



e-FILING REPORT COVER SHEET

COMPANY NAME:

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:

Report is required by: OAR
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:

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

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.



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

June 4, 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 May 18, 2018 through present. 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

Estimates Override Billing Error

(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

AMOUNT DUE \$190.12	
Due date for current bill 03/05/21	
This month's charges (Turn over for details)	
Meter # [REDACTED] Schedule 07	
Energy Charges (1427 kWh)	174.33
Adjustments	8.91
	183.24
Other Charges/Credits	0.82
Total Taxes and Fees	6.06
Current Energy Charges	190.12
This bill is for your records only, <i>please do not pay</i> .	
Thank you for your payment.	
Your energy use	
Meter # [REDACTED]	
Schedule 07 (residential rate)	
Service Period	Meter Reading
02/15/21	26076 (Estimated)
01/14/21	24649
32 days of service	1427 kWh

March Bill

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