



**Portland General Electric Company**  
121 SW Salmon Street • Portland, Oregon 97204  
*PortlandGeneral.com*

February 7, 2011

Public Utility Commission of Oregon  
Attn: Filing Center  
550 Capitol Street, N.E., Suite 215  
Salem, OR 97301-2551

RE: B1 Service Quality Measure for Billing Accuracy  
10 Day Initial Notification

The purpose of this communication serves as the Company's Initial 10-Day Notification to the Commission that Portland General Electric (PGE) has identified a potential Qualifying Bill Error, which may affect 1,000 or more customers.

PGE is still in the process of investigating and will provide a written report by April 18, 2011 as required in Section VI of the B1 SQM.

On January 24, 2011, PGE discovered that approximately 4,900 customers in the City of Happy Valley were not billed the 1.5% privilege tax from August 2010 to January 2011. This situation has been corrected and bills for February 2011 will include this tax.

With regard to OAR 860-021-0135(2), we are in the process of calculating the cost of a rebill so that we can decide whether or not it is cost effective to do so. Once PGE reaches a decision on this, we will communicate with those customers and submit a copy to the OPUC Consumer Services Staff.

Please do not hesitate to call if you have questions or desire further information.

Sincerely,

Garret Saiki, PGE Liaison  
Portland General Electric  
503.612.3798

cc: Lisa Gorsuch, OPUC  
Phil Boyle, OPUC