



Portland General Electric Company
121 SW Salmon Street • Portland, Oregon 97204
PortlandGeneral.com

May 5, 2017

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

RE: Advice No. 17-10, PGE Elimination of Average Payment Option

Portland General Electric (PGE) submits this filing pursuant to Oregon Revised Statute 757.205 and Oregon Administrative Rule (OAR) 860-022-0025, for filing a proposed tariff sheet associated with Tariff P.U.C. No. 18, with a requested effective date of **June 14, 2017**:

Third Revision of Sheet No. F-8

This tariff filing eliminates the option of "Average Pay" as a payment option for customers due to its use by few customers, the availability of a similar option – Equal Pay – and the transition to a new Customer Information System (CIS). PGE is implementing a new CIS in the second quarter of 2018. PGE currently offers two budget pay plans for customers: Equal Pay and Average Pay. The new CIS would require significant customization and cost to build two separate budget pay plans. PGE plans to build Equal Pay into the new system because it is a more popular program and meets the Oregon Administrative Rules requirement¹. Current customer participation levels number approximately 68,000 on Equal Pay and approximately 8,600 Average Pay; this is out of a total eligible customer base of 847,000 customers².

Since Equal Pay and Average Pay are both budget pay plans, following the tariff change, PGE plans to notify and move customers from Average Pay to Equal Pay with the customer option to opt out of Equal Pay and choose not to be on a budget pay plan.

PGE will no longer enroll new customers in Average Pay upon approval of this filing. Average Pay customers will be moved to Equal Pay in September 2017, to ensure they do not receive a large variance bill (where usage more closely aligns to average) and the budget program change is timely for system conversion activities.

¹ PGE is mandated by OAR 860-021-0414 to make Equal Pay available to residential customers. PGE will still be in compliance with this OAR following the tariff change.

² Eligible customers for Equal Pay and Average pay are Schedule 7 and Schedule 32 customers.

PGE will communicate with customers in advance so they are aware of the program differences, their options, and have time to opt out.

To satisfy the requirements of OAR 860-022-0025, PGE responds as follows:

The removal of Average Pay does not increase, decrease, otherwise change existing rates, or impact revenues.

Should you have any questions or comments regarding this filing, please contact Peter Davis at (503) 464-8068.

Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com

Sincerely,

A handwritten signature in black ink, appearing to read "Karla Wenzel". The signature is fluid and cursive, with the first name "Karla" being more prominent and the last name "Wenzel" following in a similar style.

Karla Wenzel
Manager, Pricing and Tariffs

Enclosure

Budget Pay Plans (Continued)

Other monthly charges, such as financing contract and area light charges, will be added to the Customer's monthly bill but are not included when computing the monthly budget pay amount. The Company offers:

(D)

1) **Equal Pay Plan**

The monthly payment amount is based upon 1/12 of the anticipated annual bill, adjusted as necessary for Tariff changes. Annually, Customer accounts are reviewed to determine the equal pay amount for the subsequent 12 months. At the time of the annual review and at the Customer's request, a present account balance can be settled; otherwise, any remaining balance will be included in estimating the equal payment for the following year. Adjustments in the equal pay amount may be made by the Company at times other than annually if the Customer's actual bill would differ significantly from their previously calculated anticipated annual bill.

G. **Time Payment Agreements**

Residential Customers who are notified of pending disconnection may choose between two Time Payment Agreement options: a levelized payment plan and an arrearage plan as described in OAR 860-021-0415.

H. **Credit Balance**

Except where a Customer is on a Time Payment Agreement, an amount paid in excess of what is owed the Company for services rendered and other applicable charges will be carried as a credit balance on its account and applied to bills for future service unless the Customer requests a cash refund. When a customer on a Time Payment Agreement pays more than the billed amount, the excess payment will be applied to the principal due.