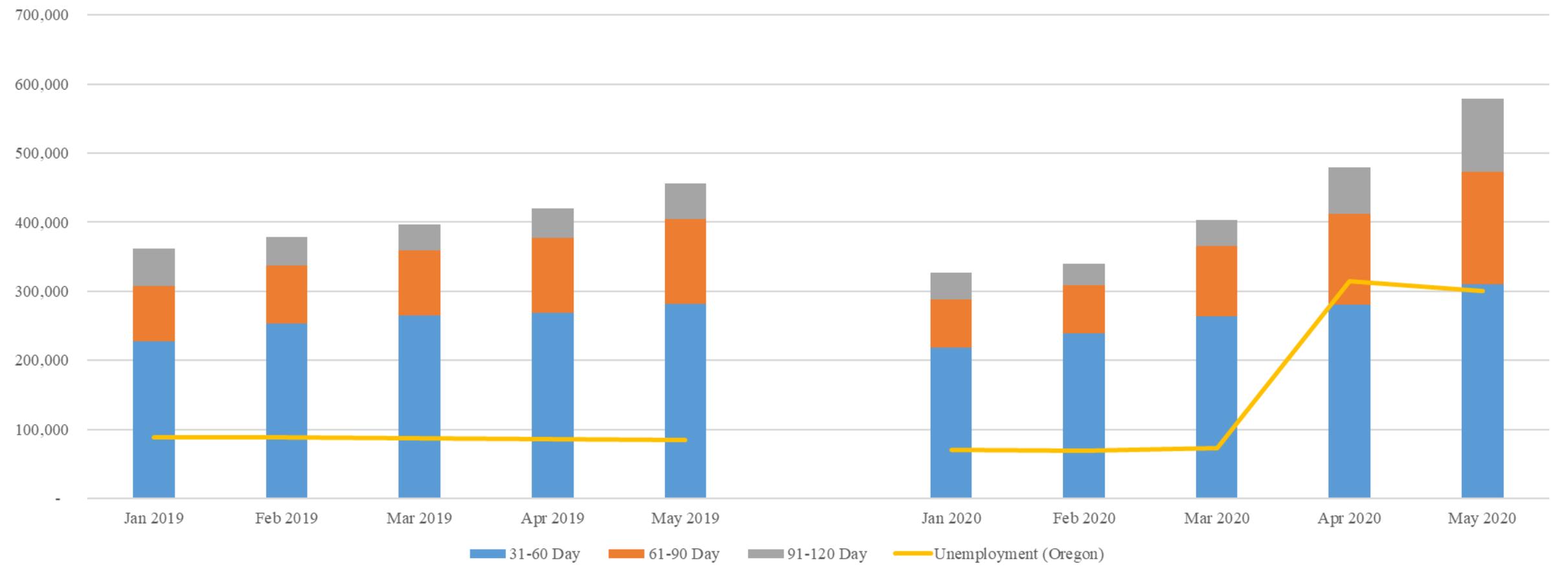
### Number of Residential Customers in Arrears - 60 days



## Number of Residential Customers in Arrears - 90 days

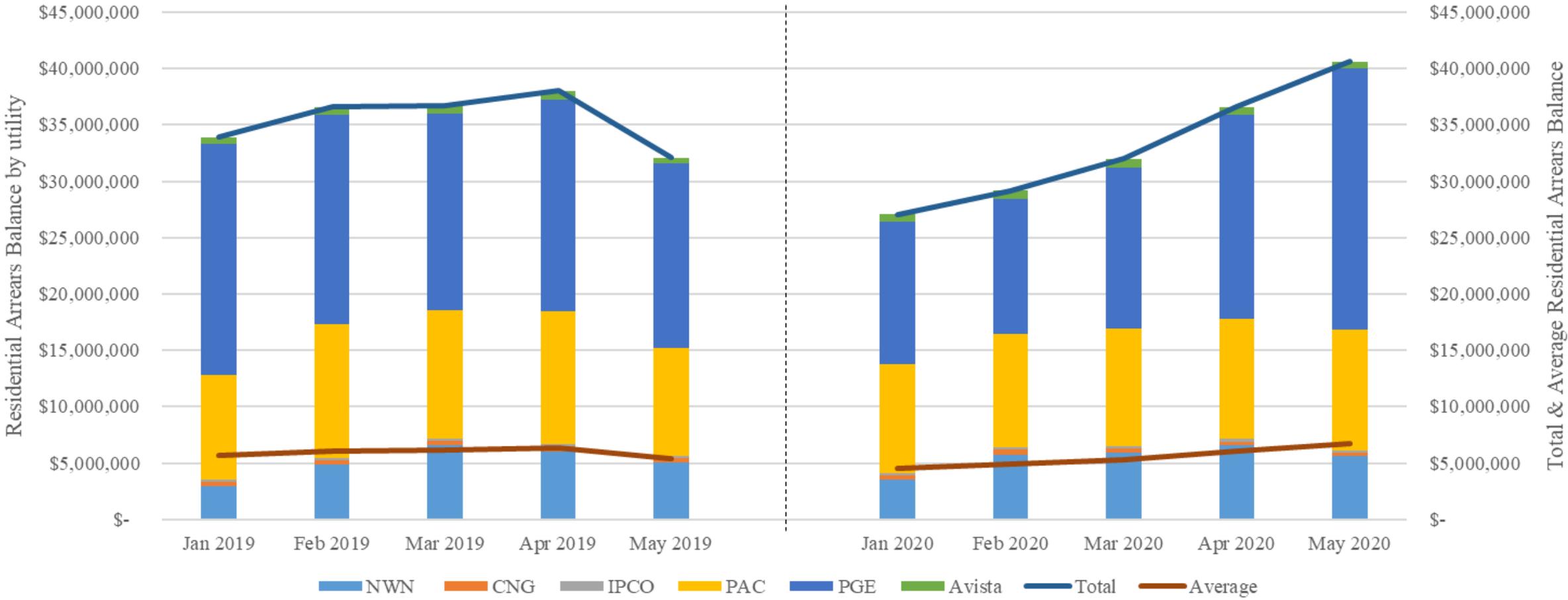


Unemployment (Oregon) vs. Total Residential Customers in Arrears

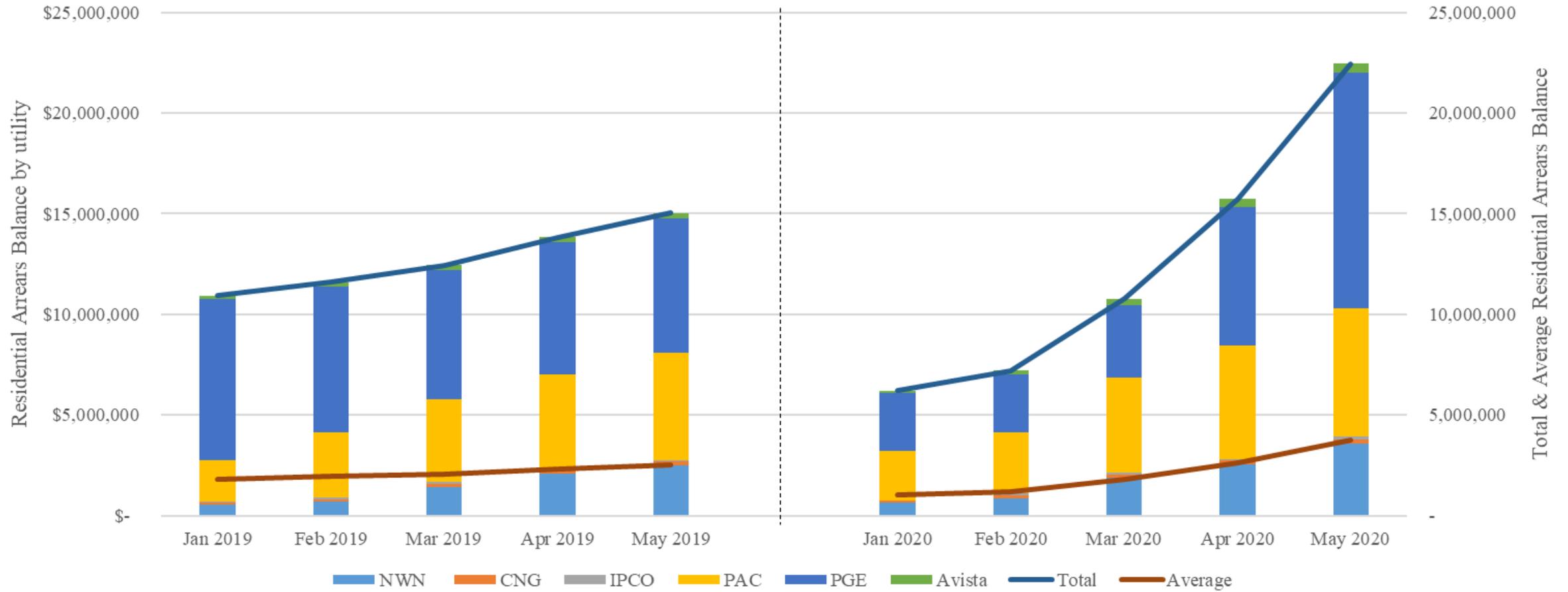


Total Residential Arrears  
Balance  
(30/60/90 days)

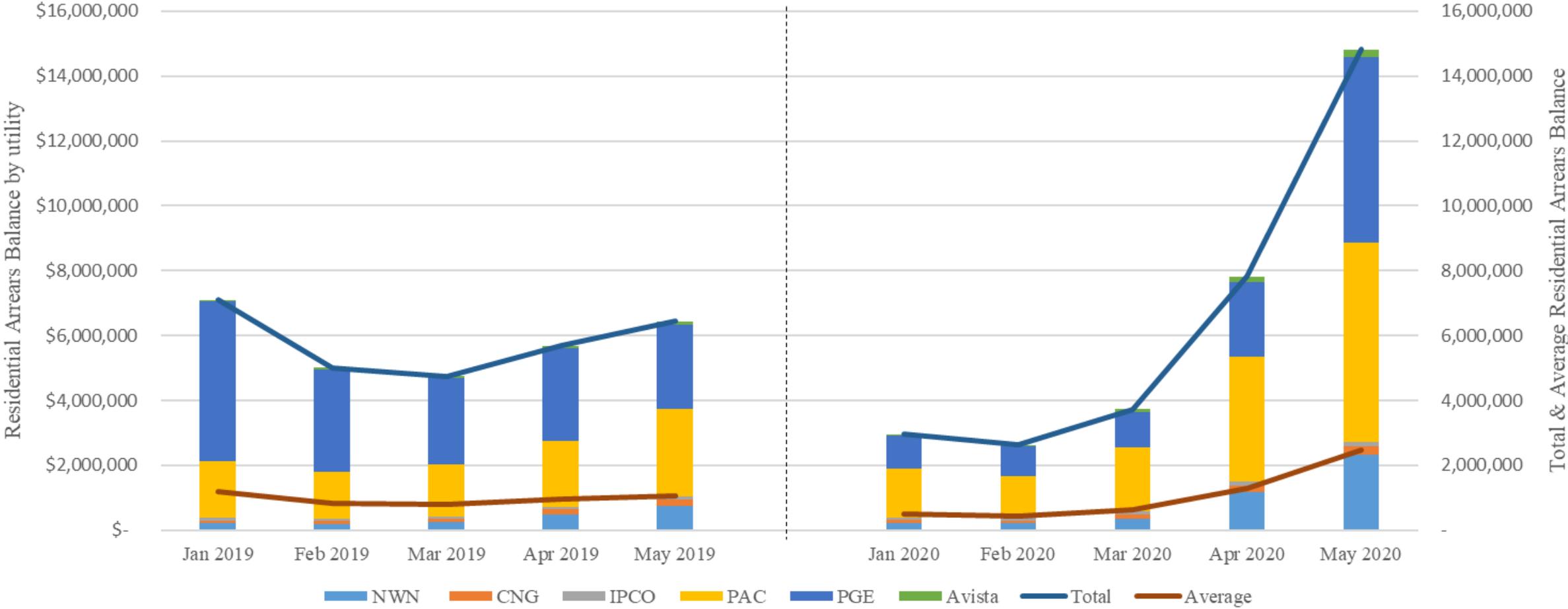
### Total Residential Arrears Balance - 30 days



### Total Residential Arrears Balance - 60 days

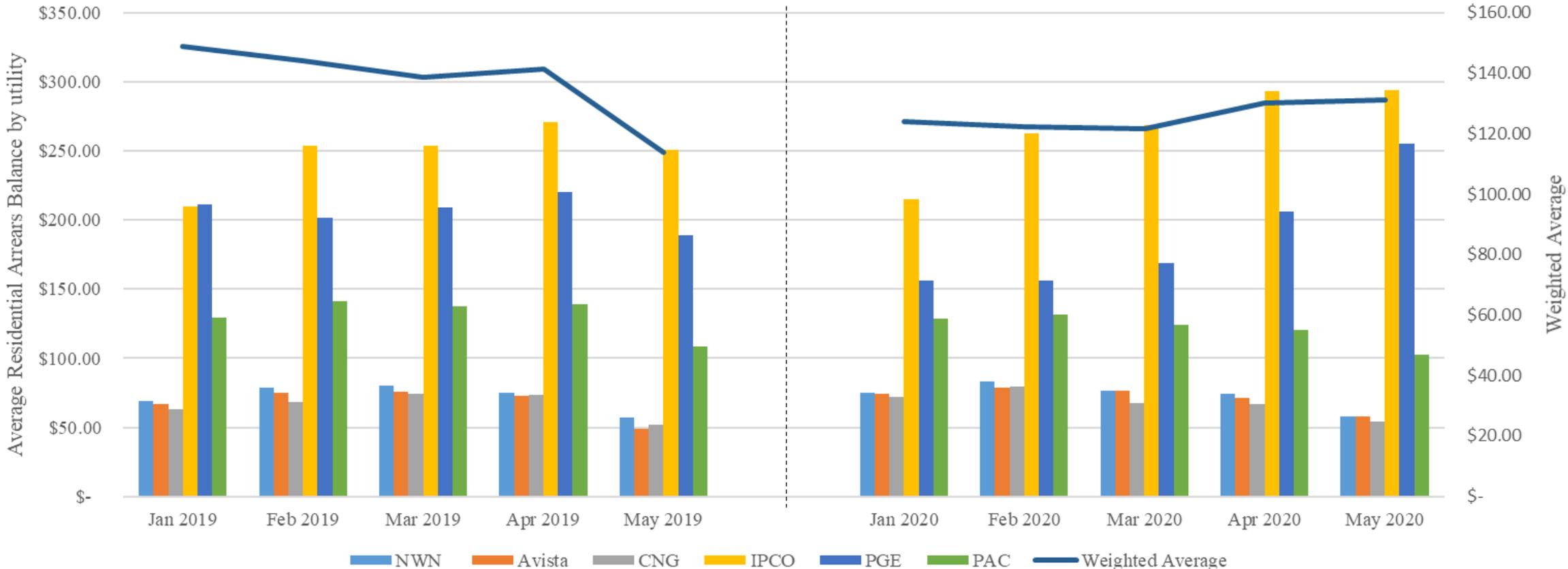


### Total Residential Arrears Balance - 90+ days

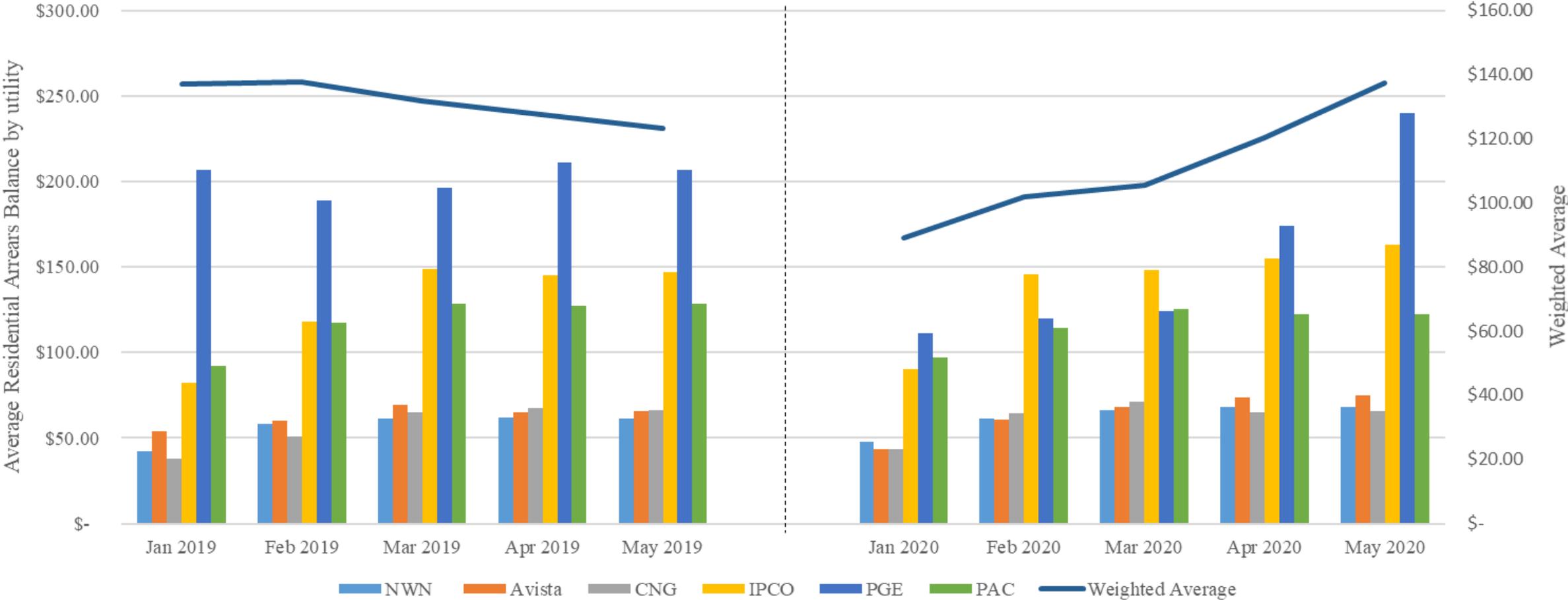


Average Residential Arrears  
Balance  
(30/60/90 days)

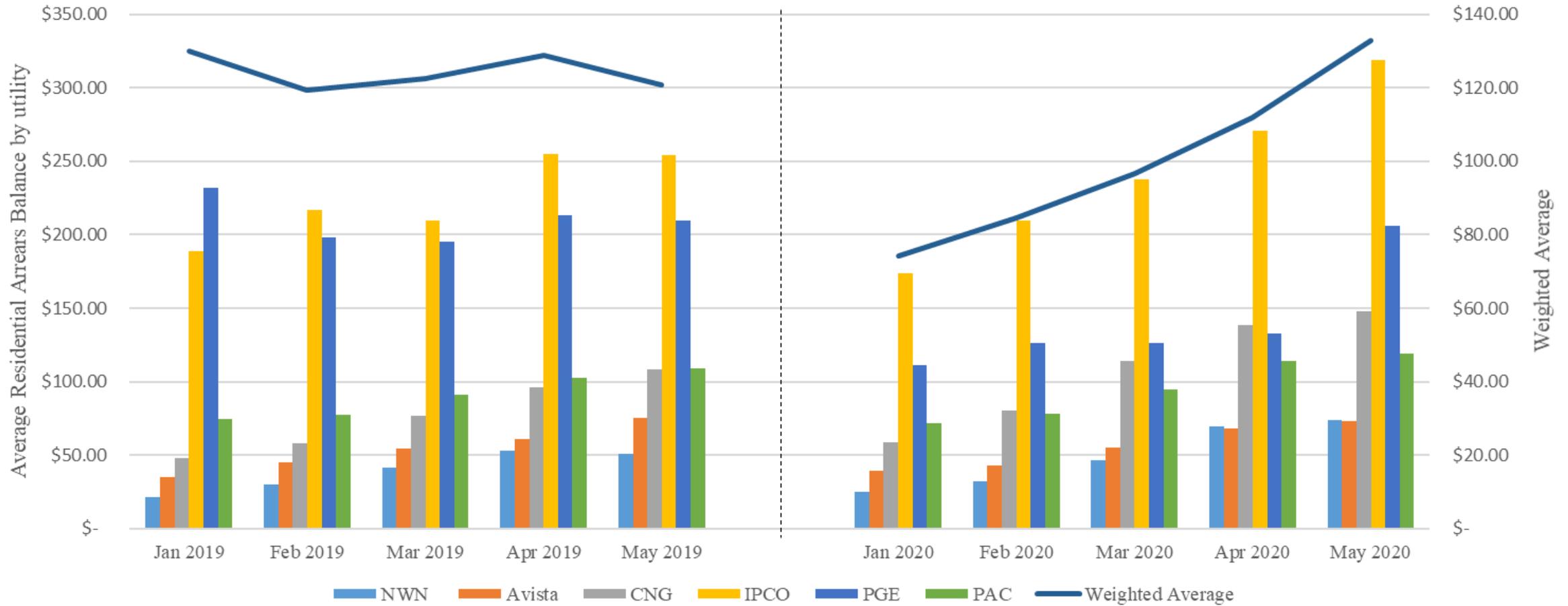
### Average Residential Arrears Balance - 30 days



### Average Residential Arrears Balance - 60 days

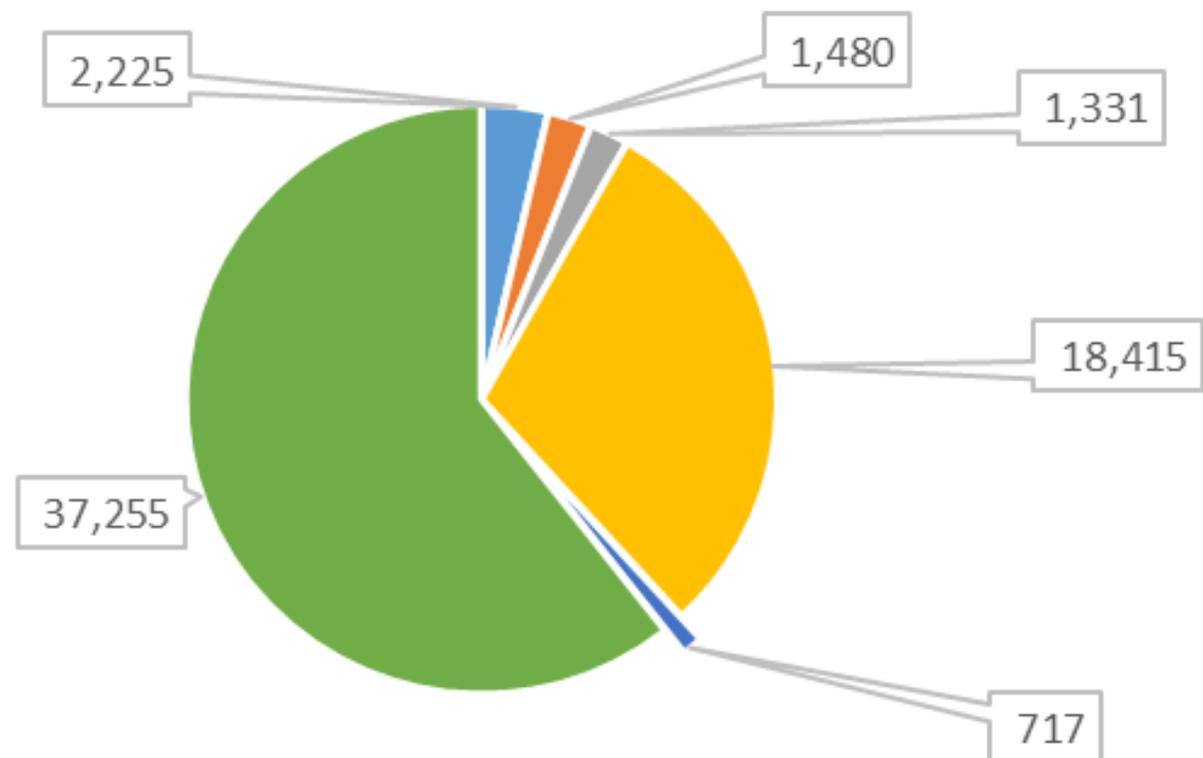


### Average Residential Arrears Balance - 90+ days



Disconnects

## Total Disconnects - August 2018 - March 2020



- Avista Natural Gas
- Cascade Natural Gas
- Idaho Power
- NW Natural Gas
- Pacific Power
- PGE

Average Monthly Disconnects - August 2018 to March 2020

