

Help with your bills and energy costs



As you navigate the changes this pandemic has on your business, we want you to know that we're here to help with bill support and energy management tools.

Helping customers

We understand the hardship you and your business might be facing right now.

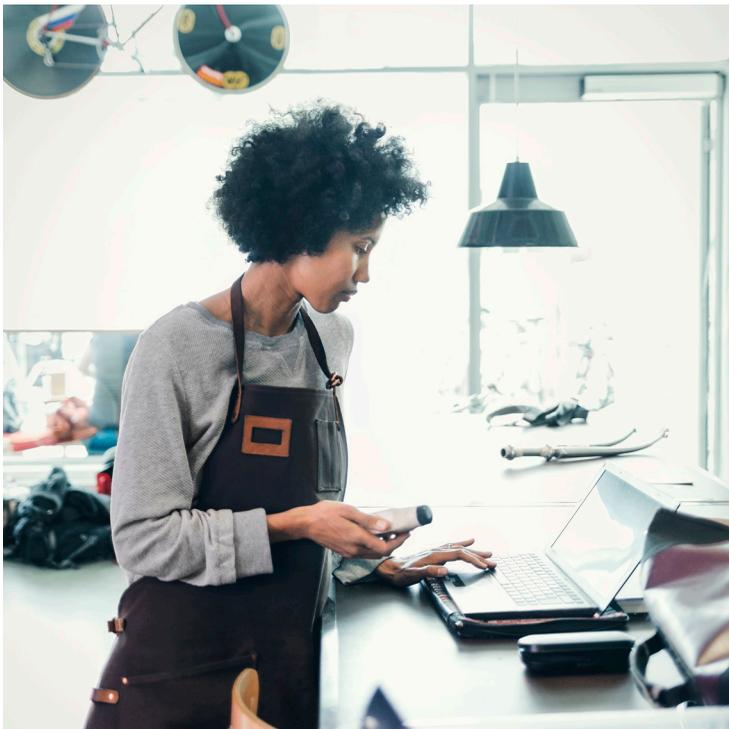
To help, we're:

- Suspending disconnections and late fees
- Offering payment options to help make paying bills more manageable
- Waiving all third-party debit/credit card transaction fees for payments up to \$600.
- Committing \$250,000 in energy assistance to directly help our customers impacted by COVID-19.
- Donating \$50,000 to the Oregon Community Foundation's Small Business Stabilization Fund

Bill support

If you need help with your bill, we offer several options to fit your unique needs.

- **Request more time to pay:** If you just need a little more time to pay, you can request a payment extension on your current bill 24/7 by logging in to your account or calling our automated phone system at the numbers below.
- **Change your due date:** If you need to change the day your bill is due each month, you can do that online or by calling us. Please note that it will take a full billing cycle for any change to take effect.
- **Call us for a payment plan:** We will work with you to set up payment arrangements that work for you. A payment arrangement operates like an interest-free loan and will help you with your bill balance.
- **Request energy assistance:** PGE is committing \$250,000 in energy assistance to directly help our customers impacted by COVID-19. Call our customer service team to see if you qualify.



If you're on Equal Pay:

This program helps you even out your monthly payments for more consistent, predictable bills. However, right now, when you may be using more or less energy than usual, your Equal Pay amount and energy use may be mis-matched.

To help, we'll monitor your Equal Pay amount every four months and will let you know if we adjust the amount to help you avoid paying too little or too much. You can also check your Equal Pay balance (amount you owe from extra usage, or amount we owe you for smaller usage) on the back of your bill. If you're concerned about your balance, please call us.

Connect with us

PGE Business Services at 800-822-1077 or 503-228-6322 Monday through Friday, from 7 a.m. to 6 p.m.

Sign up (or sign in) for online account access at portlandgeneral.com.

Download the PGE mobile app at your app store or portlandgeneral.com/app.

Get up-to-date information on how we're helping customers during COVID-19 at portlandgeneral.com/coronavirus.

Help saving energy

As your business adapts to this time and changes to how you operate, it's natural to worry about how your energy bill impacts your bottom line. Here are a few tools to manage your energy bill and use.

Get bill alerts: Keeping tabs on your upcoming bill amount can remind you to take extra steps to save energy. Sign up online or on the PGE app for weekly bill estimates or alerts that your bill may exceed an amount you've set.

Track your energy use: Our online Energy Tracker tool shows you when and how you're using energy, and how to save. It's free and easy to use. To start, simply sign in to your account.

Get tips on how to control your energy costs: Whether your business is temporarily closed, running slimmer operations or fully open, there are ways to keep it secure and ready to return to business as usual while still saving energy.

If your business is temporarily closing:

- **Lower your heat to about 50 degrees.** It's tempting to turn your heat off, but while it's still cold overnight (in the 30s) this could lead to mold or other air quality issues.
- **Turn your water heater off if you'll be away for an extended period.** Make sure your circulation pumps are off too.
- **Turn off most lights, but leave a few on for security, or put them on simple timers.** Consider installing inexpensive motion-detecting lights outside.
- **Turn off (and even unplug) unused appliances like refrigerators, water coolers and microwaves.** Clean fridges first and prop the doors open so they don't get moldy.
- **Unplug energy-sucking office equipment.** Printers, scanners, computers and device chargers draw a small amount of power even when they're off.



If your business is staying fully or partially open:

- **Turn off lights when you're gone,** but leave a few on for security, or put them on simple timers. Consider installing inexpensive motion-detecting lights outside.
- **Turning your water heater down when you leave.** A water heater consumes 25% of its energy to keep water warm even when it's not being used. Set it above 115°F or below 75°F to reduce the growth of Legionella bacteria, which can cause illness.
- **Reset programmable or smart thermostats to account for your new reduced hours.** As always, consider lowering your thermostat 5 to 10 degrees when you won't be there for longer than 8 hours.
- **Close curtains and blinds** to block outside cold air, or summer sun, so your heater or air conditioning (as it gets warmer) doesn't have to work as hard to maintain the same indoor temperature.
- **Consolidate food in restaurant refrigerators, walk-in coolers and freezers as much as possible.** The fuller they are, the less energy they use to maintain the cold. Turn unused coolers or freezers off, cleaning them first to prevent mold.



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