



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

June 23, 2016

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

RE: PGE Annual Reporting Requirement to Adjustment of Utility Bills
Docket AR 579: Commission Order No. 14-230

Pursuant to Commission Order No. 14-230 issued June 24, 2014 related to Oregon Administrative Rule (OAR) 860-021-0135, Adjustment of Utility Bills, PGE hereby submits for Commission review, the second of two annual reports regarding PGE's waiver of a billing adjustment because it was deemed uneconomical. The Order requires the report to document the number of customers who were over-billed or under-billed in the previous twelve months who did not receive a billing adjustment. The Order also requires the bases for the Company's decision that the adjustment was uneconomical.

For adjustments to be uneconomical at PGE, the cost of making such an adjustment is greater than the amount being adjusted. PGE generally will not adjust a bill when the amount of the adjustment is \$5.00 or less. We note that PGE provides a refund or bill credit in nearly all cases of over-collection.

For the period of June 2015 through May 31, 2016, the following represents the accounts not receiving an adjustment:

Under-billed: 252¹

This report represents the final Annual Reporting Requirement to Adjustment of Utility Bills, Docket AR 579: Commission Order No. 14-230.

Should you have any questions or comments regarding this filing, please contact me at (503) 464-8718.

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

Sincerely,

Karla Wenzel
Manager, Pricing and Tariffs

cc: AR 579 Service List

¹ Includes accounts where at the discretion of the Company, no re-bill adjustment was done due to PGE error