

Equal Pay FAQ

Frequently Asked questions on PGE's Equal Pay Program

Q. How do you calculate my Equal Pay amount?

Once a year, we estimate your annual electricity use based on what you've used in the past. We divide that annual use by 11 to calculate your monthly Equal Pay amount. That gives you a month every year to catch up, in which you'll only pay the difference between what you've already paid and what you've actually used for the year.

If you used less than estimated, you'll get a credit for future bills and if you used more, you'll have an amount due.

Q. What if I'm using more or less electricity than the Equal Pay amount covers?

We check your account every four months and look at the difference between the Equal Pay amount and your actual use. If needed, we adjust your monthly payment amount to better align the two, and then notify you. This helps you avoid a large underpayment or overpayment over time.

You can also track any differences throughout the year on the back of your bill, on the line labeled "Equal Pay Payoff Balance." While it's normal to have some monthly differences, if you notice big shifts in your energy use, call Customer Service at 800-542-8818.

Q. Can you explain the sections on my Equal Pay bill?

- Amount Due: This is what you currently owe on your account.
- Current Subtotal Charges: These are the monthly charges for your actual energy use.
- Equal Pay Amount: This is the amount you pay each month.
- Equal Pay Payoff Balance: This is the difference between what you are paying on Equal Pay and the amount of electricity you are actually using. This amount accrues throughout the year as either a debit (if you're using more than estimated) or a credit (if you're using less). It's normal to see small differences throughout the year. This amount will become due only during your catch-up month.
- Budget Adjustment or Equal Pay Adjustment: This will only appear during your catch-up month. It moves the amount from your Payoff Balance to your Amount Due.

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- Total Account Balance: This is the total amount owed on your account.

Q. I have an amount due, and I can't pay it all. What do I do now?

We understand that a charge during your catch-up month may be unexpected, and we're here to help. You have several options:

- If you just need a little more time to pay, you can request a payment extension online by logging in to your account or by using our 24-hour, automated phone system at 800-542-8818.
- If you need to set up a payment plan, please call us at 800-542-8818 during Customer Service hours, Monday to Friday, 7 a.m. to 7 p.m., so we can help.

Q. Will I get a refund check for an Equal Pay credit or will it apply toward my next bill?

During your catch-up month, you will have either a charge (if you've used more than estimated) or a credit. Any credit will either be applied to future bills or refunded to you, depending on the amount. In this way, you will start fresh each year, rather than having old balances following you into a new Equal Pay year.

Q. If I want to have my account reviewed, what should I do?

Call us at 800-542-8818.