

e-FILING REPORT COVER SHEET

REPORT NAME: RE 13 (1): CUSTOMER & SYSTEMS RELATED BENEFITS
QUARTERLY STATUS UPDATE - Q4-2011

COMPANY NAME: PORTLAND GENERAL ELECTRIC

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation: RE (Electric) RG (Gas) RW (Water)
 RO (Other)

Report is required by: OAR
 Statute
 Order Order No. 08-245
 Other

Is this report associated with a specific docket/case? No Yes
If Yes, enter docket number: UE 189

Key words: AMI CONDITIONS

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

- Corporate Analysis and Water Regulation
- Economic and Policy Analysis
- Electric and Natural Gas Revenue Requirements
- Electric Rates and Planning
- Natural Gas Rates and Planning
- Utility Safety, Reliability & Security
- Administrative Hearings Division
- Consumer Services Section

PLEASE NOTE: Do NOT use this form or e-filing with the PUC Filing Center for:

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- OUS or RSPF Surcharge form or surcharge remittance or
- Any other Telecommunications Reporting or
- Any daily safety or safety incident reports or
- Accident reports required by ORS 654.715.



Portland General Electric Company
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February 15, 2012

Via Email

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Vikie Malkasian
Administrator
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Salem, OR 97308-2148

RE: UE-189 Customer & Systems Related Benefits Quarterly Status Update – Q4 - 2011

PGE and Staff agreed to extend the due date of the quarterly status report 15 days, from February 1, 2012 to February 16, 2012 to allow additional time for PGE's month and quarter-end closing.

OPUC Order No. 08-245 adopted the AMI Conditions filed with the Joint Party stipulation. The provisions of the Joint Party stipulation require that PGE file quarterly status reports after the AMI deployment period and continuing through the conclusion of the first general rate case following deployment with the Public Utility Commission of Oregon, detailing:

- Progress under the customer and system-related benefits project plans
- Actual costs of customer and systems-related benefits projects
- Benefits from customer and systems-related benefits projects

Pursuant to the Order, PGE provides the attached Quarterly Status Report for the quarter ending December 31, 2011.

UE 189

Customer & Systems Related Benefits Quarterly Status Update – Q4 – 2011

February 15, 2012

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If you have any questions or require further information, please call Alex Tooman at (503) 464-7623. Please direct all formal correspondence and requests to the following email address: pge.opuc.filings@pgn.com.

Sincerely,



Patrick G. Hager

Manager, Regulatory Affairs

PGH:jlt

cc: UE 189 Service List

Isaiah Cox

Brooke Jockin

Elizabeth Paul



Quarterly Report to the OPUC

For quarter ending December 31, 2011

Customer & System-Related Benefits Quarterly Report

Summary: This report is a quarterly update of the customer & system-related benefits project costs, benefits and project milestones, business process and development activities. Customer & system-related benefit projects are projects that utilize the AMI platform.

A. Project Costs

1. Demand Response

a. Automated Demand Response

2011 Fourth Quarter Automated Demand Response Cost Summary		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (unloaded)	0	0
Capital Loadings	0	0
Non-Deferred O&M (loaded)	5,766	31,172
Deferred O&M	33,000	49,720
Total Capital (Loaded)	0	0
Total O&M (includes Deferrals)	38,766	80,892
Total Capital and O&M (Loaded)	38,766	80,892

b. Flex Price Pilot (Critical Peak Pricing)

2011 Fourth Quarter Flex Price Pilot Cost Summary		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	166,825	345,056
Capital Loadings	28,265	61,481
Total Capital (Loaded)	195,091	406,536
Total O&M (Loaded)	66,282	161,221
Total Capital and O&M (Loaded)	261,373	567,757

2. Energy Tracker

2011 Fourth Quarter Energy Tracker Cost Summary		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	266,277*	1,513,335*
Capital Loadings	58,212*	438,732*
Total Capital (Loaded)	324,489	1,952,067
Total O&M (Loaded)	72,918	99,787
Total Capital and O&M (Loaded)	397,407	2,051,854

*Energy Tracker Capital Costs provided in the Q3 Customer and System-Related Benefits Report have been revised. This revision has been included into the Q4 2011 Energy Tracker Capital Costs. The revised 2011 Third Quarter Energy Tracker Cost Summary is provided in Appendix A.

B. Project Benefits

1. Demand Response

Demand Response: Project Benefits Summary
Automated Demand Response
<ul style="list-style-type: none"> Automated Demand Response will not be operational until summer 2012. To date, no benefits have been realized.
Flex Price Pilot
<ul style="list-style-type: none"> Critical Peak Pricing Pilot was launched on November 1, 2011. To date, no study has been performed on estimated benefits.

2. Energy Tracker

Energy Tracker: Project Benefits Summary
<ul style="list-style-type: none"> Energy Tracker became available via a “soft launch” in December 2011 on PortlandGeneral.com, providing access to interval data and bill analysis. Marketing efforts will begin in Q1 2012 to notify all customers of this tool and its functionality.

C. Quarterly Activities (Current and Next)

1. Automated Demand Response

2011 Fourth Quarter Activities	
Project Milestones	Status Update
RTP Capacity Milestone- 5MW	The contracted 5 MW of available capacity has been delayed from December 2011 to summer 2012.
Business Process Milestones	Status Update
Dispatch Process Design	Completed 10/15/2011

Audit Process Design	Completed 10/15/2011
RTP Payment Process Design	Completed 10/15/2011
Interval Data Request Process	Completed 10/31/2011
IT Systems & Process Integration	Integration has been delayed to the first quarter of 2012 to coincide with revised ADR timing.
Commissioning Process Design	Completed 11/15/2011
Evaluation, Measurement, & Verification Strategy (EM&V)	PGE is in contract negotiations with an EM&V provider.
Development Milestones	Status Update
None	No current milestones.

2012 First Quarter Activities	
Project Milestones	Status Update
None	Continue to market the ADR program to PGE commercial and industrial customers.
Business Process Milestones	Status Update
Business Process Mapping	Business process mapping to be completed January 2012.
Development Milestones	Status Update
Connection between RTP Controls and PGE	The connection will be completed in the 1 st quarter of 2012 to coincide with revised ADR timing.

2. Flex Price Pilot

2011 Fourth Quarter Activities	
Project Milestones	Status Update
Flex Price operational	On Nov. 1, 2011, PGE began enrolling customers on the new Flex Price Option rate schedule 12. Achieved goal of enrolling 1,000 residential customers.
Called first Critical Peak Event	Called first event on Dec. 13, 2011. Customers were notified of pilot's first Critical Peak Event, and were reminded to reduce energy consumption.
Business Process Milestones	Status Update
Business processes at Customer Contact and Billing Centers successfully implemented	The Customer Service Contact Center is handling customer calls regarding the Flex Price Pilot and Events, and the Billing Center is handling all necessary billing adjustments.
Development Milestones	Status Update
Data transaction testing completed	All key functionality was tested; development activities completed.
Energy Tracker for Flex Price customers	Development and testing began for Energy Tracker for Flex Price customers.

2012 First Quarter Activities	
Project Milestones	Status Update
Critical Peak Events called between Dec. 2011 -Feb. 2012	Critical Peak events successfully called Dec. 13, 2011 and Jan. 11, Jan. 18, Jan. 27 and Feb. 2, 2012. Customer notification regarding Critical Peak Event continues.
Business Process Milestones	Status Update
Pilot Evaluation	Data criteria being developed for pilot evaluation.

Business Requirements for estimate of potential full-scale program roll-out	Begin collection of business requirements for estimating the cost and timing of a potential full-scale program roll-out.
Development Milestones	Status Update
Energy Tracker for Flex Price Customer-Facing Release Launched	Energy Tracker to be released to Flex Price customers Q1 2012.

D. Energy Tracker

2011 Fourth Quarter Activities	
Project Milestones	Status Update
Customer-Facing Release Launched to PortlandGeneral.com	Customer portal "soft launched" allowing the tool to be beta-tested in production by a group of sneak previewers (customers expressing an interest in this type of tool, employee volunteers and interested OPUC, CUB, ETO, and Low Income Agency staff) to ensure the best possible customer experience prior to the marketing launch.
Business Process Milestones	Status Update
Customer Service Representative (CSR) training completed	CSR training for Energy Tracker CSR and Customer-Facing versions was completed. CSR processes updated to include use of Energy Tracker CSR-version to provide assistance on High Bill calls.
Development Milestones	Status Update
Interval Data Store released into production	Interval Data Store release allowed interval data to be displayed in Energy Tracker beginning October 31, 2011.
Energy Tracker video developed	Video developed that will be available on PortlandGeneral.com when the product is marketed to provide an overview of the tool and help customers make the most out of the functionality.

2012 First Quarter Activities	
Project Milestones	Status Update
Energy Tracker survey fielded	Sneak preview team surveyed to assist with marketing messages, provide input on future enhancements, and identify issues needing to be fixed prior to marketing launch.
Marketing Plan Implemented	Printed and electronic materials developed.
Business Process Milestones	Status Update
None	
Development Milestones	Status Update
Energy Tracker 2 Development Specifications Identified	Development specifications identified for Energy Tracker 2. Energy Tracker 2 set to release Q4 2012.

F. Incremental FTEs

- Automated DR has an additional 0.75 FTE currently working on the project which includes a Project Manager (.5 FTE) and a Programmer Analyst (0.25 FTE).
- Flex Price has an additional .5 FTE currently working on the project which includes an IT project Manager (0.25 FTE) and a Billing Customer Service Representative (0.25 FTE).
- Energy Tracker has no additional FTEs.

Appendix A

Table 1

2011 Third Quarter Energy Tracker Cost Summary (ORIGINAL)		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	197,863*	919,099*
Capital Loadings	96,245*	348,446*
Total Capital (Loaded)	294,108	1,267,545
Total O&M (Loaded)	653	26,869
Total Capital and O&M (Loaded)	294,761	1,294,414

Table 2

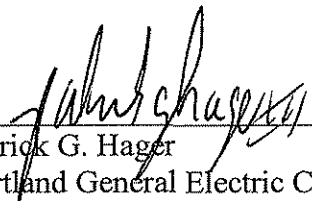
2011 Third Quarter Energy Tracker Cost Summary (REVISED)		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	313,478*	1,247,058*
Capital Loadings	107,671*	380,520*
Total Capital (Loaded)	421,149	1,627,578
Total O&M (Loaded)	653	26,869
Total Capital and O&M (Loaded)	421,802	1,654,447

*Capital Loading Costs for Energy Tracker were inadvertently removed from the unloaded capital costs in the 2011 Third Quarter Energy Tracker Cost Summary seen in Table 1. Additional costs and associated loadings were identified for two non-incremental FTEs during Q3. The corrected Q3 2011 Energy Tracker Capital Costs can be seen in Table 2 above.

CERTIFICATE OF SERVICE

I hereby certify that I have this day caused the foregoing **CUSTOMER & SYSTEMS RELATED BENEFITS QUARTERLY STATUS UPDATE – Q4-2011** to be served by electronic mail to those parties whose email addresses appear on the attached service list, and by First Class US Mail, postage prepaid and properly addressed, to those parties on the attached service list who have not waived paper service for OPUC Docket No. UE 189.

DATED at Portland, Oregon, this 15th day of February, 2012.



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