



**Portland General Electric**  
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PortlandGeneral.com

April 4, 2019

Public Utility Commission of Oregon  
Attn: Filing Center  
201 High Street S.E., Suite 100  
P.O. Box 1088  
Salem, OR 97308-1088

**RE: UE 358 Investigation into PGE's Offering of New Load Direct Access (NLDA) Program – Establishing the Customer Queue Process for NLDA**

Portland General Electric Company (PGE) respectfully submits this letter in compliance with OPUC Order 19-103, which directed PGE to develop a “nonbinding queue” for customers who wish to provide PGE notice of intent to take NLDA service, pending the investigation of PGE’s proposed Schedule 689 tariff. This letter serves to provide the process for customers to follow to establish a place in the NLDA service queue.

The customer must take the following steps to request a place in PGE’s queue:

- No earlier than April 15, 2019 customer sends an email to a dedicated PGE NLDA email address (the company is working to establish this email address and will supplement this letter no later than April 12, 2019 with correspondence providing the appropriate email address) that includes the following:
  - Company name – company name must be the same as the ‘customer’ taking service with PGE (either new customer or existing customer)
  - Requester’s name, title, and contact information
  - A direct statement requesting to be placed in the queue for NLDA service
- PGE will track the emails with the associated automatic time/date stamp that attaches to the email, to establish each customer’s place in the queue.
- Following submittal, customers will receive an automatic email confirming receipt and thereafter, will be sent an email if any information is incomplete or otherwise does not meet the notice requirements and will be asked to refile.
- Refiling customers will receive a ‘new’ place in the NLDA queue and will be processed as a new request.

- Following OPUC approval of Schedule 689, PGE will notify those in the queue who qualify for service under PGE's NLDA cap to take the next steps for enrollment which will include signing a binding service agreement with PGE.
- The notice of intent to take NLDA service is revocable up until the signing of the binding service agreement.

PGE will begin accepting NLDA emails as of April 15, 2019 and will maintain the customer queue until the Schedule 689 investigation is complete, the tariff is approved, and service agreements have been awarded to eligible customers in the queue or the cap is met, whichever occurs first. Information on the NLDA queue process will be made available on PGE's website where direct access is discussed.

PGE reserves the right to evaluate each customer's request and their eligibility for service under Schedule 689 and the Oregon Administrative Rule (OAR) 860-038-0700 through 860-038-0740. Customers will have 10 business days from the time of Schedule 689's tariff effective date to sign and return to PGE their service agreement for Schedule 689. Otherwise, customers will forfeit their place in the NLDA queue and be on a cost of service schedule.

Should you have any questions or comments regarding this filing, please contact Andrew Speer at (503) 464-7486.

Please direct all formal correspondence and requests to the following email address: [pge.opuc.filings@pgn.com](mailto:pge.opuc.filings@pgn.com).

Sincerely,

For 

Karla Wenzel  
Manager, Pricing and Tariffs