

RE 113 e-FILING REPORT COVER SHEET

REPORT NAME:

Supplemental Filing for PGE 2013 and 2014 Annual Reliability Reports

COMPANY NAME:

Portland General Electric

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?

Yes, will provide a hard copy to the OPUC of the designated material.

If known, please select designation:

RE (Electric)

Report is required by:

OAR 860-023-0151

Is this report associated with a specific docket/case?

No

Key words:

PGE 2013 and 2014 Annual Reliability Reports

If known, please select the PUC Section to which the report should be directed:

Electric Rates and Planning



**Portland General Electric Company**

121 SW Salmon Street, Portland, Oregon 97204

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August 26, 2015

Public Utility Commission of Oregon  
Attn: Filing Center  
201 High Street S.E.  
P.O. Box 1088  
Salem, OR 97308-1088

**RE: Supplemental Filing for PGE 2013 and 2014 Annual Service Quality Measure (SQM) Reports and PGE 2013 and 2014 Annual Reliability Reports**

PGE originally filed the PGE 2014 Annual Reliability Report on April 30, 2015 pursuant to OAR 860-023-0151, and the PGE 2014 Annual Service Quality Measures (SQM) Report on May 1, 2015 pursuant to Order No. 11-1160, which amended Order No. 97-196 (UM 814). The purpose of this Supplemental filing is to correct an error in the calculated customer count attributable to the customer growth percentage. With this correction, PGE also submits a recalculated customer growth rate for 2013.

At the request of Safety Staff, PGE hereby submits this Supplemental Filing, in electronic format only, for the reporting years of 2013 and 2014 for PGE's Annual Service Quality Measure and Annual Reliability Reports.

Enclosed are the following **replacement** sheets for each of the respective reports. Note: Corrections are indicated in red text.

2013 Annual Service Quality Measure (SQM) Report

- Page 5, Performance Measures C1 Customer "At Fault" Complaint Frequency
- Page 6, 10 Year Summary of Reliability Indices

2014 Annual Service Quality Measure (SQM) Report

- Page 5, Performance Measures C1 Customer "At Fault" Complaint Frequency
- Page 6, 10 Year Summary of Reliability Indices

2013 Annual Reliability Report

- Section I: Report Summary, Corporate Annual Summary Tables (pg. 4 of PDF)
- Section III: Regional Feeder Performance Summary, pg. 37 (pg. 47 of PDF)
- Section VIII: Appendix, 2013 Feeder List with January Customer Counts and Feeder Classifications, pg. 16 (pg. 141 of PDF)

2014 Annual Reliability Report

- Section I: Report Summary, Corporate Annual Summary Tables (pg. 3 of PDF)
- Section III: Feeder Performance Summary, pg. 35 (pg. 45 of PDF)
- Section VIII: Appendix, 2014 Feeder List with January Customer Counts and Feeder Classifications, pg. 16 (pg. 140 of PDF)

Discussion:

On May 14, 2015, Safety Staff requested that the Company re-examine its customer count numbers used for outage reporting and its service quality measure reporting due a large discrepancy in 'growth rate' compared to previous years.

Upon examination of the reporting values for the SQM report, PGE found that an error had occurred in 2009 with an incorrect customer count reported for the C1 At-Fault Frequency. Each year thereafter until 2014, the customer count number has been off by one year.<sup>1</sup> For the two reporting years in question (2013 and 2014), the table below shows the corrected 2013 customer count on December 31, 2013<sup>2</sup>. As a result of this correction, the customer growth rate is 0.74% for 2013.

SQM Report	2013	2014	Growth Rate
<b>Reported Values</b>	828,354	842,273	1.68%
<b>Corrected Values</b>	<b>836,070</b>	<b>842,273</b>	<b>0.74%</b>

Similar to the customer count issue explained above, PGE also discovered an error in the values utilized and reported for PGE's Annual Reliability Reports, however, only for the years 2013 and 2014. All prior reporting years contain the correct customer count values. After investigating the reliability reporting values, PGE identified incorrect values for counts associated with distribution circuits, resulting in incorrect totals for 2013 and 2014<sup>3</sup>. PGE is installing a new Geospatial Information System (GIS) and Outage Management System (OMS) with new processes for deriving customer count values for both circuits and the entire system.

Given the corrected values shown in the table below, the customer growth rate is 1.01% instead of 3.00% for 2013.

Annual Reliability Report	2013	2014	Growth Rate
<b>Reported Values</b>	841,127	866,398	3.00%
<b>Corrected Values</b>	<b>847,913</b>	<b>856,448</b>	<b>1.01%</b>

The calculations to correct the values have been prepared consistent with the methodologies utilized in each of these reports.

<sup>1</sup> The origin of the error is unknown. With the corrected values, the C1 SQM 'At Fault' Frequency is virtually unaffected. A slight decrease to the At Fault Frequency ratio is noted in 2010, 2011, and 2013.

<sup>2</sup> Customer counts may be determined a number of ways. For the At Fault Frequency section of the SQM report, the customer count source data is from a Revenue Report that includes all 'active' points of delivery (POD) as of December 31<sup>st</sup> and streetlighting customers (Rate Schedule 91 and 95) which are counted by taxing district. 'At Fault' customer count does not include 'inactive' POD's, area lights (Rate Schedule 15) or non-revenue accounts.

<sup>3</sup> The Reliability customer count source data for SQM and Annual Reliability reporting is from a Revenue Report that includes all 'active' and 'non-active' POD's associated with a transformer, area lights and non-revenue accounts (e.g., additional solar net metering POD's at one premise). Customer count does not include street lights as very few are tied to transformers.

Attachment A provides 2013 and 2014 Section III, Feeder Performance Summary and Section VIII Feeder Information which will be sent hard copy. Attachment A should be treated as a confidential submission under OAR 860-001-0070 and is provided in a separate sealed envelope marked "Confidential."

Should you have any questions or comments regarding this filing, please contact Terri Bowman at (503) 464-8854 or Rob Weik at (503) 464-8131.

Please direct all formal correspondence and requests to the following email address [pge.opuc.filings@pgn.com](mailto:pge.opuc.filings@pgn.com)

Sincerely,

A handwritten signature in blue ink that reads "Terri Bowman for". The signature is fluid and cursive, with a large loop at the end.

Karla Wenzel  
Manager, Pricing & Tariffs

c.c. Paul Birkland, OPUC  
Lori Koho, OPUC

Enclosures

Supplemental Filing

PGE 2013 and 2014 Annual Reliability Reports

Attachment A

Confidential

Section III, Feeder Performance Summary

Section VIII, Feeder Information

## Corporate Annual Summary Without Major Events

Year	Reported Outages	SAIFI Outages per Customer Served	SAIDI Average Annual Outage Duration per Customer (min)	MAIFle Momentary Average Interruption Frequency Index
2013	4,495	0.45	61.1	0.9
2012	5,093	0.55	72	1.1
2011	4,535	0.51	66	0.9
2010	5,454	0.65	77	1.1

## Corporate Annual Summary With Major Events

Major Events	Year	Reported Outages	SAIFI Outages per Customer Served	SAIDI Average Annual Outage Duration per Customer (min)	MAIFle Momentary Average Interruption Frequency Index
Yes	2013	5,069	0.57	97	0.9
Yes	2012	6,051	0.72	136	1.1
Yes	2011	4,692	0.57	95	0.9
No	2010	5,454	0.65	77	1.1

Note: IEEE 1366 rules were adopted by PGE effective 1/1/2012. SAIDI numbers are rounded to the nearest whole number.

## Corporate Annual Summary Without Major Events

Year	Reported Outages	SAIFI Outages per Customer Served	SAIDI Average Annual Outage Duration per Customer (min)	MAIFle Momentary Average Interruption Frequency Index
2014	5,832	0.70	94.5	1.4
2013	4,495	0.45	61.1	0.9
2012	5,093	0.55	72	1.1
2011	4,535	0.51	66	0.9

## Corporate Annual Summary With Major Events

Major Events	Year	Reported Outages	SAIFI Outages per Customer Served	SAIDI Average Annual Outage Duration per Customer (min)	MAIFle Momentary Average Interruption Frequency Index
Yes	2014	7,696	1.22	248	1.4
Yes	2013	5,069	0.57	97	0.9
Yes	2012	6,051	0.72	136	1.1
Yes	2011	4,692	0.57	95	0.9

SAIDI numbers are rounded to the nearest whole number.