

ORDER NO. 02-405

ENTERED JUN 19 2002

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BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UM 1004

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|------------------------------------|---|-------|
| In the Matter of |) | |
| |) | ORDER |
| PORTLAND GENERAL ELECTRIC |) | |
| |) | |
| Service Quality Measures Oversight |) | |

DISPOSITION: SERVICE QUALITY MEASURES PERFORMANCE FOR 2001 ACKNOWLEDGED AND ACCEPTED

At its public meeting on June 18, 2002, 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 reporting for 2001 is acknowledged as satisfying Commission-established service quality measures; performance evaluated was acceptable, and no penalties are appropriate or necessary.

Made, entered and effective _____.

BY THE COMMISSION:

Becky L. Beier
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.