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**BEFORE THE PUBLIC UTILITY COMMISSION**

**OF OREGON**

UM 1004

In the Matter of Service Quality Measures	)	
Oversight for PORTLAND GENERAL	)	ORDER
ELECTRIC COMPANY.	)	

**DISPOSITION: SERVICE QUALITY MEASURES PERFORMANCE  
FOR 2000 ACKNOWLEDGED AND ACCEPTED**

At its public meeting on June 26, 2001, the Commission adopted Portland General Electric Company (PGE) and Staff's joint recommendation and acknowledged PGE's performance in all of the service quality measures (SQMs) categories as acceptable. Staff's recommendation report is attached as Appendix A and is incorporated by reference.

**ORDER**

IT IS ORDERED that Portland General Electric Company's report of 2000 is acknowledged as satisfying Commission established service quality measures, all performance evaluated was acceptable, and no penalties are appropriate or necessary.

Made, entered and effective \_\_\_\_\_.

BY THE COMMISSION:

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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.

**PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: June 26, 2001**

REGULAR AGENDA  X  CONSENT AGENDA      EFFECTIVE DATE            

**DATE:** May 8, 2001

**TO:** Lee Sparling through Jerry Murray, and Clark Jackson

**FROM:** Mitzi Goodreau and Bob Sipler

**SUBJECT:** Portland General Electric (PGE) Service Quality Measures (SQMs) Performance Reporting for 2000 as required in UM 814 per OPUC Order 97-196, and as it relates to the performance levels set for 2000 at the OPUC Public Meeting of Dec. 14, 1999. The SQMs oversight for PGE is designated UM 1004.

**SUMMARY RECOMMENDATION:**

Staff and PGE jointly recommend that the Commission acknowledge PGE's report of performance as satisfying the requirements of PUC Order 97-196. PGE's performance in all of the measure categories was acceptable and no penalty levels were reached or exceeded.

**DISCUSSION:**

Service Quality Measures were stipulated as a condition in the Enron merger with PGE (UM 814). The SQMs include a requirement to annually set goals and then evaluate performance related to those goals. The performance lines were set for 2000 at the Public Meeting on Dec. 14, 1999. This memo evaluates 2000 SQMs performance.

Staff and company representatives have agreed that it was reasonable to leave the goal and two pairs of Revenue Requirement Reduction (Penalty) lines at the same values for the five years that have been set (1997 through 2001). These performance levels were originally set based on historical performance with the system operating in a reasonable condition.

The first measure is C1 (Consumer "At-Fault" Complaint Frequency). This is expressed as the number of PUC "at fault" complaints for the year, divided by the total number of customers divided by 1,000. The Goal value was set at .07, the Penalty-1 line was set at .10, and the Penalty-2 line was set at .13. Actual C-1 performance by PGE in 2000 was .03 complaints "at fault" per 1,000 customers. Performance at or below the goal line over the past seven years (averaging .0443) indicates that performance is consistent, and at an excellent level. See Attachment A, PGE Performance Graph.

The second measure is R1 (Averaged Customer Interruption Duration). This is the weighted average amount of time that customers have been without power over the last three years. The Goal value was set at 1.33 hours (80 minutes), the Penalty-1 line was set at 1.5 (90 minutes) hours, and the Penalty-2 line was set at 1.7 (102 minutes) hours.

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PGE's 2000 R-1 performance was 1.245 hours (74.7 minutes), which is a little lower (better) than the goal. There were two excludible Major Events in 2000. This performance is well below the Penalty lines.

The third measure is R2 (Averaged Customer Interruption Frequency). This is a weighted average number of times that customers have been without power over the last three years. The Goal value was set at 1.0 occurrence, the Penalty-1 line was set at 1.2 occurrences, and the Penalty-2 line was set at 1.4 occurrences. R-2 performance for 2000 was at .70 occurrences, which was significantly better than the company's goal.

The fourth measure is R3 (Averaged Customer Momentary Interruption Frequency). R-3 is a phased-in measure that had a trial setting for 1999, and full implementation in 2000. The 2000 goal line was set at 3 momentaries, the Penalty-1 line was 5, and the Penalty-2 line was at 7. The R3 performance for 2000 was 2.64 momentary occurrences.

Included in the SQMs is also S1 (Major PUC Safety Violation Measure), and the X1, X2, and X3 Measures that evaluate vegetation management (tree trimming program) and service personnel count, basic inspection and maintenance programs, the metering program, and "special" programs.

The 2000 Reliability Report was received on March 14, 2001. PGE managers then met with PUC Staff on April 11, 2001, for an annual operations, safety and SQMs review. A written report followed on May 8, 2001. This 8-page summary is available upon request. We discussed a wide variety of subjects, including:

- Vegetation Management Program, budgets, and the effectiveness of the new cycles
- Service personnel counts
- Inspection and maintenance programs for overhead lines, underground lines, marinas, substations and switches
- PGE's Metering program and the implementation of the PUC's revision to the Metering Policy
- Special programs including raptor (Osprey) nesting platforms and wood pole research
- Joint-Use Issues including the National Joint Use Notification System (NJUNS), the proliferation of pole attachments, and the Joint-Pole Task Force.

In general, Staff believes that PGE is continuing to operate consistent with accepted good practices. Some innovative programs were reported along with the continuation of established programs. The revised cycle lengths for the Vegetation Management Program seem to be working well. The service personnel count was down slightly, but has been relatively stable over the last three years. Marinas have received special attention due to lower than normal water levels. Additional marina inspections have been scheduled for 2001 also. No "Major Safety Violations" were declared by the Commission in 2000.

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**STAFF RECOMMENDATIONS:**

Staff and PGE jointly recommend that the Commission acknowledge PGE's report of 2000 performance as satisfying the requirements of PUC Order 97-196. Relative to the performance lines set by the Commission for 2000, all performance evaluated was acceptable and no penalties are appropriate.

Attachment A

