

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1004

| | | |
|--------------------------------------|---|-------|
| In the Matter of |) | |
| |) | ORDER |
| PORTLAND GENERAL ELECTRIC |) | |
| |) | |
| Service Quality Measures Performance |) | |
| Reporting for 2004. |) | |

**DISPOSITION: SERVICE QUALITY MEASURES PERFORMANCE
FOR 2004 ACKNOWLEDGED AND ACCEPTED**

At its Public Meeting on September 27, 2005, the Public Utility Commission of Oregon adopted Portland General Electric's (PGE) and Staff's joint recommendation to acknowledge PGE's report of 2004 performance as satisfying the requirements of Order No. 97-196. PGE's performance in the C1, R1, R2, R3 and S1 measure categories was acceptable and no penalty levels were reached or exceeded. Staff's recommendation is attached as Appendix A, and is incorporated by reference.

ORDER

IT IS ORDERED that Portland General Electric's Service Quality Measures Performance Report for 2004 satisfies the requirements of Order No. 97-196. Relative to the performance lines set by the Commission for 2004 at the Public Meeting on December 4, 2003, all performance evaluated was acceptable and no penalties are appropriate.

Made, entered and effective SEP 30 2005



BY THE COMMISSION:

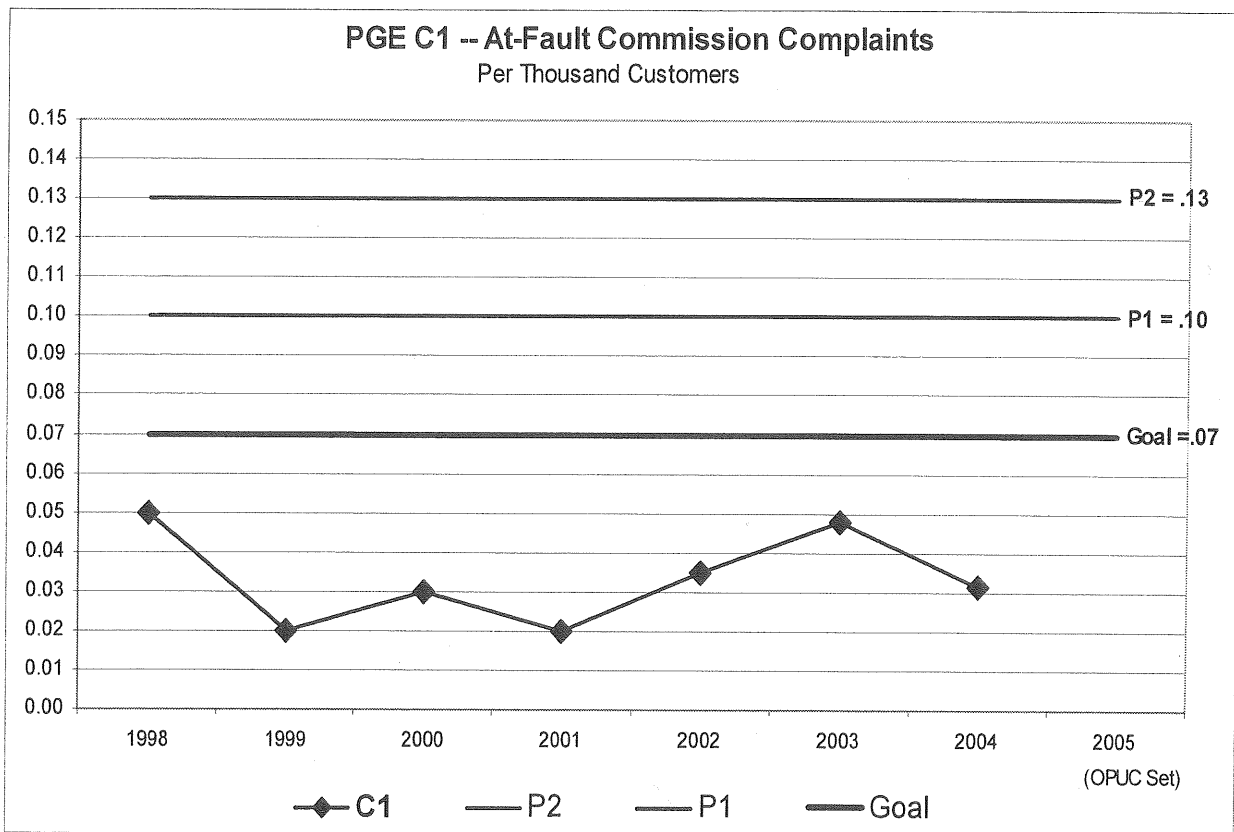
Becky L. Beier

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.

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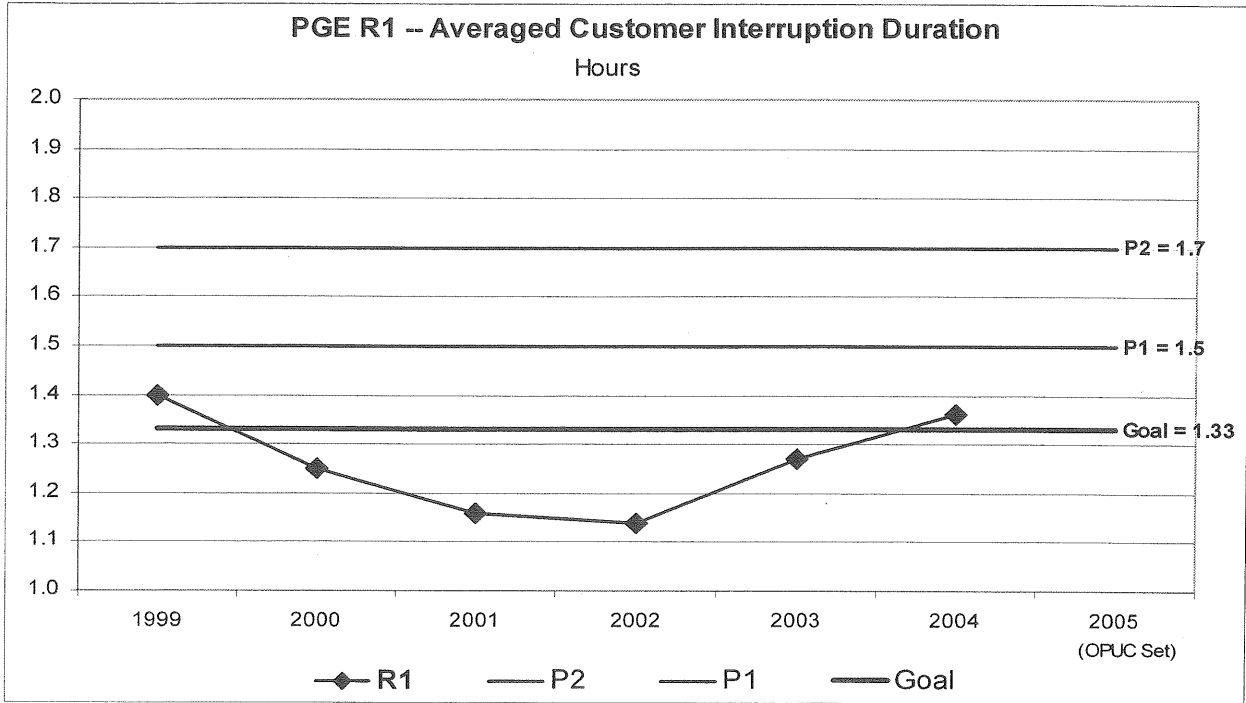
The first measure is C1 (Customer "At-Fault" Complaint Frequency). This is expressed as the number of PUC "at fault" complaints for the year, divided by the total number of customers divided by 1,000. The Goal value was set at .07, the Penalty-1 line was set at .10, and the Penalty-2 line was set at .13. Actual C-1 performance by PGE in 2004 was .0315 complaints "at fault" per 1,000 customers. Performance below the goal line over the past seven years (averaging .034) indicates that performance is consistent, and is at an excellent level.



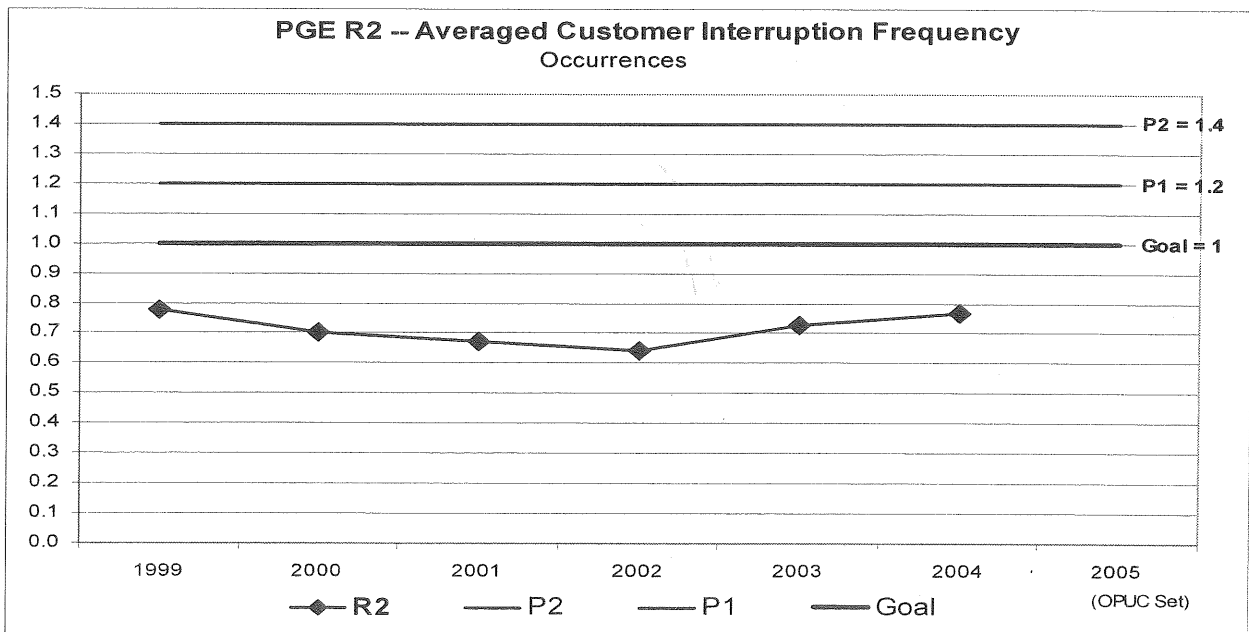
The second measure is R1 (3-year Weighted/Averaged Customer Interruption Duration). This is the average amount of time that customers have been without power per year over the last three years. The Goal value is set at 1.33 hours, the Penalty-1 line is set at 1.5 hours, and the Penalty-2 line is set at 1.7 hours.

PGE's 2004 R-1 performance was 1.36 hours. There was one excludible "Major Event" in 2004.

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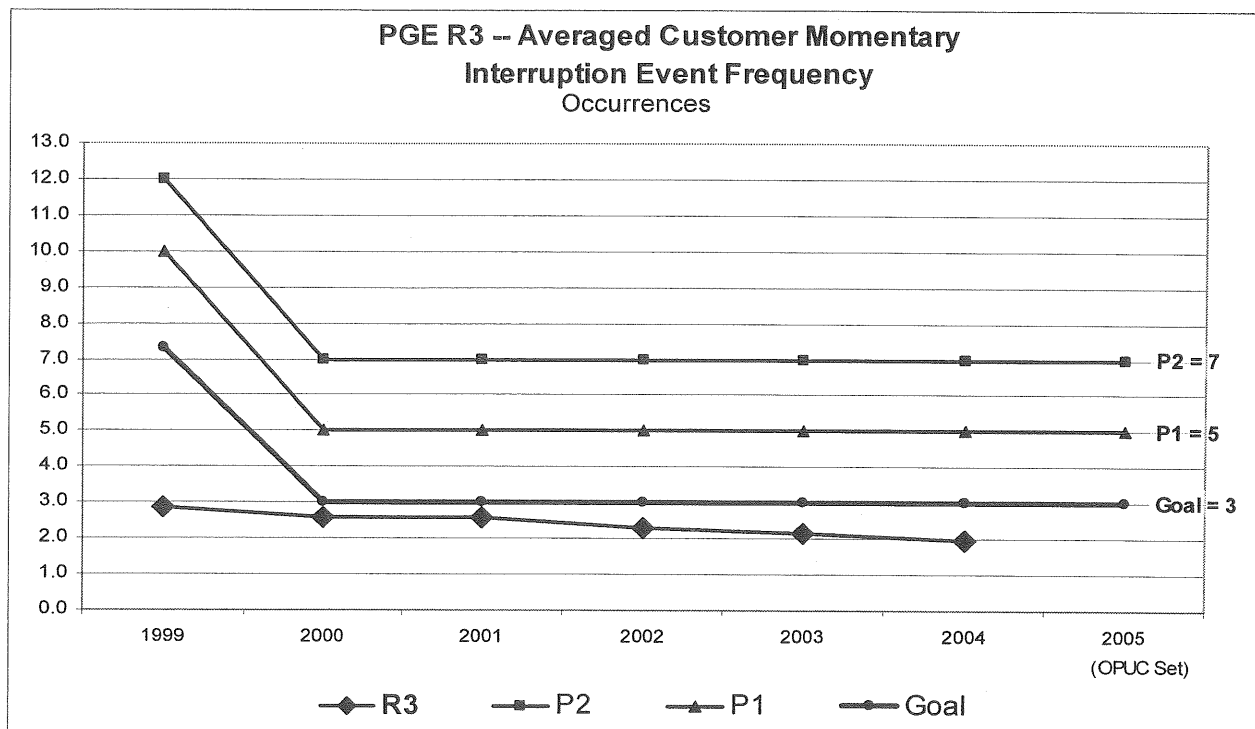


The third measure is R2 (3-year Weighted/Averaged Customer Interruption Frequency). This is an average number of times that customers have been without power per year over the last three years. The Goal value was set at 1.0 occurrence, the Penalty-1 line was set at 1.2 occurrences, and the Penalty-2 line was set at 1.4 occurrences. R-2 performance for 2004 was at .77 occurrences.



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The fourth measure is R3 (Averaged Customer Momentary Interruption Event Frequency). R3 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. These same levels remain set for 2001 through 2005. The R3 performance for 2004 was 1.97 momentary event occurrences.



Also included in the SQMs are 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, PGE's Standards, the metering program, and "special" programs.

The 2004 Service Quality Measures Report was received on June 15, 2005. PGE managers met with PUC Staff on July 6 and August 23, 2005, for annual operations, safety, and SQMs reviews. The results of annual Staff field reviews of system inspection and vegetation management programs were also considered. We discussed a wide variety of subjects, including:

- Service Quality Measures performance
- Vegetation Management Program and budgets

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- Service personnel counts
- Employee "OSHA Reportable" accident increases
- Inspection and maintenance programs for overhead lines, underground lines, marinas, substations, and switches
- PGE's Metering program
- Joint-Use Issues including the National Joint-Use Notification System (NJUNS), pole attachments, the permitting process, and the Oregon Joint-Use Association
- PGE involvement in the revisions for the 2007 NESC
- Pilot projects for combined crew work to build and maintain joint facilities on poles
- Critical Infrastructure Protection
- Transmission reliability and outage restoration – NERC standards

This reporting indicates that performance lines set by the Commission for the SQMs were satisfactorily met and that essential operating and maintenance programs are continuing. In addition to this report, Safety Staff's analysis of SQMs performance remains the focal point of an annual overview of company operations. This review typically includes information from customer complaint and incident investigations, safety program reviews, metering program reports, and other information and interactions occurring during the past year.

Staff has concerns related to inadequate vegetation-to-powerline clearances that were observed during field reviews and cited in 2003, and will be cited again in 2005. Repeated problems with this program are indicating the necessity of a Major Safety Violation recommendation from Staff for Commission action at a later time.

PROPOSED COMMISSION MOTION:

PGE's report of 2004 performance satisfies the reporting requirements of PUC Order 97-196. Relative to the performance lines set by the Commission for 2004, at the Public Meeting of December 4, 2003, no penalties are appropriate.

pmmemo/PGEServiceQualityMeasures