

e-FILING REPORT COVER SHEET

REPORT NAME: RE 13 (2): CUSTOMER & SYSTEMS RELATED BENEFITS  
QUARTERLY STATUS UPDATE - Q1-2012

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

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- 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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May 17, 2012

**Email only**

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Vikie Malkasian  
Administrator  
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PO Box 2148  
Salem, OR 97308-2148

**RE: UE-189 Customer & Systems Related Benefits Quarterly Status Update – Q1 - 2012**

PGE and Staff agreed to extend the due date of the quarterly status report 15 days, from May 1, 2012 to May 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 March 31, 2011.

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](mailto: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

## 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

2012 First 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)	16,027	47,199
Deferred O&M	19,107	68,827
<b>Total Capital (Loaded)</b>	<b>0</b>	<b>0</b>
<b>Total O&amp;M (includes Deferrals)</b>	<b>35,134</b>	<b>116,026</b>
<b>Total Capital and O&amp;M (Loaded)</b>	<b>35,134</b>	<b>116,026</b>

##### b. Flex Price Pilot (Critical Peak Pricing)

2012 First Quarter Flex Price Pilot Cost Summary		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	42,820	387,876
Capital Loadings	14,804	76,285
<b>Total Capital (Loaded)</b>	<b>57,624</b>	<b>464,160</b>
<b>Total O&amp;M (Loaded)</b>	<b>36,292</b>	<b>197,513</b>
<b>Total Capital and O&amp;M (Loaded)</b>	<b>93,916</b>	<b>661,673</b>

2. Energy Tracker

2012 First Quarter Energy Tracker Cost Summary		
	Actual Cost This Quarter	Actual Cost To Date
Capital Costs (Unloaded)	67,419	1,580,754
Capital Loadings	(24,051) <sup>1</sup>	414,681
<b>Total Capital (Loaded)</b>	<b>43,368</b>	<b>1,995,435</b>
<b>Total O&amp;M (Loaded)</b>	<b>95,777</b>	<b>195,564</b>
<b>Total Capital and O&amp;M (Loaded)</b>	<b>139,145</b>	<b>2,191,000</b>

B. Project Benefits

1. Demand Response

Demand Response: Project Benefits Summary
<b>Automated Demand Response</b>
<ul style="list-style-type: none"> <li>Automated Demand Response is not yet operational. To date, no benefits have been realized.</li> </ul>
<b>Flex Price Pilot</b>
<ul style="list-style-type: none"> <li>Critical Peak Pricing Pilot was launched on November 1, 2011 and six events were called through March 31, 2012. To date, no study has been performed on estimated benefits.</li> </ul>

2. Energy Tracker

Energy Tracker: Project Benefits Summary
<ul style="list-style-type: none"> <li>Energy Tracker is available on PortlandGeneral.com to most customers.</li> <li>Customer feedback was solicited and used to identify site improvements prior to marketing the product.</li> </ul>

C. Quarterly Activities (Current and Next)

1. Automated Demand Response

2012 First Quarter Activities	
<b>Project Milestones</b>	<b>Status Update</b>
None	Continue to market the ADR program to PGE commercial and industrial customers.
<b>Business Process Milestones</b>	<b>Status Update</b>
Business Process Mapping	Business process mapping completed.
<b>Development Milestones</b>	<b>Status Update</b>
Connection between RTP Controls and PGE	Hardware for command interface between PGE and RTP in place. Connection active.

<sup>1</sup> Negative Capital Loadings due to January 2012 adjustment made on December 2011 AFDC.

2012 Second Quarter Activities	
<b>Project Milestones</b>	<b>Status Update</b>
None	RTP informed PGE they would be unable to move forward without a capital raise in late 2011. In early April, RTP alerted PGE they were unable to raise the capital needed to move forward. PGE delivered RTP Controls a breach of contract letter on April 13, 2012 for missed milestones. On April 30, PGE terminated the contract with RTP Controls.
<b>Business Process Milestones</b>	<b>Status Update</b>
None	PGE deployed contingency options for moving forward with a Demand Response program.
<b>Development Milestones</b>	<b>Status Update</b>
Connection between RTP Controls and PGE	Command interface communication connection between PGE and RTP Controls disconnected. The programming of the communications had not yet occurred.

## 2. Flex Price Pilot

2012 First Quarter Activities	
<b>Project Milestones</b>	<b>Status Update</b>
Called Critical Peak Events	During January-February, customers were notified of five Critical Peak Events, and were reminded to reduce energy consumption. A total of six events were called during the 2011-2012 winter season.
<b>Business Process Milestones</b>	<b>Status Update</b>
Pilot Evaluation	Data criteria were finalized and RFP development is underway for pilot evaluation.
Estimate for potential full-scale program roll-out	Began collection of business requirements for estimating the cost and timing of a potential full-scale program roll-out.
<b>Development Milestones</b>	<b>Status Update</b>
None	No current development milestones.

2012 Second Quarter Activities	
<b>Project Milestones</b>	<b>Status Update</b>
Pilot Evaluation	Request for Proposal (RFP) planned to be issued.soliciting fixed bid proposals to perform evaluation work.
<b>Business Process Milestones</b>	<b>Status Update</b>
Estimate for potential full-scale program roll-out	Continue collection of business requirements and begin collection of IT requirements for estimating the cost and timing of a potential full-scale program roll-out.
<b>Development Milestones</b>	<b>Status Update</b>
None	No current development milestones.

**D. Energy Tracker**

2012 First Quarter Activities	
Project Milestones	Status Update
Customer survey completed	Survey used to identify usability issues and product enhancements needed prior to marketing the product.
Issues List developed	Issues list developed and worked through with vendor.
Business Process Milestones	Status Update
N/A	N/A
Development Milestones	Status Update
N/A	N/A

2012 Second Quarter Activities	
Project Milestones	Status Update
Issues List resolution	Issues list continue to be worked through with vendor.
Business Process Milestones	Status Update
N/A	N/A
Development Milestones	Status Update
N/A	N/A

**E. Additional Notes**

None
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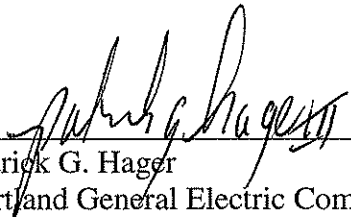
**F. Incremental FTEs**

<ul style="list-style-type: none"> <li>Automated Demand Response has had no incremental FTE changes since the last quarterly report.</li> <li>Flex Price has had no incremental FTE changes since the last quarterly report.</li> <li>Energy Tracker has had no incremental FTE changes since the last quarterly report.</li> </ul>
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## CERTIFICATE OF SERVICE

I hereby certify that I have this day caused the foregoing **CUSTOMER & SYSTEMS RELATED BENEFITS QUARTERLY STATUS UPDATE – Q1-2012** 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 17th day of May, 2012.



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