



**Portland General Electric**  
121 SW Salmon Street · Portland, Ore. 97204

February 25, 2022

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

**Re: RE 131 PGE 2022 Billing Error Annual Report**

Pursuant to Oregon Administrative Rule (OAR) 860-021-0170(4), Billing Error Reporting, Portland General Electric Company had two reported billing errors that occurred during the 2021 calendar year. PGE, reported the billing errors under OAR 860-021-0170(3) which are summarized in Attachment A.

Should you have any questions or comments regarding this filing, please contact Mary Widman (503) 464-8223.

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

Sincerely,

*\s\ Robert Macfarlane*

Robert Macfarlane  
Manager, Pricing & Tariffs

Enclosure

PGE 2022 Billing Error Annual Report  
Attachment A

## Reported on May 24, 2021

### (3a) A description of the cause, if known, of the billing error;

In March 2021, while performing testing for the new Schedule 103 Metro Supportive Housing Services Tax Recovery, PGE noted a discrepancy in the price for Schedule 123 Decoupling Adjustment applicable to rate schedules 83 and 583 (rate schedule 583 pertains to Direct Access customers only). PGE confirmed the price was entered incorrectly as \$0.0001 per kWh starting 1/1/2021. It should have been \$0.00101 per kWh. This resulted in an underbilling of \$0.00091 per kWh on schedule 123 for the schedule 83/583 customers.

Due to human error, the incorrect entry was missed during testing.

### (3b) The number of bills affected by the billing error;

23,948 bills were affected

### (3c) The number of bills adjusted due to the billing error;

17,106 bills will be adjusted due to this billing error.

PGE excluded the following accounts because it would not have been cost effective to correct:

- Net corrections of \$5.00 or less
- Summary Bills and related complex accounts for same customer
- Net Meter, Solar Payment Option and Net Meter Aggregation accounts
- Accounts that were involved in rate migration in March
- Closed accounts

### (3d) The time period in which the billing error affected customer bills;

1/1/2021-3/9/2021

### (3e) The actions taken to correct the error; and

An emergency fix was put into place on 3/10/2021. The price was corrected in the Customer Information System and accounts began billing with the correct price as of 3/10/2021.

The identified accounts will be corrected from 5/10/21 to 5/24/21 and the net corrections will be applied to the next bill. Customers will receive a letter detailing the amount, dates and reason for the adjustment.

### (3f) The actions taken to prevent the same error from occurring in the future.

PGE has implemented an additional test result review prior to new prices being released into Production to prevent this error from occurring in the future.

## Reported on June 4, 2021

### (3a) A description of the cause, if known, of the billing error

During the historic ice storm in February 2021, some accounts billed with estimated reads if the customer was experiencing an outage at the time the bill generated (this is expected). When the bills for these accounts began to generate the following month, PGE began to see a discrepancy in the readings. PGE identified the start reading for the March bill was less than the end reading for the February bill. This caused these accounts to double-bill partial kWh. In the example below, the customer's start reading for service period 2/15/21-3/16/21 is 25992. The end reading for the prior service period 1/14/21-2/15/21 is estimated at 26076. The 2/15/21 read on the March bill is less than the February bill. This customer was overbilled by 84 kWh.

### February Bill

		<b>AMOUNT DUE</b>	<b>\$190.12</b>
		Due date for current bill	03/05/21
<b>This month's charges</b> (Turn over for details)			
<b>Meter # [REDACTED] Schedule 07</b>			
Energy Charges (1427 kWh)	174.33		
Adjustments	8.91		
	<b>183.24</b>		
Other Charges/Credits	0.82		
<b>Total Taxes and Fees</b>	<b>6.06</b>		
<b>Current Energy Charges</b>	<b>190.12</b>		
This bill is for your records only, <i>please do not pay</i> .			
Thank you for your payment.			

### Your energy use

<b>Meter # [REDACTED]</b>	
<b>Schedule 07</b> (residential rate)	
<b>Service Period</b>	<b>Meter Reading</b>
02/15/21	26076 (Estimated)
01/14/21	24649
32 days of service	1427 kWh

### March Bill

		<b>AMOUNT DUE</b>	<b>\$131.91</b>
		Due date for current bill	04/01/21
<b>This month's charges</b> (Turn over for details)			
<b>Meter # [REDACTED] Schedule 07</b>			
Energy Charges (978 kWh)	120.83		
Adjustments	6.10		
	<b>126.93</b>		
Other Charges/Credits	0.57		
<b>Total Taxes and Fees</b>	<b>4.41</b>		
<b>Current Energy Charges</b>	<b>131.91</b>		
This bill is for your records only, <i>please do not pay</i> .			
Thank you for your payment.			

### Your energy use

<b>Meter # [REDACTED]</b>	
<b>Schedule 07</b> (residential rate)	
<b>Service Period</b>	<b>Meter Reading</b>
03/16/21	26970
02/15/21	25992
29 days of service	978 kWh

After further investigation, it was discovered that while these customers were experiencing an outage, PGE's Customer Information System (appropriately) estimated the February end reading. Once the outage was restored and the meter began communicating again, it communicated the actual readings from during the outage and replaced the estimated read with the actual read. When the account billed the following month, it picked up the actual read. It was further discovered this was not exclusive to the February outages and has been occurring since PGE's Customer Information System went live in May 2018.

(3b) The number of bills affected by the billing error;  
10,091

(3c) The number of bills adjusted due to the billing error;  
7,538 bills will be adjusted due to this billing error.

Considerations:

- Excluding net corrections of +/-50 kWh
- Closed accounts – includes accounts that will receive credits, excludes accounts that would be debit

(3d) The time period in which the billing error affected customer bills;  
5/14/2018-present

(3e) The actions taken to correct the error

PGE is in the process of running a script to correct most accounts and will manually review and correct any accounts the script cannot work. PGE is hopeful corrections can be completed by the end of Q3. Once corrected the net corrections will be applied to the next bill and customers will receive a letter detailing the amount, dates, and reason for the adjustment.

(3f) The actions taken to prevent the same error from occurring in the future.

PGE is continuing to explore several options which will prevent this error from occurring in the future which include the following:

1. PGE's Customer Information System has a function that would send a corrected bill if a new, actual read replaced an estimated read that was used to bill an account. Extensive PGE resources would be needed in order to implement this functionality.
2. PGE is exploring if there are other viable functions within the Customer Information System that would be business and cost effective.
3. Create a report that would capture when an estimated billing read was replaced by an actual reading.



e-FILING REPORT COVER SHEET

COMPANY NAME: PORTLAND GENERAL ELECTRIC COMPANY

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION?  No  Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RE 131

Report is required by:  OAR 860-021-0170

Statute

Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other

(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: AR 567

List Key Words for this report. We use these to improve search results.

PGE's Billing Error Annual Report

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.