RE 61 e-FILING REPORT COVER SHEET

REPORT NAME:

Supplemental Filing for PGE 2013 and 2014 Annual Service Quality Measure (SQM) Reports

COMPANY NAME:

Portland General Electric

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X RE (Electric)

Report is required by:

OPUC Order No. 11-160, (amended Order No. 97-196 (UM 814))

Is this report associated with a specific docket/case?

X No

Key words:

PGE 2013 and 2014 Annual Service Quality Measure (SQM) Reports

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

X Electric Rates and Planning

Portland General Electric Company
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PortlandGeneral.com

August 26, 2015

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

RE: **Supplemental Filing for PGE 2013 and 2014 Annual Service Quality Measure (SQM) Reports and PGE 2013 and 2014 Annual Reliability Reports**

PGE originally filed the PGE 2014 Annual Reliability Report on April 30, 2015 pursuant to OAR 860-023-0151, and the PGE 2014 Annual Service Quality Measures (SQM) Report on May 1, 2015 pursuant to Order No. 11-1160, which amended Order No. 97-196 (UM 814). The purpose of this Supplemental filing is to correct an error in the calculated customer count attributable to the customer growth percentage. With this correction, PGE also submits a recalculated customer growth rate for 2013.

At the request of Safety Staff, PGE hereby submits this Supplemental Filing, in electronic format only, for the reporting years of 2013 and 2014 for PGE's Annual Service Quality Measure and Annual Reliability Reports.

Enclosed are the following **replacement** sheets for each of the respective reports. Note: Corrections are indicated in red text.

2013 Annual Service Quality Measure (SQM) Report
- Page 5, Performance Measures C1 Customer "At Fault" Complaint Frequency
- Page 6, 10 Year Summary of Reliability Indices

2014 Annual Service Quality Measure (SQM Report
- Page 5, Performance Measures C1 Customer "At Fault" Complaint Frequency
- Page 6, 10 Year Summary of Reliability Indices

2013 Annual Reliability Report
- Section I: Report Summary, Corporate Annual Summary Tables (pg. 4 of PDF)
- Section III: Regional Feeder Performance Summary, pg. 37 (pg. 47 of PDF)
- Section VIII: Appendix, 2013 Feeder List with January Customer Counts and Feeder Classifications, pg. 16 (pg. 141 of PDF)

2014 Annual Reliability Report
- Section I: Report Summary, Corporate Annual Summary Tables (pg. 3 of PDF)
- Section III: Feeder Performance Summary, pg. 35 (pg. 45 of PDF)
- Section VIII: Appendix, 2014 Feeder List with January Customer Counts and Feeder Classifications, pg. 16 (pg. 140 of PDF)

Discussion:

On May 14, 2015, Safety Staff requested that the Company re-examine its customer count numbers used for outage reporting and its service quality measure reporting due a large discrepancy in 'growth rate' compared to previous years.

Upon examination of the reporting values for the SQM report, PGE found that an error had occurred in 2009 with an incorrect customer count reported for the C1 At-Fault Frequency. Each year thereafter until 2014, the customer count number has been off by one year.[1] For the two reporting years in question (2013 and 2014), the table below shows the corrected 2013 customer count on December 31, 2013[2]. As a result of this correction, the customer growth rate is 0.74% for 2013.

SQM Report	2013	2014	Growth Rate
Reported Values	828,354	842,273	1.68%
Corrected Values	**836,070**	**842,273**	**0.74%**

Similar to the customer count issue explained above, PGE also discovered an error in the values utilized and reported for PGE's Annual Reliability Reports, however, only for the years 2013 and 2014. All prior reporting years contain the correct customer count values. After investigating the reliability reporting values, PGE identified incorrect values for counts associated with distribution circuits, resulting in incorrect totals for 2013 and 2014[3]. PGE is installing a new Geospatial Information System (GIS) and Outage Management System (OMS) with new processes for deriving customer count values for both circuits and the entire system.

Given the corrected values shown in the table below, the customer growth rate is 1.01% instead of 3.00% for 2013.

Annual Reliability Report	2013	2014	Growth Rate
Reported Values	841,127	866,398	3.00%
Corrected Values	**847,913**	**856,448**	**1.01%**

The calculations to correct the values have been prepared consistent with the methodologies utilized in each of these reports.

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[1] The origin of the error is unknown. With the corrected values, the C1 SQM 'At Fault' Frequency is virtually unaffected. A slight decrease to the At Fault Frequency ratio is noted in 2010, 2011, and 2013.

[2] Customer counts may be determined a number of ways. For the At Fault Frequency section of the SQM report, the customer count source data is from a Revenue Report that includes all 'active' points of delivery (POD) as of December 31st and streetlighting customers (Rate Schedule 91 and 95) which are counted by taxing district. 'At Fault' customer count does not include 'inactive' POD's, area lights (Rate Schedule 15) or non-revenue accounts.

[3] The Reliability customer count source data for SQM and Annual Reliability reporting is from a Revenue Report that includes all 'active' and 'non-active' POD's associated with a transformer, area lights and non-revenue accounts (e.g., additional solar net metering POD's at one premise). Customer count does not include street lights as very few are tied to transformers.

Attachment A provides 2013 and 2014 Section III, Feeder Performance Summary and Section VIII Feeder Information which will be sent hard copy. Attachment A should be treated as a confidential submission under OAR 860-001-0070 and is provided in a separate sealed envelope marked "Confidential."

Should you have any questions or comments regarding this filing, please contact Terri Bowman at (503) 464-8854 or Rob Weik at (503) 464-8131.

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

Sincerely,

Karla Wenzel
Manager, Pricing & Tariffs

c.c. Paul Birkland, OPUC
Lori Koho, OPUC

Enclosures

B. Performance Measures C1 Customer "At Fault" Complaint Frequency

Customer Complaint and Customer Service Measures

In 2013, PGE's OPUC Liaisons fielded 282 customer complaints, an increase from 208 complaints in 2012. Of these, the OPUC determined 16 "at-fault" designations resulting in PGE's 2013 total at-fault complaint rate at 0.0191 per 1,000 customers. It is standard practice to meticulously review all at-fault complaints for root cause and lessons learned.

Year	Logged Complaints	Total Customers	At Faults	At Fault Frequency
2011	254	822,466	14	0.0170
2012	208	828,354	12	0.0146
2013	282	836,070	16	0.0191

C. Reliability Performance Measures: R1-SAIDI, R2-SAIFI, R3-MAIFI, R4-CAIDI

Executive Summary

This executive summary provides an overview of the 2013 Reliability Report and highlights key information with comparisons to past years' data. If there are any questions about this information, please call Rob Weik at (503) 464-8131.

a. **2013 Reliability:**

The three year weighted average for SAIDI, SAIFI, and MAIFI indices for 2013 were 65.8 minutes, 0.49 occurrences, and 1.0 occurrence respectively. The SAIDI three-year weighted averages are below the OPUC thresholds, and reflect a reduction from the three year weighted average reported in 2012.

The five-year average service availability for Portland General Electric customers is 99.985%. Service availability in 2013 was 99.988%. Continued efforts in 2014 will improve system reliability by focusing on the poorest performing feeders and tap lines, putting processes in place to reduce the length of major outages and investigating outage causes that are trending up.

b. Summary of Reliability Indices

Table 1, on the following page, provides a 10 year summary of the PGE's reliability indices (excluding Major Event Days) and shows that PGE's three year system average stayed under the OPUC SAIDI, SAIFI, and MAIFI Level 1 and 2 threshold limits in 2013.

NOTE: A day is designated as a Major Event Day when the daily system SAIDI exceeds a threshold value, T_{MED}. PGE utilizes the IEEE Standard 1366 methodology to calculate the T_{MED} value. In 2013, April 7th, September 28th, and September 29th, were designated as Major Event Days.

TABLE 1
10 YEAR SUMMARY OF RELIABILITY INDICES
(EXCLUDING MAJOR EVENT DAYS)

Year	SAIDI (minutes)	SAIFI (occurrences)	MAIFI (occurrences)	CAIDI (minutes)	Number of outages
2013	61.1	0.45	0.90	135.8	4,495
2012	72	0.55	1.11	131	5,093
2011	66	0.51	0.89	129.0	4,535
2010	77	0.65	1.1	118.3	5,454
2009	115	0.81	1.4	141.6	6,354
2008	75	0.73	1.3	102.7	5,817
2007	77	0.71	1.3	108.5	5,994
2006	117	1.06	1.6	110.4	6,930
2005	86	0.83	1.6	103.6	5,560
2004	85	0.8	1.8	106.3	5,582
2003	82	0.8	2.1	102.5	5,366
3 Year Weighted Average for 2013	**65.4**	**0.49**	**0.96**	**133.0**	**N/A**
Level 1 Penalty Level 2 Penalty	105 115	1.2 1.2	5 5	N/A	N/A

The following methods/assumptions were used to derive PGE's 2013 system reliability indices:

Correction factors for SAIDI and SAIFI were applied to tap line outages to more accurately reflect actual events. A factor of 0.8 for duration and 0.9 for number of customers has been used since 2004.

Note: Correction factors were not applied to feeder outages or outages affecting fewer than 30 customers as the information regarding number of customers affected and outage duration are more accurate for these types of outages.

The following were excluded from calculations:

- All outages of five minutes or less were excluded from SAIDI and SAIFI calculations
- Outage causes indicated as Non Outage, Telco Wire, Cable TV Wire, Verizon Equipment, Qwest Equipment, or Comcast Equipment

The three-year weighted averaging formula for 2013 was calculated with 2013 weighted at 50%, 2012 weighted at 30%, and 2011 weighted at 20%.

- PGE excluded April 7, September 28 and 29th as Major Event Days in 201

B. Performance Measures C1 Customer "At Fault" Complaint Frequency Customer Complaint and Customer Service Measures

In 2014, PGE's OPUC Liaisons fielded 236 customer complaints, a decrease from 282 complaints in 2013. Of these, the OPUC determined 5 "at-fault" designations resulting in PGE's 2014 total at-fault complaint rate at 0.0059 per 1,000 customers. It is standard practice to meticulously review all at-fault complaints for root cause and lessons learned.

Year	Logged Complaints	Total Customers	At Faults	At Fault Frequency
2011	254	822,466	14	0.0170
2012	208	828,354	12	0.0145
2013	282	836,070	16	0.0191
2014	236	842,273	5	0.0059

C. Reliability Performance Measures: R1-SAIDI, R2-SAIFI, R3-MAIFI, R4-CAIDI

Executive Summary

This executive summary provides an overview of the 2014 Reliability Report and highlights key information with comparisons to past years' data. If there are any questions about this information, please call Rob Weik at (503) 464-8131.

a. 2014 Reliability

The three year weighted average for SAIDI, SAIFI, and MAIFI indices for 2014 were 79.5 minutes, 0.59 occurrences, and 1.16 occurrences respectively. The SAIDI three-year weighted averages are below the OPUC thresholds, and reflect an increase from the three year weighted average reported in 2013. The increase was due to multiple storms that increased our SAIDI this year.

The five-year average service availability for Portland General Electric customers is 99.986%. Service availability in 2014 was 99.974%. Continued efforts in 2015 will improve system reliability by focusing on the poorest performing feeders and tap lines, putting processes in place to reduce the length of major outages and investigating outage causes that are trending up.

b. Summary of Reliability Indices

Table 1, on the following page, provides a 10 year summary of the PGE's reliability indices (excluding Major Event Days) and shows that PGE's three year system average stayed under the OPUC SAIDI, SAIFI, and MAIFI Level 1 and 2 threshold limits in 2014.

NOTE: A day is designated as a Major Event Day when the daily system SAIDI exceeds a threshold value, T_{MED}. PGE utilizes the IEEE Standard 1366 methodology to calculate the T_{MED} value. In 2014, January 11th, March 6th, September 24th, October 13th, October 25th – 26th, November 11th – 13th, and December 11th, 2014 were designated as Major Event Days.

TABLE 1
10 YEAR SUMMARY OF RELIABILITY INDICES
(EXCLUDING MAJOR EVENT DAYS)

Year	SAIDI (minutes)	SAIFI (occurrences)	MAIFI (occurrences)	CAIDI (minutes)	Number of outages
2014	**94.5**	**0.70**	**1.35**	**135.0**	**5,834**
2013	61.1	0.45	0.90	135.8	4,495
2012	72	0.55	1.11	131	5,093
2011	66	0.51	0.89	129.0	4,535
2010	77	0.65	1.1	118.3	5,454
2009	115	0.81	1.4	141.6	6,354
2008	75	0.73	1.3	102.7	5,817
2007	77	0.71	1.3	108.5	5,994
2006	117	1.06	1.6	110.4	6,930
2005	86	0.83	1.6	103.6	5,560
2004	85	0.8	1.8	106.3	5,582
2003	82	0.8	2.1	102.5	5,366
3 Year Weighted Average for 2014	**80.0**	**0.60**	**1.17**	**134.4**	**N/A**
Level 1 Penalty Level 2 Penalty	105 115	1.2 1.2	5 5	N/A	N/A

The following methods/assumptions were used to derive PGE's 2014 system reliability indices:

1. Correction factors for SAIDI and SAIFI were applied to tap line outages to more accurately reflect actual events. A factor of 0.8 for duration and 0.9 for number of customers has been used since 2004.

   Note: Correction factors were not applied to feeder outages or outages affecting fewer than 30 customers as the information regarding number of customers affected and outage duration are more accurate for these types of outages.

2. The following were excluded from calculations:

   - All outages of five minutes or less were excluded from SAIDI and SAIFI calculations
   - Outage causes indicated as Non Outage, Telco Wire, Cable TV Wire, Verizon Equipment, Qwest Equipment, or Comcast Equipment

3. The three-year weighted averaging formula for 2014 was calculated with 2014 weighted at 50%, 2013 weighted at 30%, and 2012 weighted at 20%.