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April 24, 2017

Via Electronic Filing

Public Utility Commission of Oregon Attn: Filing Center 201 High St. SE, Suite 100 Salem OR 97301

Re: In the Matter of PORTLAND GENERAL ELECTRIC CO.

Application for Transportation Electrification Programs

Docket No. UM 1811

Dear Filing Center:

Please find enclosed the redacted version of the Confidential Reply Testimony and Exhibits of Bradley G. Mullins on behalf of the Industrial Customers of Northwest Utilities. The confidential portions of Mr. Mullins' testimony will follow via Federal Express to the Commission and via U.S. Mail to qualified persons as defined in Order No. 17-132.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Sincerely,

/s/ Jesse O. Gorsuch Jesse O. Gorsuch

Enclosures

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that I have this day served the confidential pages of the **Reply Testimony of Bradley G. Mullins** upon the parties shown below by mailing copies via First Class U.S. Mail, postage prepaid.

Dated at Portland, Oregon, this 24th day of April 24, 2017

Sincerely,

/s/ Jesse O. Gorsuch
Jesse O. Gorsuch

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BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1811

In the Matter of)
PORTLAND GENERAL ELECTRIC COMPANY,)
Application for Transportation Electrification Programs.)

CONFIDENTIAL REPLY TESTIMONY OF BRADLEY G. MULLINS ON BEHALF OF THE INDUSTRIAL CUSTOMERS OF NORTHWEST UTILITIES (REDACTED VERSION)

April 24, 2017

- 1 Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.
- 2 A. My name is Bradley G. Mullins, and my business address is 333 SW Taylor Street, Suite
- 3 400, Portland, Oregon 97204.
- 4 Q. PLEASE STATE YOUR OCCUPATION AND ON WHOSE BEHALF YOU ARE TESTIFYING.
- 6 A. I am an independent energy and utilities consultant representing large energy consumers
- 7 throughout the western United States. I am appearing on behalf of the Industrial
- 8 Customers of Northwest Utilities ("ICNU"). ICNU is a trade association whose members
- 9 are large electric customers served by electric utilities throughout the Pacific Northwest,
- including Portland General Electric ("PGE" or the "Company").
- 11 O. PLEASE SUMMARIZE YOUR EDUCATION AND WORK EXPERIENCE.
- 12 A. I have a Master of Science degree in Accounting from the University of Utah. After
- obtaining my Master's degree I worked at Deloitte, where I ultimately specialized in
- research and development tax incentives for multi-national corporate clients.
- Subsequently, I worked at PacifiCorp as an analyst involved in regulatory matters
- surrounding power supply costs. I currently provide services to utility customers on
- matters such as power costs, revenue requirement, rate spread and rate design. I have
- sponsored testimony in numerous regulatory jurisdictions throughout the United States,
- including before the Oregon Public Utility Commission ("Commission"). A list of my
- regulatory appearances can be found in Exhibit No. ICNU/101.
- 21 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?
- 22 A. I address the Company's application for a transportation electrification program
- 23 ("Application"), including the Application's potential to provide net benefits to
- customers and the Application's alignment with regulatory principles of cost-causation.

1 Q. PLEASE SUMMARIZE YOUR CONCLUSIONS AND RECOMMENDATIONS.

I recommend that the Commission deny the Company's Application as filed. The Company has not adequately demonstrated that the programs it proposes will provide net benefits to customers. Furthermore, the Company's Application violates basic ratemaking principles by failing to provide any meaningful benefits to nonresidential customers even though these customers will be required to pay for a portion of program costs. Consequently, if the Commission is to approve the Company's Application, it should require that the Company provide concrete benefits to nonresidential customers.

9 Q. PLEASE PROVIDE SOME BACKGROUND ON THE COMPANY'S FILING.

The Company filed its Application in compliance with Section 20 of Senate Bill 1547, also known as the Oregon Clean Electricity and Coal Transition Plan, passed by the legislature in 2016. This section requires both PGE and PacifiCorp to file applications "for programs to accelerate transportation electrification" by December 31, 2016. The Commission recently concluded a rulemaking to implement Section 20 of SB 1547 that prescribes the form and manner of the Company's Application. ¹/

Section 20 requires the Commission to consider six factors when evaluating the Company's Application: (1) whether the proposed expenditures are within the Company's service territory; (2) whether they are prudent "as determined by the commission;" (3) whether they are reasonably expected to be used and useful, also "as determined by the commission;" (4) whether they are reasonably expected to enable the electric company to support its electrical system; (5) whether they are reasonably expected to improve electrical system and operational flexibility; and (6) whether they

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Docket No. AR 599, OAR 860-087 et seq.

are reasonably expected to stimulate innovation, competition and customer choice in electric vehicle charging and related infrastructure and services.^{2/}

To meet these requirements, the Company's Application proposes four areas for investment: (1) education, outreach, and technical assistance; (2) electric mass transit pilot; (3) electric avenue network pilot; and (4) residential smart charging pilot.^{3/} The Company's Application shows that these investments will cost customers \$8.142 million, which will be partially offset by revenue received through EV charging payments, for a net cost of approximately \$4 million.^{4/} The Company also shows that, on a net present value basis, the programs in its Application produce a net benefit to customers of between \$4.7 million and \$6.6 million, depending on the cost-effectiveness test used.^{5/} If the Company's Application is approved, Section 20 of SB 1547 mandates that its costs "be recovered from all customers of an electric company in a manner that is similar to the recovery of distribution system investments."^{6/} The Company proposes to file a deferral to capture the costs of its transportation electrification programs if its Application is approved.^{7/}

Q. HAS THE COMMISSION PREVIOUSLY CONSIDERED AUTHORIZING UTILITIES TO RECOVER COSTS OF TRANSPORTATION ELECTRIFICATION INVESTMENTS IN RATES?

Yes. In Docket No. UM 1461, the Commission investigated matters related to electric vehicle charging, including issues related to cost recovery. In Order No. 12-013, the Commission stated that "[u]tility requests for rate recovery for EVSE investment will be

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^{2/} SB 1547 § 20(4).

 $^{^{3/}}$ PGE/100 at 1-2.

 $[\]underline{\underline{Id.}}$ at 24.

 $[\]underline{5}$ Id., Appen. A at 4

^{6/} SB 1547 § 20(5)(a)(B).

 $^{^{7/}}$ PGE/100 at 24.

very closely scrutinized." It went on to state that it expected "a utility that requests rate recovery for EVSE investment to make a *compelling* case that the utility's ownership and operation of the EVSE is beneficial to ratepayers – not just the public generally." Finally, the Commission determined that any finding of prudence that would allow rate recovery "requires a showing of net benefits to customers." 10/

6 Q. IS THIS ORDER STILL APPLICABLE IN LIGHT OF THE REQUIREMENTS 7 OF SECTION 20 OF SB 1547?

Yes. One of the legislative findings in Section 20 is that "[d]eploying transportation 8 A. electrification and electric vehicles creates the opportunity for an electric company to 9 propose ... that a net benefit for the customers of the electric company is attainable." $\frac{11}{2}$ 10 Consequently, the legislature was itself apparently concerned with the need for a utility to 11 show that its investments in EV infrastructure provides net benefits to ratepayers. 12 Furthermore, one of the criteria the Commission must consider when evaluating the 13 14 Company's Application is whether the investments are "prudent as determined by the commission." 12/ In Order No. 12-013, the Commission has already determined what 15 constitutes a prudent utility investment in EV infrastructure – it "requires" a showing of 16 net benefits. 13/ Moreover, nothing in the rules governing transportation electrification 17 programs that the Commission approved expressly modifies this standard either. 14/ 18

<u>SB</u> 1547 § 20(2)(f).

B Docket No. UM 1461, Order No. 12-013 at 10 (Jan. 19, 2012).

⁹ Id. (emphasis in original).

<u>10/</u> Id.

^{12/} Id. § 20(4)(b).

 $[\]frac{13}{}$ Order No. 12-013 at 10.

 $[\]underline{\text{See}}$ OAR 860-087-0030(1)(f)(C) (requiring utility to describe "how a net benefit to ratepayers is attainable").

1 Q. DO YOU BELIEVE THE COMMISSION SHOULD APPROVE THE COMPANY'S APPLICATION?

Not as proposed. The Company has not adequately demonstrated that its Application provides net benefits to customers. First, the Company estimates that the net revenue requirement increase for customers will be approximately \$4 million; however, the gross revenue requirement impact of over \$8 million is far more certain than the net revenue requirement. This is because the Company has a far better understanding of the costs of its proposed programs, which will be incurred in the near term, than it has of the revenue it will receive from customer payments to offset these costs. The Company estimates it will receive approximately \$4.2 million in revenue from customer payments, but this figure represents the NPV of these payments over a ten-year period. 15/ Moreover, the Company uses a number of assumptions to arrive at its projected revenue figure, which are necessarily based on extremely limited data and, therefore, it is difficult to assess their reliability. 16/

Additionally, the results of the Company's cost-effectiveness analyses for its proposed EV programs are questionable. At the outset, it is worth noting that even the Company's own analysis finds that its proposed electric mass transit pilot is not cost-effective under any scenario, and by a significant margin. The Commission, therefore, should not approve this program as prudent. The Company does purport to show that there are overall net benefits from all of its proposed programs. However, the basis for these conclusions is not entirely clear. For instance, the Company assigns a cost to

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^{15/} PGE/100 at 24 (table 5).

^{16/} ICNU/102 at 1-2 (PGE Resp. to ICNU DR 001).

PGE/100, Appen. A at 23-25.

 $[\]underline{18}$ Id. at 17-22.

increased capacity necessary to accommodate an expanding EV market. This cost is based on "electric vehicle charging coincidence with system peak demand," but there is no identification of how this coincidence is determined. Notwithstanding the impact of EVs on peak loads, the demand-related costs associated with EVs are likely significant, but it is unclear the degree to which the Company has accounted for this. Additionally, to account for the benefits from its programs, the Company calculates the avoided cost of gasoline based on the retail price of gasoline, but in accounting for costs, it calculates the increased energy supply costs based on the wholesale price of electricity. This biases the cost/benefit analysis because it assigns a higher value to the benefits than it does to the costs associated with increased EV usage. Rather, the Company should be basing the avoided cost of gasoline on the wholesale price, as this is ultimately what will be avoided by fewer gas-powered cars on the road.

Finally, the fundamental assumptions the Company makes in its costeffectiveness analyses are highly speculative and questionable. The Company assumes
that its education and awareness program will alone result in an increase to EVs of in
2017 and growing to as high as in 2020.^{21/} Yet, the Company provides no apparent
basis for these numbers. The only justification for any increase from this program
appears to come from the Navigant report attached to the Company's testimony. That
report notes that "[s]urveys of PGE customers show that awareness of plug-in electric
vehicles is low and uncertainty regarding operation, reliability, costs, and charging is
high relative to the conventional vehicle options."^{22/} Based solely on this statement,

<u>19/</u> <u>Id.</u> at 26.

^{20/} Id

PGE Resp. to Staff DR 010, Attach. A ("Deployment" tab).

^{22/} PGE/100, Appen. A at 10.

Navigant then "assume[s]" that an education and awareness program will have an early and direct impact on the EV market. 23/ Moreover, Navigant never discusses how it arrives at the extent of the impact from this program. As the surveys Navigant cites indicate, a significant percentage of customer concerns over EVs include battery reliability, which is a significant cost of an EV and may materially shorten an EV's lifespan. 24/ There are also significant barriers associated with charging time – even the fastest chargers take far longer than it takes to fill a car up with gas. The Company does not address how its education and outreach program will overcome these barriers and increase EV sales.

For these reasons, I disagree that the Company has made a "compelling" case that its Application will provide net benefits to ratepayers.

ARE THERE OTHER PROBLEMS WITH THE COMPANY'S APPLICATION? 0.

Yes. The Company's Application is inconsistent with fundamental cost-allocation A. 13 principles. As noted above, if the Application is approved, all customers will be required 14 to bear the costs of the Company's programs. Yet, the Company has proposed no 15 meaningful offerings to nonresidential customers (other than TriMet). This violates the 16 ratemaking principle that customers who do not benefit from an investment should not 17 bear its costs. 18

0. WHY DO YOU CONCLUDE THAT THE COMPANY HAS PROPOSED NO 19 MEANINGFUL OFFERINGS TO NONRESIDENTIAL CUSTOMERS? 20

21 A. With the exception of its proposed partnership with TriMet to install bus charging stations, a proposal that benefits a single identified customer, all of the Company's 22

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^{23/} <u>Id.</u> at 11.

Id. at 10 n. 7.

programs are directed toward residential customers, including installing charging stations around its service territory and pursuing a "residential smart charging pilot." The only alleged benefit the Company is proposing for nonresidential customers is a full time employee (at the cost of \$183,000 in 2018) to provide "ad-hoc technical assistance" for nonresidential customers considering fleet electrification or installing workplace charging infrastructure. When asked what "ad-hoc technical assistance" meant, the Company stated that it periodically responds to requests from nonresidential customers who are investigating procuring plug-in electric fleet vehicles or installing charging infrastructure. According to the Company, its incremental investment in this assistance "would operationalize much of the ad-hoc work we do today and make this a dedicated offering to all business customers."

In other words, the Company would simply pay more to institutionalize what it already does today. There is no reason to conclude that this investment will have any impact on nonresidential customers' investment in EV infrastructure or will benefit these customers in any way.

Q. IF THE COMMISSION IS TO APPROVE THE COMPANY'S APPLICATION, WHAT DO YOU RECOMMEND?

I recommend that the Company recognize that nonresidential customers will have some financial responsibility for these programs and, therefore, should receive some concrete benefits. Rather than attempting to influence nonresidential customers to invest in EV infrastructure through "ad-hoc technical assistance," the Company could propose a concrete and verifiable benefit to these customers by assisting them in the cost to procure

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^{25/} PGE/100 at 7, 10.

^{26/} ICNU/102 at 3 (PGE Resp. to ICNU DR 003).

<u>27/</u> <u>Id.</u>

and install this infrastructure. In PacifiCorp's transportation electrification application, for instance, the utility is proposing a "Demonstration and Development Pilot" that would implement a competitive grant funding process for non-residential customers.^{28/} These customers would propose creative, customer-driven transportation electrification projects and would be eligible to receive funding for up to 100% of the project cost.^{29/}

The Company need not necessarily implement PacifiCorp's proposal, but some financial incentives to nonresidential customers as a component of an overall transportation electrification strategy is warranted. Nonresidential customers are a crucial component of widespread electric vehicle adoption. By including charging stations at their businesses they encourage their employees to purchase an electric vehicle because these employees know they will have a place to charge while they work. Additionally, these businesses can procure large numbers of EVs to use as fleet vehicles, which can quickly increase the penetration of EVs in the market.

O. DOES THIS CONCLUDE YOUR TESTIMONY?

15 A. Yes.

Docket No. UM 1810, PacifiCorp Supplemental Application at 84. Id.

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

UM 1811

In the Matter of)
PORTLAND GENERAL ELECTRIC COMPANY,)
Application for Transportation Electrification Programs.)

EXHIBIT NO. ICNU/101

REGULATORY APPEARANCES OF BRADLEY G. MULLINS

1	Q.	PLEASE PROVIDE A LIST OF YOUR REGULATORY APPEARANCES.
2	A.	I have sponsored testimony in the following regulatory proceedings:
3		• Wa.UTC, UE-161204: In re Pacific Power & Light Company, Revisions to Tariff
4		WN-U-75 (Net Removal Tariff)
5		• Wa.UTC, UE-161123: In re Puget Sound Energy's Revisions to Tariff WN U-60,
6		Adding Schedule 451, Implementing a New Retail Wheeling Service
7		• Bonneville Power Administration, BP-18: 2018 Joint Power and Transmission Rate
8		Proceeding
9		• Or.PUC, UP 334 (Cons.): In re Portland General Electric Company Application for
10		Approval of Sale of Harborton Restoration Project Property
11		• Ar.PSC, 16-028-U: In re An Investigation of Policies Related to Renewable
12		Distributed Electric Generation
13		• Ar.PSC, 16-027-R: In re Net Metering and the Implementation of Act 827 of 2015
14		• Ut.PSC, 16-035-01: In re the Application of Rocky Mountain Power for Approval of
15		the 2016 Energy Balancing Account
16		• Wa.UTC, UE-160228, UG-160229: In re Avista Corporation Request for a General
17		Rate Revision
18		• Wy.PSC, 20000-292-EA-16: In re the Application of Rocky Mountain Power to
19		Decrease Current Rates by \$2.7 Million to Recover Deferred Net Power Costs
20		Pursuant to Tariff Schedule 95 and to Increase Rates by \$50 Thousand Pursuant to
21		Tariff Schedule 93

1	•	Or.PUC, UE 307: In re PacifiCorp, dba Pacific Power, 2017 Transition Adjustment
2		Mechanism
3	•	Or.PUC, UE 308: In re Portland General Electric Company, 2017 Annual Power Cost
4		Update Tariff (Schedule 125)
5	•	Or.PUC, UM 1050: In re PacifiCorp, Request to Initiate an Investigation of Multi-
6		Jurisdictional Issues and Approve an Inter-Jurisdictional Cost Allocation Protocol
7	•	Wa.UTC, UE-152253: In re Pacific Power & Light Company, General rate increase
8		for electric services
9	•	Wy.PSC, 20000-469-ER-15 In The Matter of the Application of Rocky Mountain
10		Power for Authority of a General Rate Increase in Its Retail Electric Utility Service
11		Rates in Wyoming of \$32.4 Million Per Year or 4.5 Percent
12	•	Wa.UTC, UE-150204: In re Avista Corporation, General Rate Increase for Electric
13		Services
14	•	Wy.PSC, 20000-472-EA-15: In re the Application of Rocky Mountain Power to
15		Decrease Rates by \$17.6 Million to Recover Deferred Net Power Costs Pursuant to
16		Tariff Schedule 95 to Decrease Rates by \$4.7 Million Pursuant to Tariff Schedule 93
17	•	Wa.UTC, UE-143932: Formal complaint of The Walla Walla Country Club against
18		Pacific Power & Light Company for refusal to provide disconnection under
19		Commission-approved terms and fees, as mandated under Company tariff rules
20	•	Or.PUC, UE 296: In re PacifiCorp, dba Pacific Power, 2016 Transition Adjustment
21		Mechanism

1	•	Or.PUC, UE 294: In re Portland General Electric Company, Request for a General
2		Rate Revision
3	•	Or.PUC, UM 1662: In re Portland General Electric Company and PacifiCorp dba
4		Pacific Power, Request for Generic Power Cost Adjustment Mechanism Investigation
5	•	Or.PUC, UM 1712: In re PacifiCorp, dba Pacific Power, Application for Approval of
6		Deer Creek Mine Transaction
7	•	Or.PUC, UM 1719: In re Public Utility Commission of Oregon, Investigation to
8		Explore Issues Related to a Renewable Generator's Contribution to Capacity
9	•	Or.PUC, UM 1623: In re Portland General Electric Company, Application for
10		Deferral Accounting of Excess Pension Costs and Carrying Costs on Cash
11		Contributions
12	•	Bonneville Power Administration, BP-16: 2016 Joint Power and Transmission Rate
13		Proceeding
14	•	Wa.UTC, UE-141368: In re Puget Sound Energy, Petition to Update Methodologies
15		Used to Allocate Electric Cost of Service and for Electric Rate Design Purposes
16	•	Wa.UTC, UE-140762: In re Pacific Power & Light Company, Request for a General
17		Rate Revision Resulting in an Overall Price Change of 8.5 Percent, or \$27.2 Million
18	•	Wa.UTC, UE-141141: In re Puget Sound Energy, Revises the Power Cost Rate in
19		WN U-60, Tariff G, Schedule 95, to reflect a decrease of \$9,554,847 in the
20		Company's overall normalized power supply costs

1	•	Wy.PSC, 20000-446-ER-14: In re the Application of Rocky Mountain Power for
2		Authority to Increase Its Retail Electric Utility Service Rates in Wyoming
3		Approximately \$36.1 Million Per Year or 5.3 Percent
4	•	Wa.UTC, UE-140188: In re Avista Corporation, General Rate Increase for Electric
5		Services, RE: Tariff WN U-28, Which Proposes an Overall Net Electric Billed
6		Increase of 5.5 Percent Effective January 1, 2015
7	•	Or.PUC, UM 1689: In re PacifiCorp, dba Pacific Power, Application for Deferred
8		Accounting and Prudence Determination Associated with the Energy Imbalance
9		Market
10	•	Or.PUC, UE 287: In re PacifiCorp, dba Pacific Power, 2015 Transition Adjustment
11		Mechanism.
12	•	Or.PUC, UE 283: In re Portland General Electric Company, Request for a General
13		Rate Revision
14	•	Or.PUC, UE 286: In re Portland General Electric Company's Net Variable Power
15		Costs (NVPC) and Annual Power Cost Update (APCU)
16	•	Or.PUC, UE 281: In re Portland General Electric Company 2014 Schedule 145
17		Boardman Power Plant Operating Adjustment
18	•	Or.PUC, UE 267: In re PacifiCorp, dba Pacific Power, Transition Adjustment, Five-
19		Year Cost of Service Opt-Out (adopting testimony of Donald W. Schoenbeck).
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BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

UM 1811

In the Matter of)
PORTLAND GENERAL ELECTRIC COMPANY,)
Application for Transportation Electrification Programs.)

EXHIBIT NO. ICNU/102 COMPANY RESPONSES TO DATA REQUESTS

April 20, 2017

TO: Jesse O. Gorsuch

Industrial Customers of Northwest Utilities

FROM: Karla Wenzel

Manager, Pricing

PORTLAND GENERAL ELECTRIC UM 1811 PGE Response to ICNU Data Request No. 001 Dated April 6, 2017

Request:

Please identify all data and assumptions PGE used to develop the Estimated Customer Payments provided in PGE/100 at 24 (table 5).

Response:

The calculation of customer payments for the Electric Avenue Network can be found in PGE's response to OPUC data request 026, which is protected and subject to Protective Order 17-132, on the tab labeled Rev Req_Total. Total revenue from customer payments in the table at the bottom is derived from the revenue requirements models for each of the three parts of the Network: the Pilot Program (Rev Req_Pilot tab), the existing Electric Avenue station (Rev Req_Existing tab), and the Existing 11 Satellite Stations (Rev Req_BlinkPowin tab). Each of the three revenue requirements tabs incorporates capital carrying costs (calculated on the Carrying Cost tab), operating expenses (including purchased power costs, transaction costs, fixed O&M, land lease costs and state tax credits), and revenue (calculated on the Revenue tab).

The Revenue tab, in turn, borrows inputs from the Assumptions tab to forecast charges, kwh usage, and revenue for the DC quick chargers and L2 chargers for each of the three programs (Pilot, Existing Electric Avenue, and Existing Satellite Stations). Because of the pricing structure, we forecast fixed and variable charges for the on- and off-peak periods for both monthly subscription customers and pay-per-use (non-subscription) customers.

PGE's experience with the Existing Electric Avenue served as a starting point for the forecast of charges for the Network. Because Existing Electric Avenue only charged customers for parking (but not for energy) in 2016, we assumed a drop in usage going forward when we implement the Electric Avenue Network pricing. For Existing Electric Avenue and the Pilot Program, we

assumed escalation of 4.5% per year based on the compound annual growth that a large owner of Oregon charging stations has observed.

April 20, 2017

TO: Jesse O. Gorsuch

Industrial Customers of Northwest Utilities

FROM: Karla Wenzel

Manager, Pricing

PORTLAND GENERAL ELECTRIC UM 1811 PGE Response to ICNU Data Request No. 003 Dated April 6, 2017

Request:

Refer to PGE/100 at 7:6-7. Please explain what PGE means by "ad-hoc technical assistance." Please provide an example of this type of assistance that PGE currently provides to business customers, and an example of this type of assistance that PGE would offer to business customers with respect to EVs.

Response:

PGE periodically receives calls from business customers requesting information regarding electric vehicles or EV charging infrastructure. Often these requests are driven by facility or sustainability managers who are investigating procuring plug-in electric fleet vehicles or want to provide charging infrastructure for their employees or customers. By "ad-hoc technical assistance," PGE means that we respond to questions via phone or email and may conduct customer specific site visits. At a site visit, PGE may discuss the customer's needs, evaluate vehicle options, evaluate charging options, and provide guidance on optimal locations for siting chargers (based on use case, electric infrastructure, budget, etc.). Examples of this type of ad-hoc work is when we provided charging siting assistance to a Schedule 85 customer who was interested in potentially providing a charging option on-site for employees.

The proposed pilot would operationalize much of the ad-hoc work we do today and make this a dedicated offering to all business customers. We would develop targeted web content and outreach collateral, standardize site visit process, develop a standard report, document siting criteria considerations, document vehicle siting considerations, etc. such that customers would receive customized assistance based on their individual needs and circumstances.