



Portland General Electric Company
121 SW Salmon Street • Portland, Oregon 97204
PortlandGeneral.com

June 24, 2015

Public Utility Commission of Oregon
Attn: Filing Center
3930 Fairview Industrial Drive SE
P.O. Box 1088
Salem, OR 97308-1088

RE: PGE Annual Reporting Requirement to Adjustment of Utility Bills
Docket AR 579: Commission Order No. 14-230

Pursuant to Commission Order No. 4-230 issued June 24, 2014 related to Oregon Administrative Rule (OAR) 860-021-0135, Adjustment of Utility Bills, PGE hereby submits for Commission review, the first of two annual reports regarding PGE's waiver of a billing adjustment because it was deemed uneconomical. The Order requires the report to document the number of customers who were over-billed or under-billed in the previous twelve months who did not receive a billing adjustment. The Order also requires the bases for the Company's decision that the adjustment was uneconomical.

For adjustments to be uneconomical at PGE, the cost of making such an adjustment is greater than the amount being adjusted. PGE generally will not adjust a bill when the amount of the adjustment is \$5.00 or less. We note that PGE provides a refund or bill credit in nearly all cases of over-collection.

PGE is currently leading an investigation into a billing issue that may result in the waiver of a bill adjustment(s); however, the number of affected accounts is not known at the time of this report. PGE will send, as an addendum to this report, the number(s) when they become available at the conclusion of the investigation.

For the period of July 2014 through May 31, 2015, the following number of accounts did not receive an adjustment:

Under-billed: 105¹
Over-billed: 1²³

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

¹ Includes accounts where at the discretion of the Company, no re-bill adjustment was done due to PGE error

² Cost of the refund exceeded the cost of the adjustment (\$11.92 over a 5 1/2 month period)

³ Customer wanted a credit adjustment for months prior to their rate change request from residential to small commercial

PGE's Annual Reporting Requirement to
Adjustment of Utility Bills
Docket AR 579 – Commission Order No. 14-230

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

Sincerely,



for Karla Wenzel
Manager, Pricing and Tariffs

c.c AR 579 List