

RE 81(1) e-FILING REPORT COVER SHEET

REPORT NAME:

PGE's 2013 B1 Service Quality Measure (SQM) for Billing Accuracy Annual Report
for 2012 Measure Year

COMPANY NAME:

Portland General Electric

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?

No

If known, please select designation:

RE (Electric)

Report is required by:

OAR 860-021-0170

Is this report associated with a specific docket/case?

No

Key words:

PGE's 2013 B1 Service Quality Measure (SQM) for Billing Accuracy Annual Report
for 2012 Measure Year

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
PortlandGeneral.com

June 28, 2013

VIA ELECTRONIC MAIL

Public Utility Commission of Oregon
Attn: Filing Center
550 Capitol Street, N.E., Suite 215
Salem, OR 97301-2551

Attn: Phil Boyle

**Re: 2013 B1 Service Quality Measure (SQM) for Billing Accuracy
Annual Report for 2012 Measure Year**

This report serves as PGE's final B1 Billing SQM Report to the Commission as required by Order No. 06-654 in which PGE is to provide an annual summary of Qualifying Bill Errors reported during a Measure Year. In September of 2012, the B1 SQM for Billing Accuracy sunset, therefore, PGE hereby provides 2012 information in this final report that ends PGE's reporting responsibilities under the B1 SQM for Billing Accuracy. Reporting of Billing Errors is now required by Order 13-054 for all utilities under Oregon Administrative Rules (OAR) 860-021-0170 Billing Error Reporting.

Below, PGE provides the 2012 Measure Year summary.

Summary of Reported Bill Errors during the 2012 Measure Year:

There were no Qualifying Bill Errors to report in the 2012 Measure Year.

Other Billing Errors Affecting More Than 1,000 Customers:

There were no occurrences of billing errors in 2012 impacting more than 1,000.

Aggregated Monthly Qualifying Bill Error Total, Monthly Billing Accuracy Ratio for each month, and the Aggregated Qualifying Billing Error Grand Total in the Measure Year:

The attached report provides Qualifying Bill Error metrics and Bill Error ratios for the 2012 Measure Year.

Of the 10,158,461 bills generated in 2012, with no customer bills affected by a Qualifying Bill Error, PGE exceeded the 99.4% in Billing Accuracy ratio (see Attachment A).

Remedy Determination:

No remedy determination is required for the 2012 Measure Year.

Should you have any questions or comments regarding this filing, please contact Allison Rowden at (503) 612-3878.

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

Sincerely,



Allison Rowden
Supervisor, OPUC Liaisons
Portland General Electric

Attachment:

cc: Lisa Gorsuch, OPUC Staff

PGE Billing SQM 2012 Metrics

Bill Month	Bills Issued	Monthly Qualifying Bill Error Total	Monthly Qualifying Bill Error Grand Total	Monthly Billing Accuracy Ratio
January	849,190	0	0	100.00%
February	847,877	0	0	100.00%
March	845,164	0	0	100.00%
April	846,732	0	0	100.00%
May	845,263	0	0	100.00%
June	844,966	0	0	100.00%
July	847,566	0	0	100.00%
August	846,223	0	0	100.00%
September	845,067	0	0	100.00%
October	845,129	0	0	100.00%
November	849,470	0	0	100.00%
December	845,814	0	0	100.00%
Totals	10,158,461	0	0	100.00%
2012 Aggregated Qualifying Bill Error Grand Total and Accuracy Total			0	