

RE ### e-FILING REPORT COVER SHEET

REPORT NAME: PGE 2012 B1 SQM for Billing Accuracy Annual Report for 2011 Measure Year

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: Electric

Report is required by: Order Commission Order No. 06-654

Is this report associated with a specific docket/case? No Yes

Docket number: UM 1206

Key words: PGE B1 Service Quality Measure (SQM) for Billing Accuracy 2012 Report for 2011 Measure Year

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

Electric Rates and Planning



Portland General Electric Company
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June 29, 2012

VIA ELECTRONIC MAIL

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

**RE: B1 Service Quality Measure (SQM) for Billing Accuracy
2012 Annual Report for 2011 Measure Year**

The purpose of this Annual B1 Billing SQM Report is to provide the Commission a summary of Qualifying Bill Errors PGE reported during the 2011 Measure Year, including the following information required by Order No. 06-654.

Summary of Reported Bill Errors during the 2011 Measure Year:

The sole Qualifying Bill Error for the 2011 Measure Year relates back to the 2010 Measure year and concerns the City of Happy Valley Privilege Tax¹. The January 2011 portion of the Qualifying bill Error is reflected in this 2012 Annual Report.

PGE is pleased to report there were no additional Qualifying Bill Errors in the 2011 Measure Year.

¹ In its 2011 Annual Report for the 2010 Measure Year, PGE reported a Qualifying Bill Error concerning the City of Happy Valley Privilege Tax in which 4,780 monthly customer bills did not include the city tax for the period of August 2010 through January of 2011. The 2011 Annual Report provided to the OPUC on July 1, 2011 for the 2010 Measure year provided details of the Happy Valley Privilege Tax event and included only 2010 Qualifying Bill Error Metrics and Bill Error Ratios for Measure Year.

Other Billing Errors Affecting More Than 1,000 Customers:

There were two occurrences in 2011 where more than 1,000 customers received bills with minor messaging or typographical errors. Due to the nature of the error, these events did not meet the criteria of a reportable Material Bill Error as defined in Order 06-654.

- 1) On February 1, 2011, PGE learned that approximately 11,297 web bills included an outdated rate bill message. Impacted were three bill cycles during the period 1/26/11 - 1/31/11. Once the outdated message was discovered, production was halted and an updated rate bill message immediately installed.

It is important to note that the billed amounts, calculations and due dates were correct. The message that appeared on these web bills referred to the 5/25/10 rate change and should have referred to the 12/17/10 approved rate increase. A communication explaining the outdated bill message, along with an apology for any inconvenience experienced, was sent to all affected customers on 2/3/11.

- 2) On April 13, 2011, PGE's bill print equipment temporarily stopped working and the equipment was repaired the next day. A total of 3,335 customer bills were mailed one day late, thus providing those customers with just 14 days between the billing transmittal to the due date. The situation was quickly corrected and all other bills met the 15 day due and payable period requirement. PGE stopped all credit activity for the affected 3,335 accounts and removed any associated late fees from those accounts.

PGE discovered the vendor providing the bill print paper inadvertently sent PGE a roll that did not meet the specifications for the bill print machine. The tolerances of the roll were just outside of the specifications and affected how the paper lined up with the printer. It was so slight that it was not detected when our Print & Automated Mail Services (PAMS) Team conducted their routine Quality Control (QC) Inspection. The PAMS Manager verified that this would not have been detected via a reasonable inspection; therefore, PGE believes that this event was beyond our reasonable control and the B1 SQM Exclusion (IV)(A)(7) applied. Both PGE's PAMS Team and the vendor have since enhanced their QC process to be able to detect/resolve these issues and mitigate future occurrences.

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 2011 Measure Year. From the total of 10,117,322 bills generated in 2011 and the total of 4,780 customer bills affected by a Qualifying Bill Error, PGE continued to exceed 99.95% in Billing Accuracy (see Attachment A).

Remedy Determination:

No remedy determination is required for the 2011 Measure Year.

Should you have any questions or comments regarding this filing, please contact Garret Saiki at (503) 612-3798.

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

Sincerely,



Karla Wenzel
Manager, Regulatory Analysis & Administration

/s/ Garret Saiki

Attachment:

cc: Lisa Gorsuch, OPUC Staff
Phil Boyle, OPUC Staff

Randy Dahlgren, PGE
David White, PGE
Garret Saiki, PGE

**PGE B1 SQM 2012 Annual Report
for 2011 Measure Year**

Attachment A

PGE Billing SQM 2011 Metrics

Bill Month	Bills Issued	Monthly Qualifying Bill Error Total	Monthly Quality to go Bill Error Grand Total	Monthly Billing Accuracy Ratio
January	837,451	4,780	4,780	99.43%
February	841,711	0	0	100.00%
March	839,674	0	0	100.00%
April	842,671	0	0	100.00%
May	841,792	0	0	100.00%
June	846,952	0	0	100.00%
July	842,708	0	0	100.00%
August	847,268	0	0	100.00%
September	847,926	0	0	100.00%
October	844,542	0	0	100.00%
November	844,721	0	0	100.00%
December	839,906	0	0	100.00%
Totals	10,117,322	4,780	4,780	99.95%
2010 Aggregated Quality to go Bill Error Grand Total and Accuracy Total				
			4,780	