

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 1206(3)

In the Matter of

PORTLAND GENERAL ELECTRIC  
COMPANY

2009 Annual Report of B-1 Service Quality  
Measures for Billing Accuracy.

ORDER

DISPOSITION: 2009 REPORT APPROVED

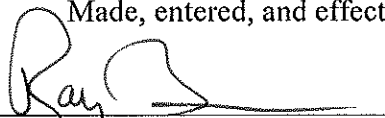
At its Public Meeting on July 27, 2010, the Public Utility Commission of Oregon (Commission) approved Portland General Electric Company's (PGE) 2009 Annual report for billing accuracy as filed on July 1, 2010. The details of PGE's filing are described in Staff's Memo recommending approval, which is attached as Appendix A, and is incorporated by reference.

**ORDER**

IT IS ORDERED that Portland General Electric Company's 2009 B-1 Service Quality Measures report is approved, and no remedy determination is required for the 2009 Measure Year.

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

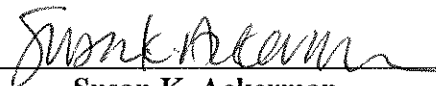
**AUG 11 2010**



**Ray Baum**  
Chairman



**John Savage**  
Commissioner



**Susan K. Ackerman**  
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. CA11

**PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: July 27, 2010**

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

DATE: July 12, 2010

TO: Public Utility Commission

FROM: Lisa Gorsuch *LG*

THROUGH: Bryan Conway, Maury Galbraith, <sup>ME</sup> and Lori Koho *LS*

SUBJECT: PORTLAND GENERAL ELECTRIC: (Docket No. UM 1206(3)) 2009 Annual report of B-1 Service Quality Measures for billing accuracy.

**STAFF RECOMMENDATION:**

Staff recommends that the Commission accept Portland General Electric's (PGE) 2009 Annual report for billing accuracy as filed on July 1, 2010, and find that PGE has met its required billing accuracy levels. This report is in compliance with the requirements stipulated in Commission 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 report,<sup>1</sup> PGE indicates that no qualifying Bill Errors<sup>2</sup> occurred for the 2009 Measure Year. 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. PGE reported three occurrences of non qualifying Bill Errors during the 2009 Measure Year. Staff agrees with the Company that, due to the nature and the resulting customer impact, these occurrences did not qualify as Bill Errors.

<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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Staff recognizes that periodic review of processes is appropriate to determine if the established process is meeting the goals of the stipulation. There are now three years of data to review for the B-1 SQM process which provides staff with the necessary history to evaluate its effectiveness. If Staff concludes that changes will improve this measure, then meetings will be scheduled, with involved parties, to work on potential revisions.

Overall, PGE is to be commended for the Billing Accuracy Ratio maintained throughout the 2009 Measure Year. Staff agrees with PGE's conclusion that no remedy determination is required.

**PROPOSED COMMISSION MOTION:**

PGE's 2009 B-1 SQM report be accepted and no remedy determination be required for the 2009 Measure Year.

PGE 2009 B-1 SQM Annual Report

**PGE Billing SQM 2009 Metrics**

Bill Month	Bills Issued	Monthly Qualifying Bill Error Total	Monthly Qualifying Bill Error Grand Total	Monthly Billing Accuracy Ratio
January	810,485	0	0	100.0%
February	818,358	0	0	100.0%
March	833,552	0	0	100.0%
April	832,259	0	0	100.0%
May	830,860	0	0	100.0%
June	832,341	0	0	100.0%
July	830,157	0	0	100.0%
August	835,267	0	0	100.0%
September	835,686	0	0	100.0%
October	832,950	0	0	100.0%
November	832,540	0	0	100.0%
December	833,263	0	0	100.0%
Totals	9,957,718	0	0	100.0%
<b>2009 Aggregated Qualifying Bill Error Grand Total and Accuracy Total</b>				
			0	