



**Oregon Citizens'
Utility Board**

Knowledge is Power: Understanding Your Utility Bills

About Us

CUB is an independent nonprofit organization that advocates for residential utility consumers. For almost 40 years, we have worked to make Oregon utilities affordable, accessible, reliable, and clean.



Fighting for affordable,
accessible, reliable, and clean
utility services since 1984



**Oregon Citizens'
Utility Board**



Understanding Your Utility Bills

Pacific Power

John Smith
123 John Doe St
Medford, OR 97501

QUESTIONS: Call
1-888-221-7070
24 hours a day,
7 days a week
pacificpower.net

BILLING DATE: Sep 23, 2020
ACCOUNT NUMBER: 12345678-001
DUE DATE: Oct 9, 2020
AMOUNT DUE: \$76.76

Historical Data - ITEM 1

Your Balance With Us

DATE	DESCRIPTION	AMOUNT
Previous Account Balance		87.08
Payments/Credits		-170.42
New Charges		+160.10
Current Account Balance		\$76.76

Payments Received

DATE	DESCRIPTION	AMOUNT
Aug 27, 2020	Payment Received - Thank You	87.08
Sep 23, 2020	09/2020 Solar credit (853 KWH @ \$0.0977/KWH)	83.34
Total Payments		\$170.42

Note: \$83.34 Participation credit is for OREGON COMMUNITY SOLAR project @ 5432 Winthrop Hwy Medford

Detailed Account Activity

ITEM 1 - ELECTRIC SERVICE

METER NUMBER	SERVICE PERIOD	ELAPSED DAYS	METER READINGS	Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
12345678	Aug 18, 2020 - Sep 17, 2020	30	20055	20050	1.0	775 kwh

Next scheduled read date: 10-16. Date may vary due to scheduling or weather.

NEW CHARGES

CHARGE	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
Delivery Charge	775 kwh	0.0042600	34.30
Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034000	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.26
Total New Charges			\$72.34

Note: This agreement is enrolled in community solar <Participant ID will be placed here>

Write account number on check & mail to: Pacific Power, PO BOX 4600, Portland, OR 97208-0601

RETAIN THIS PORTION WITH YOUR PAYMENT

PACIFIC POWER
PO BOX 4600
PORTLAND OR 97208

PACIFIC POWER
PO BOX 26000
PORTLAND OR 97256-0001

AMOUNT DUE: \$76.76

Place the amount enclosed

Portland General Electric

(503)228-6322 or 1-800-542-8818
portlandgeneral.com

Account # 0097389700

Previous Amount Due 117.58
Balance Forward 0.00
Current Charges 102.24
Add'l Charges/Credits 8.49 CR

Service Address:
COMMSOLAR SUBSCRIBER
875 MAIN ST NE
SALEM, OR 97301-7174

AMOUNT DUE \$93.75
Due date for current bill 09/01/20

AMOUNT DUE \$93.75
Due date for current bill 09/01/20

5 Total u

Historical Data - ITEM 1

This month's charges (Turn over for details)

Meter # 217546891N, Schedule 07

Energy Charges (796 kWh)

Adjustments

Other Charges/Credits

Total Taxes and Fees

Current Energy Charges

Additional Charges/Credits 8.49 CR

Thank you for participating in Oregon's Community Solar Program. If you have questions about your subscription fees or credits, or a concern about your project, please contact Community Solar Program at 800-481-0510 or email: info@oregoncsp.org.

If you've already paid the balance forward amount, please subtract that from the total amount due when submitting your payment.

Period Ending Temperature* Monthly kWh Monthly Cost

Apr 2020 67 856 112.42

Apr 2019 66 832 106.84

*Temperature source: Salem/McNary Field Airport

Monthly kWh

0097389700
Account Number

Due Date: 05/01/20
Amount Due: 93.75

P.O. Box 4438
Portland, OR 97208-4438

COMMSOLAR SUBSCRIBER
PO BOX 182555
SALEM OR 97301

QUESTIONS? Call 1-800-542-8818 or portlandgeneral.com

PGE

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NW Natural

Quick Reference Information

Account Number [REDACTED]
Bill Date 1/14/2020
Bill Inquiries 800-422-4012
Current Charges Due 1/30/2020
AMOUNT DUE \$115.00

NW Natural
nwnatural.com

Customer Statement For Service At: [REDACTED]

Usage Summary

Meter 554253

Actual Read 2751 1/14/23
Actual Read 2582 12/11/19
Units of gas 189 34 days
Billing Factor x 1.101
Therms 188.1

NW NATURAL ACCOUNT SUMMARY

Previous Balance \$23.72 CR

Payment(s) Received .00

Subtotal Balance Forward \$23.72 CR

Current Charges

Monthly Service Charge Rate 02R 8.00
Gas Usage 188.1 @ .91652 170.57
2% Beaverton Franchise Fee 3.57
Public Purpose Charge 9.47

Subtotal Current Charges \$191.61

New Balance \$167.89

** Auto-Pay ** Your automatic payment will be processed on the due date of this bill.

Beginning Dec 1, 2020, a late charge of 2.1% with a minimum of \$3.00 may be assessed on a past due balance of \$50.00 or more.

Your monthly Equal Pay Plan amount is \$115.00.

You are on a budget plan. The amount due includes the amount owed on your plan and any miscellaneous charges.

You are participating in the WARM program, which adjusts bills if weather between Dec. and mid-May is colder or warmer than normal.

Save time and money by using our free, online self-service tools. You can track your gas use, view and pay your bill, schedule equipment tune-ups and more. Register at nwnatural.com today.

AVG THERMS PER DAY

19 J F M A M J J A S O N D 20

12.3
9.0
5.7
2.4

19 JAN 20 44.1 34 186 5.5
JAN 19 44.5 35 213 6.1

12510097380000600000002390000000002743101

0097389700
Account Number

Due Date: 05/01/20
Amount Due: 93.75

P.O. Box 4438
Portland, OR 97208-4438

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SALEM OR 97301

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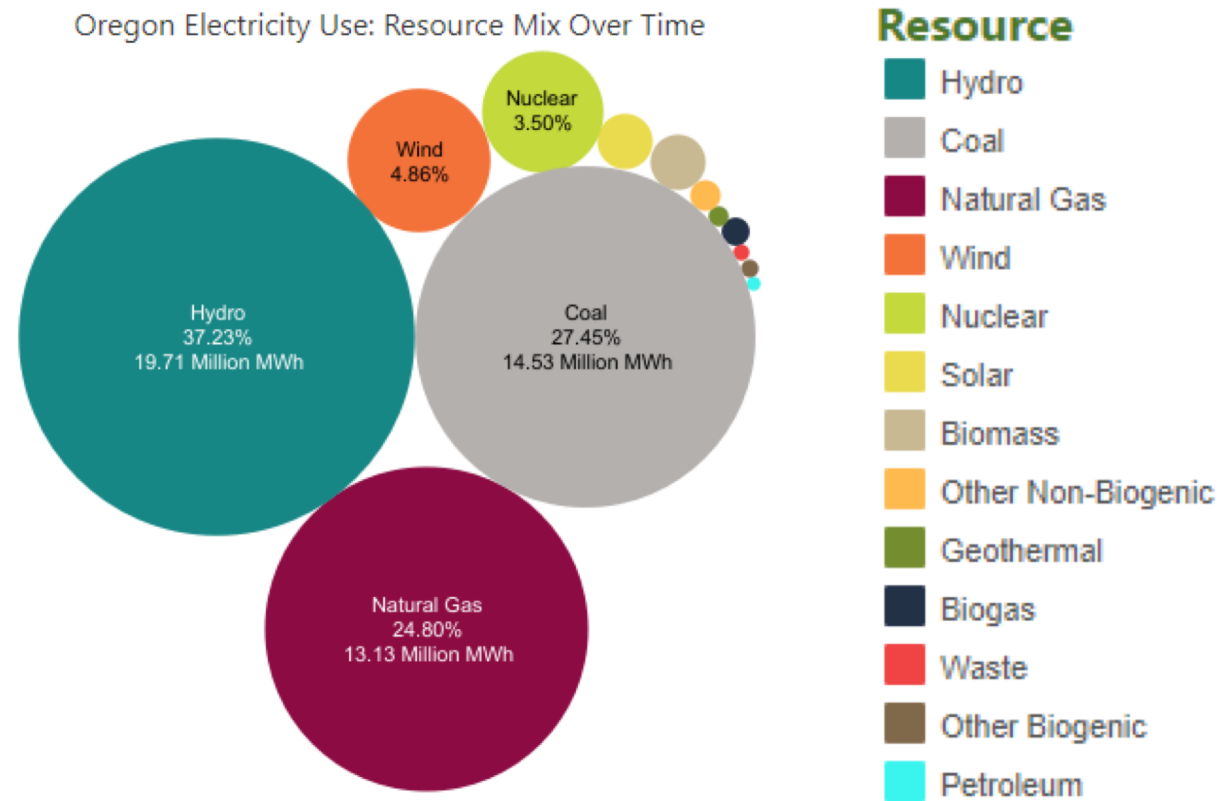
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Where Our Electricity Comes From



<https://www.oregon.gov/energy/energy-oregon/Pages/How-Oregon-Uses-Energy.aspx>



Opting Into Renewable Energy

Utility Programs



Green Future Choice

Green Future Bloc



Blue Sky Renewable Energy

Community Solar

- Open to any PGE or Pacific Power customer
- Funds local solar projects
- Earn credits on your power bill
- Low-cost options available



Bill Payment Options

Standard Billing	Equal Pay	Time of Use
All utilities		
Different \$ amounts each month		
Based on monthly energy usage		
Available: to everyone		
Pros: Only pay for what you use that month		
Cons: Seasonal highs/lows can make it hard to budget		



Bill Payment Options

Standard Billing	Equal Pay	Time of Use
All utilities	All utilities	
Different \$ amounts each month	Same \$ amount each month	
Based on monthly energy usage	Average of the last year, divided by 12	
Available: to everyone	Available: after 12mo of service	
Pros: Only pay for what you use that month	Pros: Easy to budget for bills; usage monitored and adjusted	
Cons: Seasonal highs/lows can make it hard to budget	Cons: Unavailable if you have an overdue account	

Interested in changing? Call your utility or go online!



Bill Payment Options

Standard Billing	Equal Pay	Time of Use
All utilities	All utilities	Electric only
Different \$ amounts each month	Same \$ amount each month	Different \$ amount each month
Based on monthly energy usage	Average of the last year, divided by 12	Based on times energy is used during each day (peak/off peak)
Available: to everyone	Available: after 12mo of service	Available: to everyone
Pros: Only pay for what you use that month	Pros: Easy to budget for bills; usage monitored and adjusted	Pros: Good for if most energy is used late at night or weekends
Cons: Seasonal highs/lows can make it hard to budget	Cons: Unavailable if you have an overdue account	Cons: Not helpful for homes with typical energy usage

Interested in changing? Call your utility or go online!



Understanding Your Utility Bills

Pacific Power

John Smith
123 John Doe St
Medford, OR 97501

QUESTIONS: Call
1-888-221-7070
24 hours a day,
7 days a week
pacificpower.net

PAID
12/15/2020

BILLING DATE: Sep 23, 2020
ACCOUNT NUMBER: 12345678-001

DUE DATE: Oct 9, 2020
AMOUNT DUE: \$76.76

Historical Data - ITEM 1 Total

Your Balance With Us

DATE	DESCRIPTION	AMOUNT
Previous Account Balance		87.08
Payments/Credits		-170.42
New Charges		+160.10
Current Account Balance		\$76.76

Payments Received

DATE	DESCRIPTION	AMOUNT
Aug 27, 2020	Payment Received - Thank You	87.08
Sep 23, 2020	09/2020 Solar credit (853 KWH @ \$0.0977/KWH)	83.34
Total Payments		\$170.42

Bill credits 2

Note: \$83.34 Participation credit is for OREGON COMMUNITY SOLAR project @ 5432 Winthrop Hwy Medford

Detailed Account Activity

ITEM 1 - ELECTRIC SERVICE 123 John Doe St Medford OR Oregon Residential Service Schedule 4

METER NUMBER	SERVICE PERIOD	ELAPSED DAYS	METER READINGS	Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
12345678	Aug 18, 2020 Sep 17, 2020	30	20055	20030	1.0	775 kwh

Next scheduled read date: 10-16. Date may vary due to scheduling or weather.

NEW CHARGES 882P

UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase		9.50
Delivery Charge	0.0442600	34.30
Supply Energy Charge Block 1	0.0555000	43.01
Federal Tax Act Adjustment	-0.0045000	-3.45
Oregon Corp Activities Tax Adj	0.0041000	0.34
Public Purpose	0.0300000	2.51
Energy Conservation Charge	0.0034000	2.68
Low Income Assistance		0.69
B P A Columbia River Benefits		-7.24
Total New Charges		\$73.34

Note: This agreement is enrolled in community solar <Participant ID will be placed here>

Write account number on check & mail to: Pacific Power, PO BOX 400 Portland, OR 97208-0001 RETURN THIS PORTION WITH YOUR PAYMENT

PAID

PACIFIC POWER
PO BOX 400
PORTLAND OR 97208

PACIFIC POWER
PO BOX 26000
PORTLAND OR 97256-0001

Account Number: 12345678-001
Date Due: Oct 9, 2020

AMOUNT DUE: \$76.76

Please enter the amount enclosed

Portland General Electric

(503)228-6322 or 1-800-542-8818
portlandgeneral.com

Account # 0097389700

Previous Amount Due 117.56
Balance Forward 0.00
Current Charges 102.24
Addl Charges/Credits 8.49 CR

AMOUNT DUE \$93.75
Due date for current bill 09/01/20

Service Address:
COMMSOLAR SUBSCRIBER
875 MAIN ST NE
SALEM, OR 97301-7174

Cycle: 17

This month's charges (Turn over for details)

Meter # 217546891N, Schedule 07
Energy Charges (796 kWh)
Adjustments 92.75
Other Charges/Credits 4.03
Total Taxes and Fees 96.78
Current Energy Charges 102.24

Additional Charges/Credits 8.49 CR

Thank you for participating in Oregon's Community Solar Program. If you have questions about your subscription fees or credits, or a concern about your project, please contact Community Solar Program at 800-481-0510 or email: info@oregoncsp.org.

If you've already paid the balance forward amount, please subtract that from the total amount due when submitting your payment.

Period Ending Avg Daily Temperature* Monthly kWh Monthly Cost
Apr 2020 67 856 112.42
Apr 2019 66 832 106.84
*Temperature source: Salem/McNary Field Airport

Monthly kWh

0097389700
Account Number

Due Date: 05/01/20
Amount Due: 93.75

P.O. Box 4438
Portland, OR 97208-4438

COMMSOLAR SUBSCRIBER
PO BOX 182555
SALEM OR 97301

QUESTIONS? Call 1-800-542-8818 or
portlandgeneral.com

PGE

125100973800006000000023900000000002743101

Page 1 of 2

NW Natural

Quick Reference Information

Account Number [REDACTED]
Bill Date 1/14/2020
Bill Inquiries 800-422-4012
Current Charges Due 1/30/2020
AMOUNT DUE \$115.00

Customer Statement For Service At: [REDACTED]

NW NATURAL
ACCOUNT SUMMARY

Previous Balance \$23.72 CR
Payment(s) Received 0.00
Subtotal Balance Forward \$23.72 CR

Current Charges
Monthly Service Charge Rate 02R 8.00
Gas Usage 188.1 @ .91652 170.57
2% Beaverton Franchise Fee 3.57
Public Purpose Charge 9.47
Subtotal Current Charges \$191.61
New Balance \$167.89

** Auto-Pay ** Your automatic payment will be processed on the due date of this bill.
Beginning Dec 1, 2020, a late charge of 2.1% with a minimum of \$3.00 may be assessed on a past due balance of \$50.00 or more.
You are on a budget plan. The amount due includes the amount owed on your plan and any miscellaneous charges.
You are participating in the WARM program, which adjusts bills if weather between Dec. and mid-May is colder or warmer than normal.

Usage Summary

Meter 554253
Actual Read 2751 1/14/23
Actual Read 2282 12/11/19
Units of gas 188 34 days
Billing Factor x 1.191
Therms 188.1

AVG THERMS PER DAY

12.3
9.0
5.7
2.4
0.0

19 J F M A M J J A S O N D J 20

Save time and money by using our free, online self-service tools. You can track your gas use, view and pay your bill, schedule equipment tune-ups and more. Register at nwnatural.com today.

Please detach and return this portion with your payment. @g001

NW NATURAL
PO BOX 4017
Portland Oregon 97224-0017

CHECK BOX ADDRESS CHANGE OR COMMENTS NOTED ON BACK OF BILL

ACCOUNT NUMBER [REDACTED]

DEDUCTION DATE 1/30/2020
AUTO PAY DO NOT SEND PAYMENT

NW NATURAL



Electric: Pacific Power

Your Balance With Us

Previous Account Balance	60.84
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Last bill amount

Payments/Credits	-60.84
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Last payment, any credits for this month

New Charges	+59.14
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New amount for this month

Current Account Balance	\$59.14
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Total bill amount for this month

Payments Received

DATE	DESCRIPTION	AMOUNT
Apr 2, 2021	Payment Received - Thank You	60.84
Total Payments		\$60.84



Payments received
since previous bill

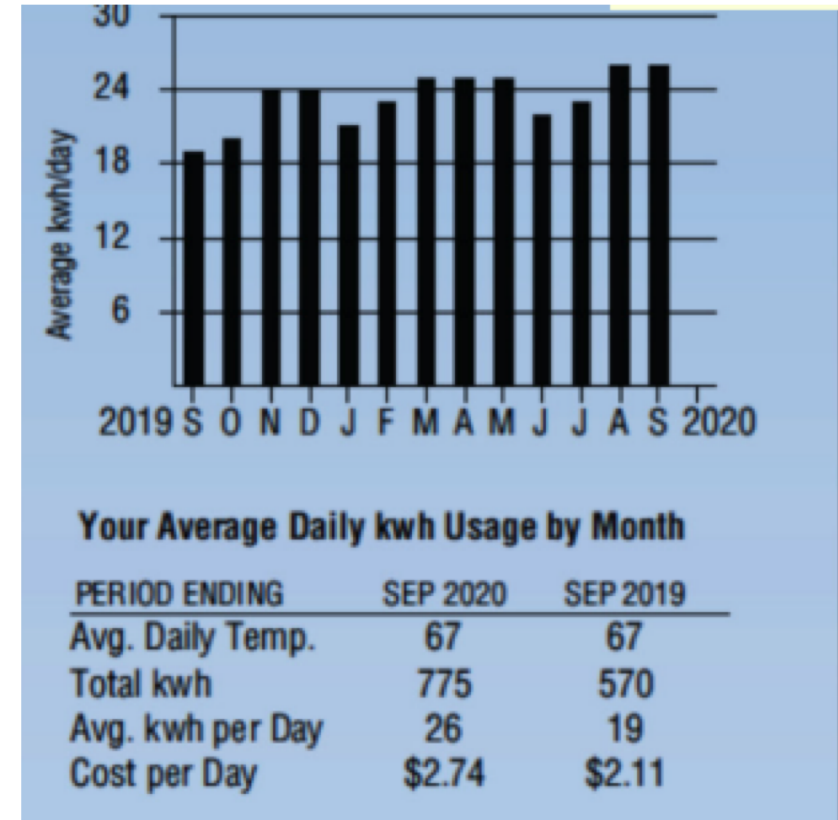


Electric: Pacific Power

Historic Energy Use

- What are my bill trends over the last year?
- How does this bill compare to last year?

**Want more detail? Go to your
online account!**



Electric: Pacific Power

Detailed Account Activity

ITEM 1 - ELECTRIC SERVICE

Residential Schedule 4

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
	Mar 15, 2021	Apr 13, 2021	29	16721	17239	1.0	518 kwh

Next scheduled read date: 05-12. Date may vary due to scheduling or weather.

Amount used this month

- Meter read either in person or remotely
- Energy used measured in kWh (kilowatt hours)



Electric: Pacific Power

NEW CHARGES 08/20	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
Delivery Charge	775 kwh	0.0442600	34.30
Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034600	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.24
Total New Charges			82.34

Basic Charge

- Fixed: \$9.50 for most homes



Electric: Pacific Power

NEW CHARGES 08/20	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
→ Delivery Charge	775 kwh	0.0442600	34.30
Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034600	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.24
Total New Charges			82.34

Delivery Charge

- Variable: (energy) x (billing rate)



Electric: Pacific Power

NEW CHARGES 08/20	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
Delivery Charge	775 kwh	0.0442600	34.30
→ Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034600	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.24
Total New Charges			82.34

Supply Energy Charge

- Variable: (energy) x (billing rate)
- Typical home uses 948 kWh per month

Energy Charged in Two Tiers

Block 1: under 1,000 kWh

Block 2: over 1,000 kWh



Electric: Pacific Power

NEW CHARGES 08/20	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
Delivery Charge	775 kwh	0.0442600	34.30
Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
→ Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
→ Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034600	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.24
Total New Charges			82.34

Adjustments (Adj)

- Change each year, fixed and variable
- Includes costs like:
 - New renewable power plants
 - Energy efficiency investments
 - Natural disaster expenses



Electric: Pacific Power

NEW CHARGES 08/20	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			9.50
Delivery Charge	775 kwh	0.0442600	34.30
Supply Energy Charge Block 1	775 kwh	0.0555000	43.01
Federal Tax Act Adjustment	775 kwh	-0.0044500	-3.45
Oregon Corp Activities Tax Adj		0.0041000	0.34
Public Purpose		0.0300000	2.51
Energy Conservation Charge	775 kwh	0.0034600	2.68
Low Income Assistance			0.69
B P A Columbia River Benefits	775 kwh	-0.0093400	-7.24
Total New Charges			82.34

Public Purpose

- Variable: (% total bill)

Energy Conservation

- Variable: (energy) x (rate)

Low Income Assistance

- Fixed: \$0.69 per month

BPA Benefits

- Variable **credit**: (energy) x (rate)



Electric: Portland General Electric

Page 1

Current Energy Charges

- Meter read either in person or remotely
- Energy used measured in kWh (kilowatt hours)

Service Address: **Address**

Do Not Pay

Cycle: 16

Previous Amount Due 97.78
Payments 96.95 CR
Balance Forward 0.83
Current Charges 83.81
Addl Charges/Credits 0.83 CR

AMOUNT DUE \$83.81
Due date for current bill 04/15/22

Your energy use
Meter # **#####**
Schedule 07 (residential rate)
Service Period 03/24/22 03/24/22
Meter Reading 80388
29 days of service 531 kWh

0.83 CR

This month's charges (Turn over for details)
Meter # 24734262IN, Schedule 07
Energy Charges (531 kWh) 75.08
Adjustments 4.93
80.01
Other Charges/Credits 0.32
Total Taxes and Fees 3.48
Current Energy Charges 83.81
Additional Charges/Credits*
*Includes \$0.83 peak time credits
This bill is for your records only, please do not pay.
Thank you for your payment.

This month's charges (Turn over for details)
Meter # **#####**, Schedule 07
Energy Charges (241 kWh) 39.99
Adjustments 1.55
41.54
Other Charges/Credits 0.25
Total Taxes and Fees 2.58
Current Energy Charges 44.37

Period Avg Daily Monthly Monthly
Cost
83.81
76.96
International Airport
N D J F M
2022
+
0
ber
/15/22
\$83.81
y



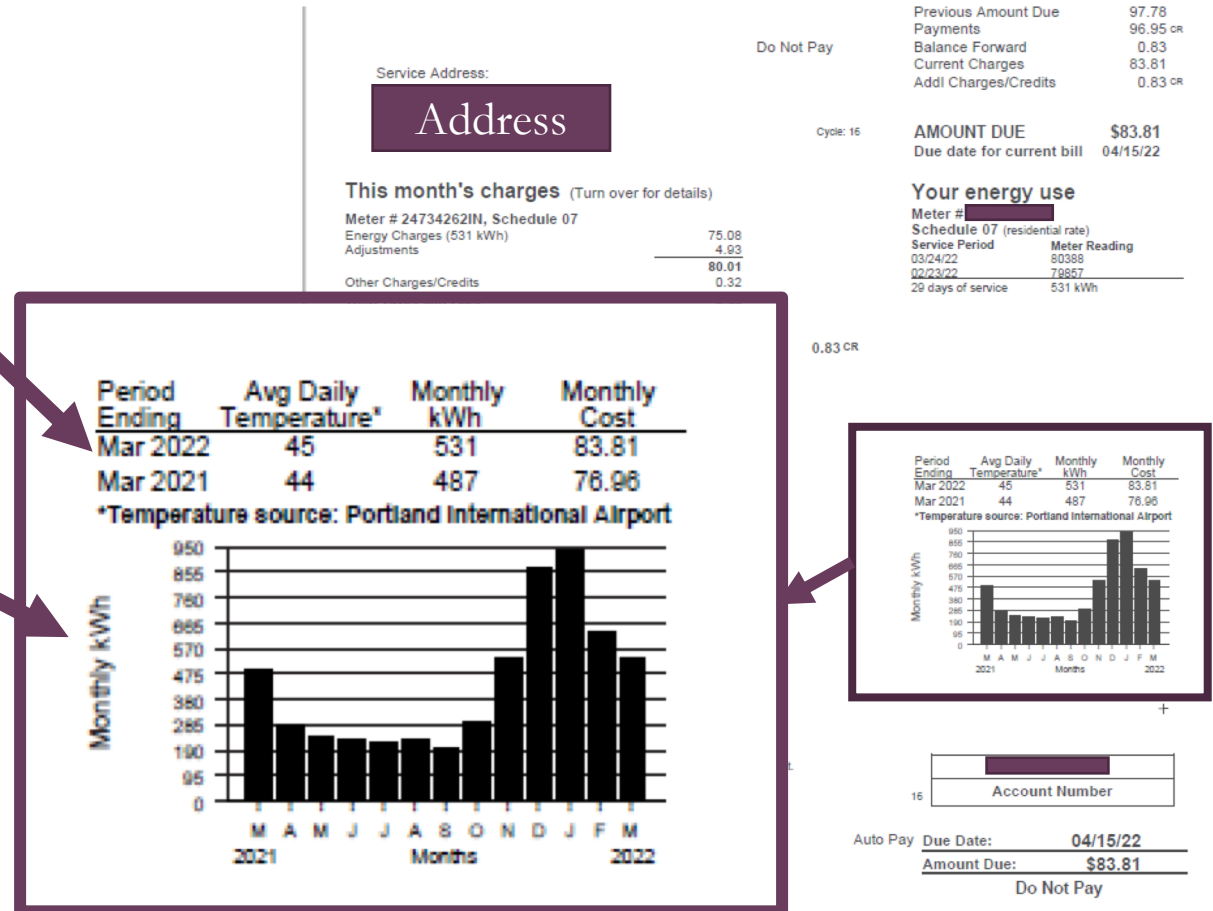
Electric: Portland General Electric

Page 1

Historic Energy Use

- How does this bill compare to last year?
- What are my bill trends over the last year?

Want more detail? Go to
your online account!



Electric: Portland General Electric

Page 2

Basic Charge

- Fixed: \$11 for most homes

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

102 RPA Exchange Credit (531.000 kWh x \$-0.00676)	3.59 CR
105 Regulatory Adjustments (531.000 kWh x \$-0.0001)	0.05 CR
109 Energy Efficiency Funding Adj (531.000 kWh x \$0.00579)	3.07
110 Energy Efficiency Customer Svc (531.000 kWh x \$0.00008)	0.04

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

City of Portland Tax (1.5%)	1.16
Multnomah County Tax (0.155%)	0.12
Low Income Assistance	1.04
Public Purpose Charge (1.5%)	1.16

Subtotal - Taxes and Fees

3.48

Current Energy Charges

83.81

Peak Time Rebates	0.83 CR
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Additional Charges/Credits 0.83 CR



Electric: Portland General Electric

Page 2

Energy Use Charge

- Variable: (energy used) x (billing rate)
- Billing rate changes yearly

Energy Charged in Two Tiers

Tier 1: \$0.06329 (under 1,000 kWh)

Tier 2: \$0.07051 (over 1,000 kWh)

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

102 RPA Exchange Credit (531.000 kWh x \$-0.00676)	3.59 CR
105 Regulatory Adjustments (531.000 kWh x \$-0.0001)	0.05 CR
109 Energy Efficiency Funding Adj (531.000 kWh x \$0.00579)	3.07
110 Energy Efficiency Customer Svc (531.000 kWh x \$0.00008)	0.04

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
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Subtotal - Energy Charges

75.08

City of Portland Tax (1.5%)	1.16
Multnomah County Tax (0.155%)	0.12
Low Income Assistance	1.04
Public Purpose Charge (1.5%)	1.16

Subtotal - Taxes and Fees

3.48

Current Energy Charges

83.81

Peak Time Rebates	0.83 CR
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Additional Charges/Credits	0.83 CR
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Electric: Portland General Electric

Page 2

Transmission Charge

- Variable: based on energy usage
(energy used) x (transmission rate)

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

102 RPA Exchange Credit (531.000 kWh x \$-0.00676)	3.59 CR
105 Regulatory Adjustments (531.000 kWh x \$-0.0001)	0.05 CR
109 Energy Efficiency Funding Adj (531.000 kWh x \$0.00579)	3.07
110 Energy Efficiency Customer Sup (531.000 kWh x \$0.00008)	0.04

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

City of Portland Tax (1.5%)	1.16
Multnomah County Tax (0.155%)	0.12
Low Income Assistance	1.04
Public Purpose Charge (1.5%)	1.16

Subtotal - Taxes and Fees

3.48

Current Energy Charges

83.81

Peak Time Rebates

0.83 CR

Additional Charges/Credits

0.83 CR

Distribution Charge

- Variable: based on energy usage
(energy used) x (distribution rate)



Electric: Portland General Electric

Page 2

Renewable Energy (if opted in)

- Variable: based on energy usage
(energy used) x (program rate)
- Ex: Green Future program

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

102 RPA Exchange Credit (531.000 kWh x \$-0.00676)	3.59 CR
105 Regulatory Adjustments (531.000 kWh x \$-0.0001)	0.05 CR
109 Energy Efficiency Funding Adj (531.000 kWh x \$0.00579)	3.07
110 Energy Efficiency Customer Svc (531.000 kWh x \$0.00008)	0.04

Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
Transmission Charge (531.000 kWh x \$0.00243)	1.29
Distribution Charge (531.000 kWh x \$0.04694)	24.93
Green Future Choice (531.000 kWh x \$0.008)	4.25

Subtotal - Energy Charges

75.08

City of Portland Tax (1.5%)	1.16
Multnomah County Tax (0.155%)	0.12
Low Income Assistance	1.04
Public Purpose Charge (1.5%)	1.16

Subtotal - Taxes and Fees

3.48

Current Energy Charges

83.81

Peak Time Rebates	0.83 CR
Additional Charges/Credits	0.83 CR



Electric: Portland General Electric

Page 2

Adjusting Schedules = Adjustments

- Change each year, fixed and variable
- Includes costs like:
 - New renewable power plants
 - Energy efficiency investments
 - Natural disaster expenses

Call PGE customer service for more info!



Details of this month's charges

Meter # 24734262IN, Schedule 07

Basic Charge	11.00
Energy Use Charge (531.000 kWh x \$0.06329)	33.61
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Subtotal - Energy Charges **75.08**

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110 Energy Efficiency Customer Svc (531.000 kWh x \$0.00008)	0.04
112 Customer Engagement Transformation Adjustment (531.000 kWh x \$0.0003)	0.16
122 Renewable Resource Adjustment (531.000 kWh x \$0.00136)	0.72
123 Decoupling Adjustment (531.000 kWh x \$-0.00227)	1.21 CR
125 Annual Power Cost Update (531.000 kWh x \$0.00987)	5.24
135 Demand Response (531.000 kWh x \$0.0006)	0.32
136 Community Solar Cost Recovery (531.000 kWh x \$0.00006)	0.03
137 Solar Payment Option Cost Recov (531.000 kWh x \$0.00005)	0.03
150 Transportation Electrification (531.000 kWh x \$0.00032)	0.17

Subtotal - Adjusting Schedules **4.93**

80.01

Oregon Commercial Activities Tax Recovery (0.397%)	0.32
--	------

Subtotal - Other Charges/Credits **0.32**

City of Portland Tax (1.5%)	1.16
Multnomah County Tax (0.155%)	0.12
Low Income Assistance	1.04
Public Purpose Charge (1.5%)	1.16

Subtotal - Taxes and Fees **3.48**

Current Energy Charges **83.81**

Peak Time Rebates	0.83 CR
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Additional Charges/Credits **0.83 CR**

Electric: Portland General Electric

Page 2

Other Charges/Credits

- State tax

Taxes and Fees

- City/county taxes
- Low income assistance (\$0.69/mo)
- Public Purpose Charge

Details of this month's charges

Oregon Commercial Activities Tax Recovery (0.397%)	0.32
Subtotal - Other Charges/Credits	0.32
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Peak Time Rebates	0.83 CR
Additional Charges/Credits	0.83 CR



Electric: Portland General Electric

Page 2

Additional Charges/Credits

- Credits from optional programs

Details of this month's charges

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Additional Charges/Credits	0.83 CR



Peak Time Rebates

Lower your energy use during event times, earn credits on your bill

- Free to join
- 10-20 events per year
- Small changes in your energy use add up!

1 Get notified

We'll send you a text or email the day before each Peak Time Event.

2 Shift use

During the event, you can reduce your energy use with simple changes. Try waiting to do laundry or adjusting your thermostat a few degrees if you have air conditioning or an electric heat source.

3 Earn rebates

If you reduce your energy use during the Peak Time Event, you can get rewarded with a rebate on your next bill.



Gas: NW Natural

Quick Reference Information

- When was the bill sent? (Bill date)
- When is the bill due? (Current Charges Due)
- How much is the bill? (Amount Due)

Quick Reference Information	
Account Number	# [REDACTED]
Bill Date	1/14/2020
Bill Inquiries	800-422-4012
Current Charges Due	1/30/2020
AMOUNT DUE	\$115.00

Questions about your bill? Call NW Natural customer service!



Gas: NW Natural

Usage Summary

- How much gas did your home use during the billing period?
- Therms = measurement of heat energy
- Typical homes use about 53 Therms per month

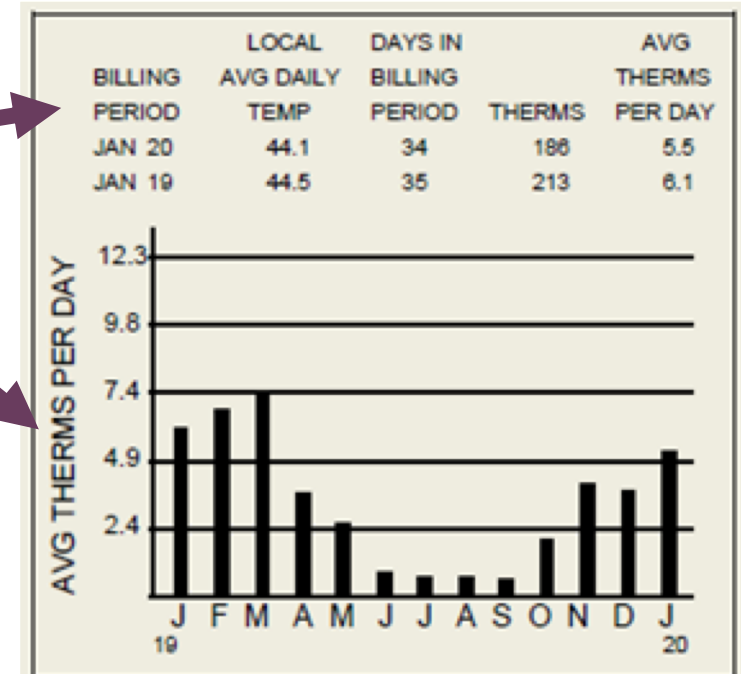
USAGE SUMMARY			
Meter # [REDACTED]			
Actual Read	2751	1/14/20	
Actual Read	- 2582	12/11/19	
Units of gas	169	34 days	
Billing Factor	x 1.101		
Therms	186.1		



Gas: NW Natural

Average Therms per Day Graph

- How does this bill compare to last year?
- What are my bill trends over the last year?



Gas: NW Natural

Account Summary

Previous Balance

- Amount **charged** on your last bill

Payments Received

- Amount **paid** on your last bill

New Balance = this month's bill

NW NATURAL ACCOUNT SUMMARY	
Previous Balance	\$23.72CR
Payment(s) Received	.00
Subtotal Balance Forward	\$23.72CR
Current Charges	
Monthly Service Charge Rate 02R	8.00
Gas Usage 186.1 @ .91652	170.57
2% Beaverton Franchise Fee	3.57
Public Purpose Charge	9.47
Subtotal Current Charges	\$191.61
New Balance	<u>\$167.89</u>



Gas: NW Natural

Account Summary

Monthly Service Charge Rate

- Fixed: \$8 for most homes

Gas Usage

- Variable: (gas used) x (billing rate)
- Billing rate changes yearly

NW NATURAL ACCOUNT SUMMARY	
Previous Balance	\$23.72CR
Payment(s) Received	.00
Subtotal Balance Forward	\$23.72CR
Current Charges	
Monthly Service Charge Rate 02R	8.00
Gas Usage 186.1 @ .91652	170.57
2% Beaverton Franchise Fee	3.57
Public Purpose Charge	9.47
Subtotal Current Charges	\$191.61
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Gas: NW Natural

Account Summary

City Tax

- Variable: percentage of your bill
- Changes based on city, usually 2-3%

Public Purpose Charge

- Variable: % of your bill

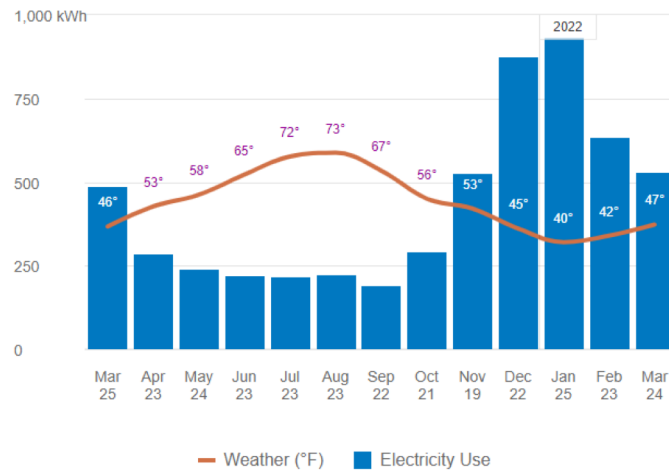
NW NATURAL ACCOUNT SUMMARY	
Previous Balance	\$23.72CR
Payment(s) Received	.00
Subtotal Balance Forward	\$23.72CR
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Energy Use Throughout the Year

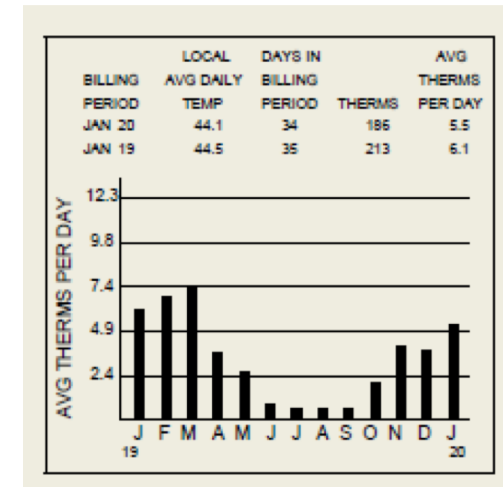
Electric

- Winter peaks: Dec/Jan
- Lower usage in the summer



Gas

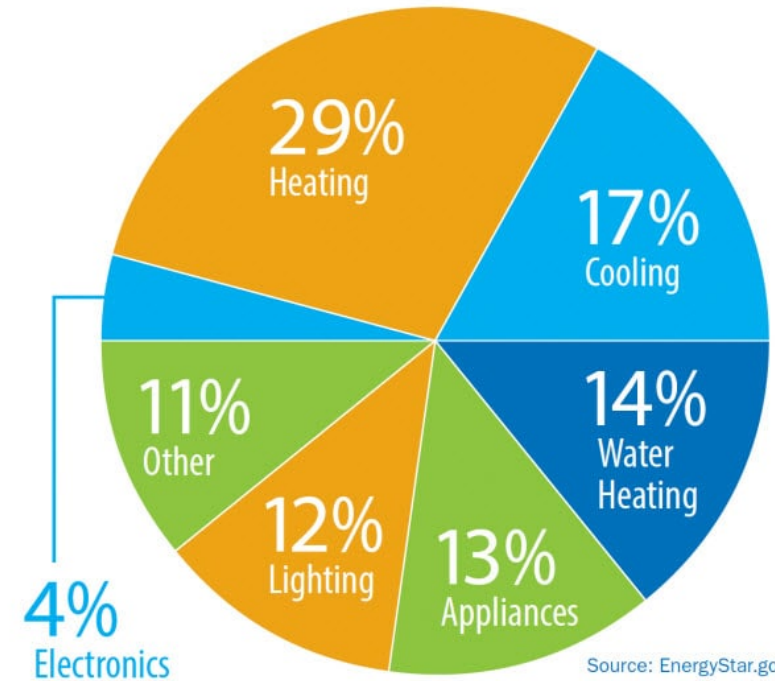
- Mostly winter usage
- Low or no usage in the summer



Reducing Energy Use

- Heating
 - 68°F day/58°F night
 - Weatherization
 - Smart thermostat
- Cooling
 - 78°F day/88°F night
 - Weatherization
 - Smart thermostat
- Upgrade: Heat Pump

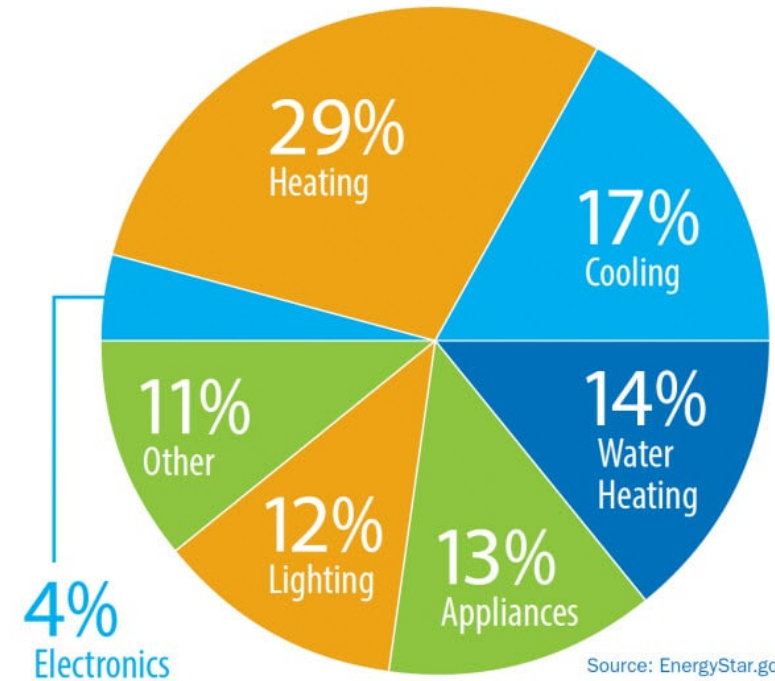
Energy Use Breakdown
(Based on average use per household)



Reducing Energy Use

- Water Heating
 - Set water heater to 115°F
 - Insulate water pipes
- Upgrade: Heat Pump Water Heater

Energy Use Breakdown
(Based on average use per household)



Reducing Energy Use

Multnomah County Weatherization

- In-home weatherization/energy efficiency (income qualifying)

Community Energy Project

- In-home weatherization/energy efficiency (income qualifying)
- DIY weatherization education (everyone)

Energy Trust of Oregon

- Rebates and incentives on energy efficiency upgrades (everyone)
- Low-income discounts on upgrades (income qualifying)



Issue with Your Bill?

Steps to Resolve an Issue with Your Utility

1. Start with your utility
 - Call customer service
2. Talk to CUB!
 - We can offer advice, help identify the problem, and help translate more confusing utility terms
3. Submit a complaint
 - Public Utility Commission





Oregon Citizens'
Utility Board

Contact CUB:

charlotte@oregoncub.org
503-719-8744

www.oregoncub.org