

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1206(2)

In the Matter of

PORTLAND GENERAL ELECTRIC
COMPANY

2008 Annual Report of B-1 Service Quality
Measures for Billing Accuracy.

ORDER


DISPOSITION: 2008 REPORT APPROVED

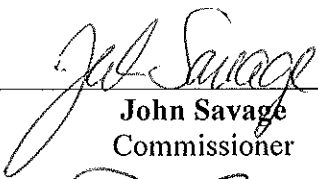
At its Public Meeting on July 28, 2009, the Public Utility Commission of Oregon (Commission) approved Portland General Electric Company's (PGE) 2008 Annual report for billing accuracy as filed on July 1, 2009. The details of PGE's filing are described in Staff's Memo recommending approval, which is attached as Appendix A, and is incorporated by reference.


ORDER

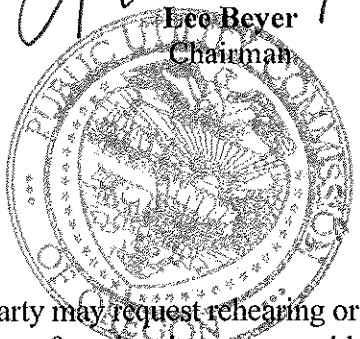
IT IS ORDERED that Portland General Electric Company's 2008 B-1 Service Quality Measures report is approved, and no remedy determination is required for the 2008 Measure Year.

Made, entered, and effective AUG 04 2009.


Leo Beyer
Chairman


John Savage
Commissioner


Ray Baum
Commissioner



A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480-183.484.

ITEM NO. CA3

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: July 28, 2009**

REGULAR _____ CONSENT X EFFECTIVE DATE _____ Upon Commission Approval

DATE: July 14, 2009

TO: Public Utility Commission

FROM: Lisa Gorsuch

THROUGH: Lee Sparling and Ed Busch

SUBJECT: PORTLAND GENERAL ELECTRIC: (Docket No. UM 1206(2)) 2008 Annual report of B-1 Service Quality Measures for billing accuracy.

STAFF RECOMMENDATION:

Staff recommends that the Commission accept Portland General Electric's (PGE) 2008 Annual report for billing accuracy as filed on July 1, 2009, and find that PGE has met its required billing accuracy levels. This report is in compliance with the requirements stipulated in Public Utility Commission of Oregon (OPUC) Order No. 06-654.

DISCUSSION:

The purpose of the B-1 Service Quality Measures for billing accuracy (B-1 SQM), as adopted by Commission Order No. 06-654, is to assure that bills issued by PGE to its Oregon customers are accurate and, if accuracy targets are not met, to provide the Commission with certain remedies. The Company is required to achieve a monthly billing accuracy target of greater than or equal to 99.4%.

In its report¹, PGE indicates that one qualifying Bill Error² has occurred for the 2008 Measure Year (Year). The Bill Error occurred between September and October and affected 7,257 bills. This resulted in a 99.5 percent Monthly Billing Accuracy Ratio (MBAR) for September and resulted in a 99.6 percent MBAR for the month of October. The Overall Billing Accuracy Ratio achieved by PGE for the 2008 Measure Year was 99.9 percent.

¹ See Attachment A.

² A Bill Error is generally defined as an error affecting 1,000 or more bills that is due to the same cause.

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As stipulated in Order No. 06-654, PGE is required to provide the details of all non qualifying Bill Errors in addition to qualifying Bill Errors in its Annual report to the Commission for Staff's review. On July 13, 2009, PGE stated in writing that PGE was without non qualifying Bill Errors during the 2008 Measure Year. This information was submitted following a conversation between Staff and PGE regarding the requirement that this information be provided each year.

Overall, PGE is to be commended for the Billing Accuracy Ratio maintained throughout the 2008 Measure Year. Staff agrees with PGE's conclusion that no remedy determination is required.

PROPOSED COMMISSION MOTION:

PGE's 2008 B-1 SQM report be accepted and no remedy determination be required for the 2008 Measure Year.

PGE 2008 B-1 SQM Annual Report

PGE Billing SQM 2008 Metrics

Bill Month	Bills Issued	Monthly Qualifying Bill		Monthly Qualifying Bill Error Grand Total	Monthly Billing Accuracy Ratio
		Mailing Delay of Reprinted Bills			
January	760247			0	100.0%
February	760662			0	100.0%
March	760506			0	100.0%
April	759194			0	100.0%
May	755273			0	100.0%
June	765637			0	100.0%
July	757180			0	100.0%
August	754213			0	100.0%
*September	755031		1	3775	99.5%
*October	752368			3482	99.6%
November	747251			0	100.0%
December	744682			0	100.0%
Totals	9063244		1	7257	99.9%
2008 Aggregated Qualifying Bill Error Grand Total and Accuracy Total					
				7257	