



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(3) 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 Reporting

Send the completed Cover Sheet and the Report in an email addressed to 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.

**RE 131 PGE Billing Error
Reporting Pursuant to OAR 860-021-0170(3)
Attachment**

(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.



Portland General Electric
121 SW Salmon Street • Portland, OR 97204
portlandgeneral.com

May 24, 2021

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 Billing Error Reporting

Pursuant to Oregon Administrative Rule (OAR) 860-021-0170(3), Billing Error Reporting, Portland General Electric Company hereby submits a billing error that occurred during the time period of January 1, 2021 through March 9, 2021. The Attachment provides the required detail as outlined in the above OAR.

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@pgn.com

Sincerely,

\s\ Robert Macfarlane

Robert Macfarlane
Manager, Pricing & Tariffs

cc: Phil Boyle, OPUC

**RE 131 PGE Billing Error
Reporting Pursuant to OAR 860-021-0170(3)**

Attachment