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BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1004

In the Matter of Setting PORTLAND GENERAL)
ELECTRIC COMPANY's Service Quality) ORDER
Measure (SQM) Lines for 2001.)

**DISPOSITION: 2001 SERVICE QUALITY MEASURES GOAL AND REVENUE
REQUIREMENT REDUCTION (PENALTY) LINES SET**

At its public meeting on December 5, 2000, the Commission adopted Portland General Electric Company and Staff's joint recommendation to set goal lines and penalty lines for 2001. Staff's recommendation is attached as Appendix A and is incorporated by reference.

ORDER

IT IS ORDERED that the 2001 Service Quality Measures goal and penalty lines for Portland General Electric Company are set, as described in Appendix A.

Made, entered and effective _____.

BY THE COMMISSION:

Vikie Bailey-Goggins
Commission Secretary

A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A party may appeal this order to a court pursuant to ORS 756.580.