

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1206(1)

In the Matter of	)	
	)	
PORTLAND GENERAL ELECTRIC	)	ORDER
COMPANY	)	
	)	
2007 Annual Report of B-1 Service Quality	)	
Measures for Billing Accuracy.	)	

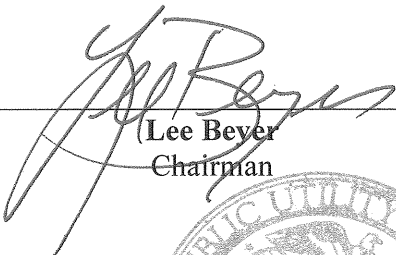
DISPOSITION: 2007 REPORT APPROVED

At its Public Meeting on August 26, 2008, the Public Utility Commission of Oregon (Commission) approved Portland General Electric Company's (PGE) 2007 Annual report for billing accuracy as filed on July 1, 2008. 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**

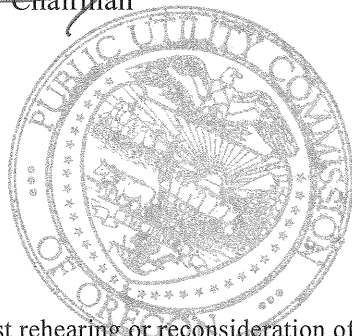
IT IS ORDERED that Portland General Electric Company's 2007 B-1 Service Quality Measures report is approved, and no remedy determination is required for the 2007 Measure Year.

Made, entered, and effective SEP 02 2008.

  
 \_\_\_\_\_  
**Lee Beyer**  
 Chairman

  
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**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.

**PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: August 26, 2008**

REGULAR \_\_\_\_\_ CONSENT  X  EFFECTIVE DATE \_\_\_\_\_  Upon Commission Approval

DATE: July 24, 2008

TO: Public Utility Commission

FROM: Lisa Gorsuch

THROUGH: *li* Lee Sparling, *EB* Ed Busch, and *JJ* Judy Johnson

SUBJECT: PORTLAND GENERAL ELECTRIC: (Docket No. UM 1206(1)) 2007 Annual report of B-1 Service Quality Measures for billing accuracy.

**STAFF RECOMMENDATION:**

Staff recommends that the Commission accept Portland General Electric's 2007 Annual report for billing accuracy as filed on July 1, 2008, and find that Portland General Electric has met its required billing accuracy levels. This report is in compliance with the requirements stipulated in Oregon Public Utility Commission (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 Portland General Electric (PGE) to its Oregon customers are accurate and, if accuracy targets are not met, to provide the Commission with certain remedies.

In its report<sup>1</sup>, PGE indicates that two qualifying Bill Errors<sup>2</sup> have occurred for the 2007 Measure Year (Year). The first occurred between January 1, 2007, and January 16, 2007, and affected 6,463 bills. This resulted in a 99.2 percent Monthly Billing Accuracy Ratio (MBAR) for January. The second occurred on April 13, 2007, affecting 2,754 bills in April. The Overall Billing Accuracy Ratio achieved by PGE for the 2007 Measure Year was 99.9 percent.

<sup>1</sup> See Attachment A.

<sup>2</sup> 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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In addition to the two qualifying Bill Errors, PGE also reports a non qualifying Bill Error affecting 7,843 bills between January 17, 2007, and June 7, 2007. Staff carefully reviewed this occurrence and supports PGE's assessment due to the circumstances that led to this non qualifying Bill Error. However, had this occurrence been a qualifying Bill Error, PGE would have still exceeded its Monthly Billing Accuracy Ratio target of 99.4 percent.

Overall, PGE is to be commended for the Billing Accuracy Ratio maintained throughout the 2007 Measure Year. Staff agrees with PGE's conclusion that no remedy determination is required.

**PROPOSED COMMISSION MOTION:**

PGE's 2007 B-1 SQM report be accepted and no remedy determination be required for the 2007 Measure Year.

PGE 2007 B-1 SQM Annual Report

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 Attachment A

**Billing SQM 2007 PGE Metrics**

Bill Month	Bills Issued	Monthly Qualifying Bill			Aggregated Monthly Qualifying Bill Error Grand Total	Monthly Billing Accuracy Ratio
		Bill Error #1 Schedule 130	Bill Error #2 Cycle 8 Mailing	Bill Error #1 Schedule 130		
January	771408	6463		6463	99.2%	
February	768928			0	100.0%	
March	771103			0	100.0%	
April	769791		2754	2754	99.6%	
May	768042			0	100.0%	
June	767557			0	100.0%	
July	771283			0	100.0%	
August	768952			0	100.0%	
September	767842			0	100.0%	
October	763010			0	100.0%	
November	760391			0	100.0%	
December	758630			0	100.0%	
Totals	9206937	6463	2754	9217	99.9%	