

6. Understanding PGE's Distribution Services

In Oregon's restructured electricity market, PGE continues to own and operate our distribution facilities, and to be responsible for the reliability and safety of the infrastructure that delivers electricity to all retail customers in our service territory. PGE provides to direct access customers the same distribution infrastructure services we provide our own retail customers.

This chapter covers the following topics:

- Metering
- Distribution Facility Inspections and Repair
- Electric Service Disconnects and Reconnects
- Outage Management
- Voltage Maintenance and Testing
- Distribution Ancillary Services
- Distribution Line Losses
- Reactive Demand Service
- Outdoor Lighting Services
- Irrigation and Drainage Pumping

6.1. Metering

PGE owns and maintains meters for each retail electricity customer receiving distribution services. For more information about PGE's metering services, see [Chapter 9, Understanding PGE's Metering and Interval Meter Data](#).

6.2. Distribution Facility Inspections and Repair

PGE inspects and repairs our power lines, poles, transformers, and other distribution facilities. We also maintain our distribution facilities, including repairing damage that results from distribution system outages.

PGE has the right, but not the obligation, to inspect any customer-owned installation, including all wiring, conduit, meter-bases, or supporting equipment up to the electric meter or point of delivery, at any reasonable time according to [Rule C of PGE's OPUC Tariff](#).

We do not repair customer-owned electrical facilities. If we are called out by a customer because of a problem with their electrical system, we may charge the customer for a trouble call according to [Schedule 300 of PGE's OPUC Tariff](#).

6.3. Electric Service Disconnects and Reconnects

PGE physically disconnects or reconnects our distribution customers, regardless of who provides their electricity. A customer's electrical service may be disconnected for a number of reasons, including the following:

- Failing to pay a required deposit or regulated charges due for services rendered when there is a split bill.
- Maintaining customer facilities that are unsafe or do not comply with state or municipal codes for electrical service.
- Operating under dangerous or emergency conditions.

- Road widening work, equipment repair or replacement or system upgrades.

We will reconnect the customer's electrical service once the reason for disconnection has been resolved.

When the ESS bills all, PGE will not disconnect the electric service customer at the ESS' request due to nonpayment by the customer because the ESS is responsible for all charges to PGE. However, the ESS may return the customer to PGE.

6.4. Outage Management and Communication

PGE manages all outages on our transmission and distribution system. Transmission and distribution outages are categorized into the following types:

- **Unplanned Distribution Outages** – Localized outages that affect only a few customers, such as those caused by an automobile hitting a utility pole, or larger outages, such as those caused by a storm.
- **Planned Distribution Outages** – Shut-downs for construction or maintenance that may be initiated by PGE or the retail customer.
- **Curtailments** – Reductions in firm or non-firm transmission service in response to a transmission capacity shortage.
- **Load Shedding** – Loads curtailed in response to regional system problems that may result from a lack of generation or transmission system failures

For more information about curtailments and load shedding, see [Chapter 5, Scheduling Transmission for Direct Access](#).

Service Restoration

When responding to a major outage, PGE is required to restore service to the greatest number of customers as quickly as possible, with special consideration given to critical customers that are essential to the public welfare and in conditions that involve public safety. We cannot otherwise give priority restoration to any customer. PGE uses our pre-established restoration process over our entire territory. For more information about our service restoration priorities, see [Rule C of PGE's OPUC Tariff](#).

Communications During Unplanned Outages

Direct Access Customers

During unplanned electrical outages, PGE's objective is to restore the customers' electrical service as quickly as possible. To avoid delay in reporting unplanned outages, the ESS' direct access customers should call PGE's outage and emergency response telephone numbers at 503-464-7777 or 800-544-1795. PGE staff will communicate directly with the end-customer about the status of restoring their electrical service.

ESS'

During larger unplanned outages, such as winter storms, the Direct Access Operations department is available to provide general outage information. For more information during an outage affecting direct access customers, the ESS should contact the ESS Account Manager.

Communications During Planned Outages

When outages are planned for maintenance or construction purposes, either by PGE or by the customer, communications are managed between PGE and the end-use customer through the Key Customer Manager. PGE is responsible for coordinating the service disruption and restoration with the customer.

If the customer's electricity schedule will be reduced or stopped to allow for the outage, the customer is responsible for notifying their ESS to stop and resume scheduling power for their load.

PGE may charge the customer for this service according to [Schedule 300 of PGE's OPUC Tariff](#).

6.5. Voltage Maintenance and Testing

PGE maintains the voltage level in our service territory, and we provide a voltage testing service for customers who report voltage related problems. Our testing group visits the site to determine if a customer's voltage level is within standard limits or if there is a problem with our equipment.

6.6. Distribution Ancillary Services

To maintain distribution system reliability, PGE provides distribution ancillary services for retail customers. These include frequency regulation, load shaping, load following, reactive power, voltage control and other services. Fees for transmission and distribution ancillary services are included in our customer charges for Standard Offer service. For direct access customers, the ESS pays PGE for transmission service and the customer pays PGE for distribution services.

6.7. Distribution Line Losses

To account for energy lost during delivery through our distribution system, the Scheduling ESS is responsible for scheduling and delivering distribution line losses, as described in [Schedule 600 of PGE's OPUC Tariff](#).

6.8. Reactive Demand Service

Reactive demand is the maximum rate of delivery of Kilovars (kVARs) measured over a nominal 30-minute period. The following direct access customers may be charged for reactive demand service under the following schedules in [PGE's OPUC Tariff](#):

- **Schedule 84** – Large Nonresidential Large Load Split Service Rider Option
- **Schedule 483** – Large Nonresidential (< 1,000 KW) Cost of Service Opt-Out
- **Schedule 489** – Large Nonresidential (> 1,000 KW) Cost of Service Opt-Out
- **Schedule 549** – Irrigation and Drainage Pumping.
- **Schedule 575** – Direct Access Service – Partial Requirements.
- **Schedule 576R** – Direct Access Service Partial Requirements Economic Replacement Power Rider.
- **Schedule 583** – Large Nonresidential Direct Access Service.
- **Schedule 589** – Large Nonresidential (>1000 KW) Direct Access Service.

6.9. Outdoor Lighting Services

PGE offers three types of outdoor lighting services to direct access and Standard Offer customers:

- **Schedules 15, 515** – Outdoor Area Lighting.
- **Schedules 91, 591** – Street and Highway Lighting.
- **Schedules 92, 592** – Traffic Signals.

When the customer's ESS no longer provides service, and we are not given the required 13 business day notice, PGE provides emergency default outdoor lighting service under [Schedule 81 of PGE's OPUC Tariff](#).

Outdoor Area Lighting – PGE replaces lamps on a scheduled basis, or as soon as reasonably possible, after the customer or ESS notifies us that a lamp is not working. We charge the direct access customer for outdoor area lighting service according to [Schedule 515 of PGE's OPUC Tariff](#). Term of service is not less than one year.

Street and Highway Lighting – This service is available to direct access customers that are municipalities or agencies of state or federal governments. To qualify, the customer's electricity usage must be funded through taxation or property assessment. The customer also must use approved street lighting equipment. Typical uses include:

- Public streets and highways.
- Public grounds and areas.

PGE offers several lighting and lighting maintenance options to direct access customers; monthly rates for each lighting option include our distribution and system usage charges. Term of service is not less than one year and on a year to year basis thereafter. For more information on street and highway lighting, see [Schedule 591 of PGE's OPUC Tariff](#).

PGE provides the following fee-based specialty services for street and highway lighting:

- Trimming of trees adjacent to streetlight equipment and circuits.
- Arterial patrols to ensure correct operation of streetlights.
- Design services for customer-owned streetlight equipment.
- Painting or staining of wood and steel streetlight poles.

Traffic Signals – PGE provides traffic signal service to municipalities or agencies of federal or state governments that meet the following criteria:

- Funds for payment of electricity are provided through taxation or property assessments.
- Electricity is being purchased for traffic signals and warning facilities in systems containing at least 50 intersections on public streets and highways.

This direct access service is available only to those governmental agencies receiving service under [Schedule 92 of PGE's OPUC Tariff](#). Term of service is not less than five years, but the customer may, if eligible, chose service under any other generally available rate schedule. For more information about this service, see [Schedule 591 of PGE's OPUC Tariff](#).

6.10. Irrigation and Drainage Pumping

PGE offers irrigation and drainage pumping service to eligible nonresidential direct access customers under [Schedules 47 and 49 of PGE's OPUC Tariff](#). Large, nonresidential customers can receive direct access service under Schedule 549.

When the customer's ESS no longer provides service, and we are not given the required 13-day notice, PGE provides emergency default outdoor irrigation and draining pumping service under [Schedule 81 of PGE's OPUC Tariff](#). Term of service is not less than one year. For more information, see [Schedules 47, 49, 100 and 549 of PGE's OPUC Tariff](#).