Portland General Electric

Leadership in Sustainability

2020 Environmental, Social and Governance (ESG) Report

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About this report

This report describes our approach to performance on environmental, social and governance (ESG) issues. It is divided into four key sections:

- Leading the clean energy future
- Protecting the environment
- Supporting our customers, our communities and our employees
- Leading with integrity

This report aligns with the Sustainability Accounting Standards Board (SASB) to provide stakeholders information about how we identify, measure and manage the subset of ESG topics that have the potential to impact PGE's long-term sustainability. We also continue to enhance our reporting under the Task Force on Climate-Related Financial Disclosures (TCFD). The inclusion of information in this report should not be contrived as a characterization regarding the materiality or financial impact of that information.

Letter from our Chief Executive Officer

In 2020, we saw the impacts of unprecedented crises on our communities: an ongoing pandemic, economic uncertainty, social unrest, a severe wildfire season and other challenges. These events and our collective experiences over the past year highlight how important it is to have a strong foundation grounded in Environmental, Social and Governance (ESG) best practices. It is clear that we must execute on our clean energy goals and expand our corporate framework for ESG as a whole.

Our customers, employees, communities and investors directly connect to the success of our company and the value we deliver. We know that, together, we each have a role to play to create a clean, equitable energy economy that benefits all. Here's how we moved forward in 2020.

In this report, we will highlight our focus on:

- **Leading the clean energy future** in two key ways. First, by taking a holistic approach to decarbonizing the **power supply** while continuing to provide reliable, affordable energy to everyone we serve. Second, by **accelerating electrification**, allowing us to power more things with clean, carbon-free energy.
- **Protecting the environment** by being good stewards of Oregon's land, water and wildlife.
- **Supporting our customers, our communities and our employees.** As we strive for equity and inclusion, we're showing our progress in a transparent way. We heard resoundingly that our employees wish to understand how we plan to move from conversation concerning social equality to action. As a result, we've identified five Diversity, Equity and Inclusion (DEI) commitment areas and corresponding actions that will move us forward in our journey toward racial equity. We're proud of our progress, but we still have work to do.
- **Leading with integrity** by setting the bar high at the top level of our organization and maintaining a robust board refreshment process to oversee our creation of long-term value and support our clean energy development as well as aligning our ESG goals with our company's strategy.

Looking ahead

At PGE, sustainability means business practices that support a vibrant economy, a healthy environment and strong communities today and into the future. It's not a nice-to-have — it's a must. As we make progress toward our ESG goals, we'll focus on how to become sustainable in everything we touch, including what we do for our customers.

We recognize that our ESG work is a journey. This year, we have enhanced our reporting to include the Task Force on Climate-Related Financial Disclosures (TCFD). We plan to accelerate and expand future reporting — for example, by covering EPA scope 2 and scope 3 for sources of greenhouse gas (GHG) emissions. Doing the right thing for our customers, employees, communities, investors and the environment is how we keep Oregon extraordinary. It will take all of us to achieve a cleaner and more equitable energy future, and we're well on our way.

Maria M. Pope
President and Chief Executive Officer

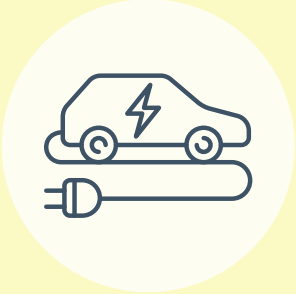
Company overview

Our strategic goals are focused on providing safe, secure, reliable, resilient and affordable energy solutions to power our customers' lives every day.

Decarbonize

the power we supply to our customers

- Achieving at least an 80% reduction in greenhouse gas (GHG) emissions by 2030 and 100% reduction in GHG emissions by 2040
- Advancing a sustainable future by joining The Climate Pledge



Electrify

areas of the economy, including transportation and buildings, where efforts to reduce GHG emissions are underway

- Increasing customer demand response measures
- Accelerating transportation electrification and transit partnerships

Perform

by improving work efficiency, the safety of our co-workers and the reliability of our systems while targeting our long-term goal of 4 to 6% annual growth in earnings

- Investing in system upgrades to create a more resilient grid and support growth
- Maintaining and enhancing reliability and resiliency

Clean energy future

Leading the clean energy future

Long ago we realized if we were to have any chance at a better future, then we needed to move away from climate-changing fossil fuels.

MODERNIZING OUR GRID

A modernized grid is critical to leading the clean energy future. In the past, we focused on improving operator awareness and distribution system resolution, especially as it related to outages. Today, we're working on a vibrant, two-way grid that is more safe, reliable, resilient, clean and flexible. As we make progress, these goals are front and center:

- Decarbonization: Through our Distribution System Planning (DSP) process, we are identifying the role and benefits of distributed energy resources (DERs) in providing social and environmental benefits. The plan will leverage infrastructure, technologies and people to ensure the safety, security, reliability and resiliency of the distribution system at fair and reasonable costs.
- Reliability: Sensors and communication devices can help us better predict distribution system needs and prevent reliability issues.
- Resiliency: Smart algorithms, automated reclosers and other advanced technologies can help minimize temporary outage impacts for customers and our crews.
- Security: To protect our grid, we're taking proactive steps by investing in cybersecurity solutions and integrating cyber-physical security into our systems.
- Environmental justice: Smart meters and analytics can help us develop better rate designs and DER programs that assist with energy burden relief. We've already started developing load-shaping solutions with our Time of Use programs.

WE ARE LEADING THE CLEAN ENERGY FUTURE BY:

- Decarbonizing our power supply
- Electrifying more of our world

DECARBONIZATION GOALS

Our comprehensive decarbonization goals reflect our role in leading the clean energy future and match the new clean energy legislation enacted by the Oregon Legislature in June 2021, House Bill 2021.[1] This legislation requires the reduction of the greenhouse gas (GHG) emissions associated with the power we deliver to customers by at least 80% by 2030 and 100% by 2040.[1]

We worked closely with legislators and stakeholders to develop this legislation, and a number of its provisions align with our existing benchmarks and strategic direction.

In addition, we've set a goal to achieve net-zero GHG emissions across our company-wide operations by 2040, including our own facility and vehicle emissions.

THE CLIMATE PLEDGE

In 2021, PGE became the first U.S. utility to sign The Climate Pledge, a commitment to achieve net-zero carbon by 2040. The pledge, co-founded by Amazon and Global Optimism, calls for participants to meet the goals of the Paris Agreement 10 years early.

In signing the pledge, we agree to:

- Measure and report our GHG emissions on a regular basis.
- Decarbonize through efficiency improvements, renewable energy, materials reduction and related strategies.
- Take action to neutralize any remaining emissions with permanent and socially beneficial offsets.

1. Oregon House Bill 2021

Decarbonizing our power supply

We're taking major steps to meet our 2030 and 2040 GHG reduction targets, which are now required by Oregon's new clean energy legislation, HB 2021. By adding more renewables and clean capacity to our system, including wind and solar, we'll continue to drive emissions out of the power we serve customers. We will not build any new emitting resources. Our supply will be cost-effective and diverse, and even more important, it will deliver the reliability our customers expect and deserve.

WHEATRIDGE RENEWABLE ENERGY FACILITY

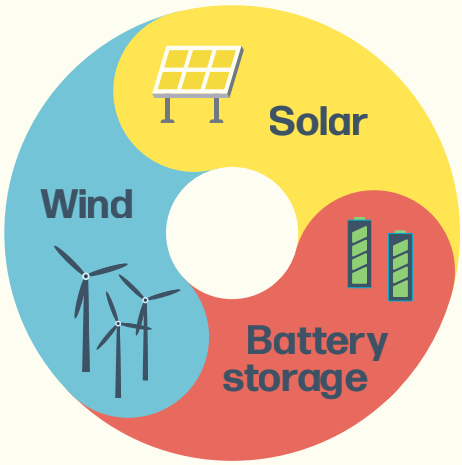
Wind, solar and battery storage are a powerful energy trifecta. Our Wheatridge Renewable Energy Facility in Eastern Oregon is a first-of-its-scale resource that combines these elements to harvest and store power from renewable resources.

We brought Wheatridge online with wind power in 2020 and will add solar and battery storage in 2021. Once complete, the facility will be able to deliver 380 megawatts of emissions-free power, enough to power 100,000 homes.

EXITING COAL AND EXTENDING HYDRO

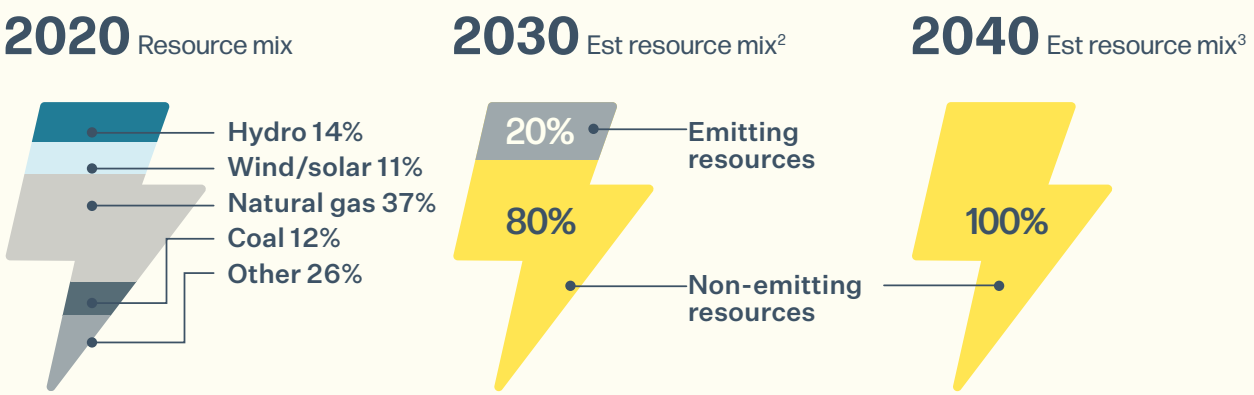
Capping off a decade of diligent planning, we closed our Boardman plant in October 2020, taking a major step to remove coal from our power supply. In 2020, we also announced that we're working with Douglas County Public Utility District (PUD) in Washington state and the Confederated Tribes of Warm Springs in Oregon to help meet our near-term capacity needs for renewable energy through clean hydro power contracts. In the agreement with Douglas County PUD, PGE customers will receive up to 160 megawatts of clean energy, while Douglas will get portfolio management expertise that allows our power operations team to provide energy supply options, reduced administrative costs and overall help meeting their system load.

WHEATRIDGE RENEWABLE ENERGY FACILITY



First-of-its-scale
renewable power facility

POWER SOURCES AS A PERCENTAGE OF RETAIL LOAD[1]



1. Assumes normal plant operations, hydro years and weather.
2. 2030 load from reference case forecast in the 2019 IRP, net of energy efficiency and demand response. Emission rates for emitting resources are assumed to be an average of PGE's combined cycle plants based on 2020 emissions. Unspecified market purchases are assigned the California Air Resources Board (CARB) and Oregon Department of Environmental Quality (ODEQ) unspecified market emissions rate.
3. 100% reduction in GHG emissions as mandated by the clean energy framework in HB 2021.

ON TRACK WITH OREGON'S LAWMAKERS

Oregon's clean energy legislation, passed by the legislature in June 2021 and signed by the Governor in July 2021, sets a framework for PGE and other electricity suppliers in Oregon to reach 100% reduction in greenhouse gas (GHG) emissions by 2040. The bill aligned with our climate goals announced in November 2020, while protecting affordability and reliability. It also paves the way for community-wide clean energy programs, so that cities and counties can reach their climate action goals.

REMOVING COAL FROM OUR MIX

To meet our decarbonization goals and make investments locally, we must remove coal from our power supply entirely. While Oregon law allows us to wait until 2030, we are not standing still. We're evaluating our ongoing investment in the Colstrip Generating Station, our last coal-fired plant, including the possibility of our exit from these facilities before 2030.

FUTURE PLANNING AND CLEAN ENERGY OPTIONS

Our Integrated Resource Plan (IRP) and Distribution System Plan (DSP) play major roles in setting PGE's path forward. The Governor's Executive Order 20-04, passage of HB 2021, and other policy shifts toward decarbonizing Oregon's energy supply continue to shape our IRP and DSP. For example, HB 2021 requires PGE to develop a clean energy plan as part of our IRPs going forward that shows continual progress toward reaching the GHG reduction targets. Per Docket UM 2005, PGE must develop a DSP that shows investment in our distribution system and take action within environmental justice communities to improve resiliency through distributed energy resources.

We are changing how we meet our customers' essential energy needs and furthering our commitment to the environment. Through multiple efforts, including our IRP and DSP, we have provided strategies, investments and programs such as new clean and renewable resources, customer-supported renewables, energy efficiency, transportation electrification, building electrification, flexible loads and energy storage — all meant to reduce GHG emissions.

Green Future Impact renewable energy for businesses and municipalities

300 MW
in 2020 (fully subscribed)

200 MW
planned for 2022

Program participants

- Adobe
- City of Beaverton
- City of Hillsboro
- City of Lake Oswego
- City of Milwaukie
- City of Portland
- City of Salem
- City of West Linn
- City of Wilsonville
- Comcast
- Daimler Trucks North America
- Digital Realty
- Intel
- Multnomah County
- Oregon Health & Science University
- Portland State University
- Portland Community College
- Washington County

GREEN FUTURE℠

Our customers are key to Oregon's clean energy future. Green Future continues to be the No. 1 voluntary renewable power program in the country with more than 225,000 customers.

Our Green Future Impact option helps businesses, cities and counties meet their clean energy goals and take a more active role in GHG emission reductions. Eligible customers can source up to 100% of their electricity from a new regional wind or solar facility. The first 300 megawatts of the program are already fully subscribed, and as a result, two new solar facilities are coming online in the near future. This shows we're on the right track and demonstrates our customers' longstanding commitment to clean energy.

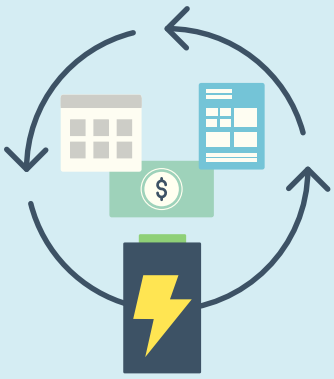
Moving forward, we're excited to work with our customers, communities, municipalities and the Oregon Public Utility Commission (OPUC) to expand our program to develop bigger and better carbon-free products. We've been approved to offer an additional 200 megawatts in voluntary renewable options to eligible business customers and municipalities, with expected availability in 2022.

COMMUNITY-WIDE CLEAN ENERGY PROGRAM

Our local cities and counties have committed to ambitious climate action goals and PGE is excited to partner with our local governments in helping them reach these goals. A dozen local governments in our service area have climate action or sustainability plans. Of these, five have 100% clean and renewable community-wide electricity goals in the 2030-2035 range.

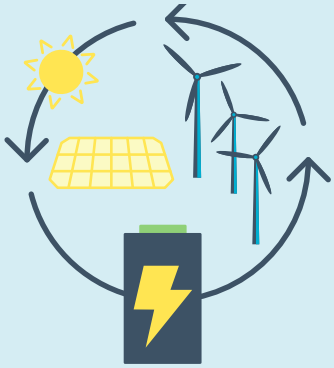
Oregon's clean energy legislation, HB 2021, established a framework for (1) Oregon utilities to develop a community-wide clean energy program in coordination with local governments, and (2) for OPUC to approve such programs. We continue to work with OPUC, local governments and community organizations to move the process forward. This would allow us to create a product to accelerate our delivery of clean and renewable resources to meet our local governments' climate action goals.

BATTERY BENEFITS



Monthly bill credits

Always on, even in stormy weather



More renewables on the grid

PGE SMART BATTERY PILOT

Batteries help us make the most of renewable energy by letting us store clean energy when it's being generated and use it later. Our five-year Smart Battery Pilot program, launched in 2020, aims to connect 525 residential battery systems that will contribute up to 4 megawatts to our grid.

The program offers instant rebates and monthly cash rewards to qualified customers for installing and connecting batteries. These distributed assets will create a virtual power plant made up of small units that can be operated individually or combined to serve the grid, giving us more flexibility to support clean energy. Batteries also provide customers with backup energy resources they can rely on in the event of a power outage.

PGE Smart Battery Pilot rebates and rewards

Up to $3,000

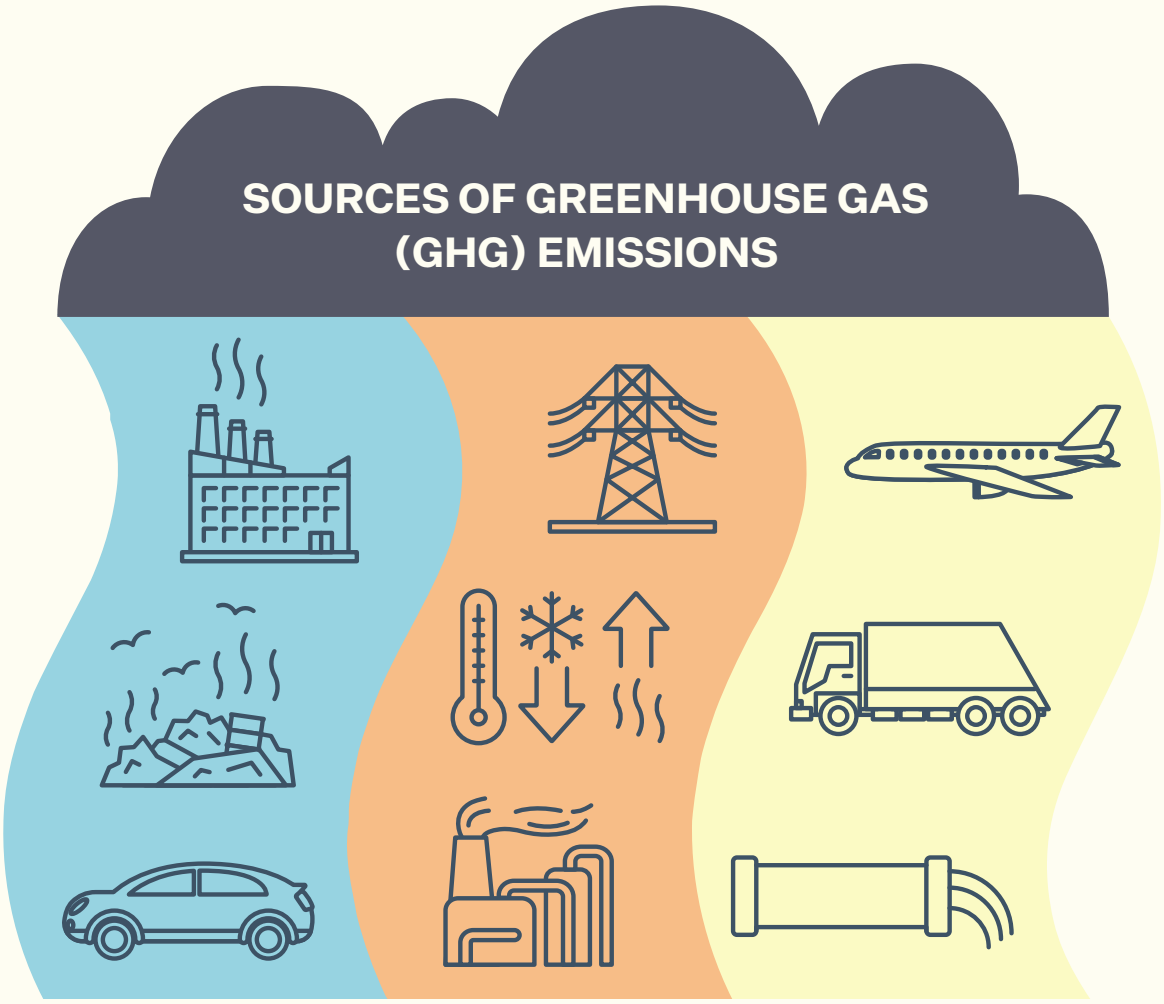
instant rebate per customer in our Smart Grid Test Bed

Up to $5,000

instant rebate per customer for Solar Within Reach participants

$20 to $40

per month in cash rewards



Scope 1
GHG emissions from our sources, including our vehicle fleet and owned generation resources

Scope 2
Indirect emissions from purchased power consumed at our facilities

Scope 3
All other indirect emissions, including those from our supply chain

SUPPLY CHAIN SYSTEM

PGE's environmental impact goes beyond our own operations, and making responsible choices in our supply chain is critical. We're implementing a new supply chain system that will help make sure we're working with vendors that have sustainability in mind. At the same time, we're developing the capabilities to track indirect emissions upstream of our business.

Electrifying more of our world

To power more things with clean, carbon-free energy, we must first electrify them. This in turn increases our diversity and load, leading to stronger business performance.

Transportation electrification will move a large part of our economy away from fossil fuels, and we're helping drive that change. In 2020, we gained regulatory approval for our Transportation Electrification Plan, which paves the way for public and residential charging programs and other investments to encourage the adoption of electric vehicles. For our own fleet, we made progress toward our goal of electrifying 60% of our vehicles by 2030 by preparing to add charging equipment to five of our locations.

There are even more opportunities to electrify other sectors of the economy. New legislation has set energy efficiency standards for certain appliances sold in Oregon and includes a provision requiring grid-connected water heaters by 2022. We're already offering incentives to multifamily landlords to enroll electric water heaters into our demand response program, and in the near future, new purchase incentives may help lower the cost of energy-efficient electric water heaters for single-family homes as well. As homes continue to use electricity in new ways, we're working with builders to support them in deploying flexible electric technology at the time of construction.

ELECTRIFYING OUR FLEET

We understand the power of electricity as a transportation fuel. It's both cleaner and cheaper than gas or diesel, and it can help lower GHG emissions in our state. Electrifying our corporate fleet is one of the fastest ways we can meet our company-wide climate goals.

In 2020, we made significant progress by completing the engineering work to add charging equipment to five of our locations. With this prep work, we'll be ready to immediately purchase and deploy new electric vehicles as they come onto the market, rapidly advancing our fleet.

ELECTRIFYING THE PGE FLEET

By 2025, we aim to electrify:

100%

of our forklifts and light duty vehicles (sedans, SUVs and small pickups)

By 2030, we aim to electrify:

70%

of our large pickup trucks, SUVs and vans

40%

of our medium-duty vehicles, such as flatbeds, service bodies and manlifts

30%

of our heavy-duty vehicles, such as digger derricks, manlifts and dump truck

Big changes like these can't happen overnight. To get there, we're following a three-step process:

Step 1 Invest in the infrastructure to support electric vehicles (we are here)

Step 2 Transition trucks and SUVs to electric vehicles over time

Step 3 Transition mid-size to heavier equipment as technology evolves

ELECTRIC ISLAND

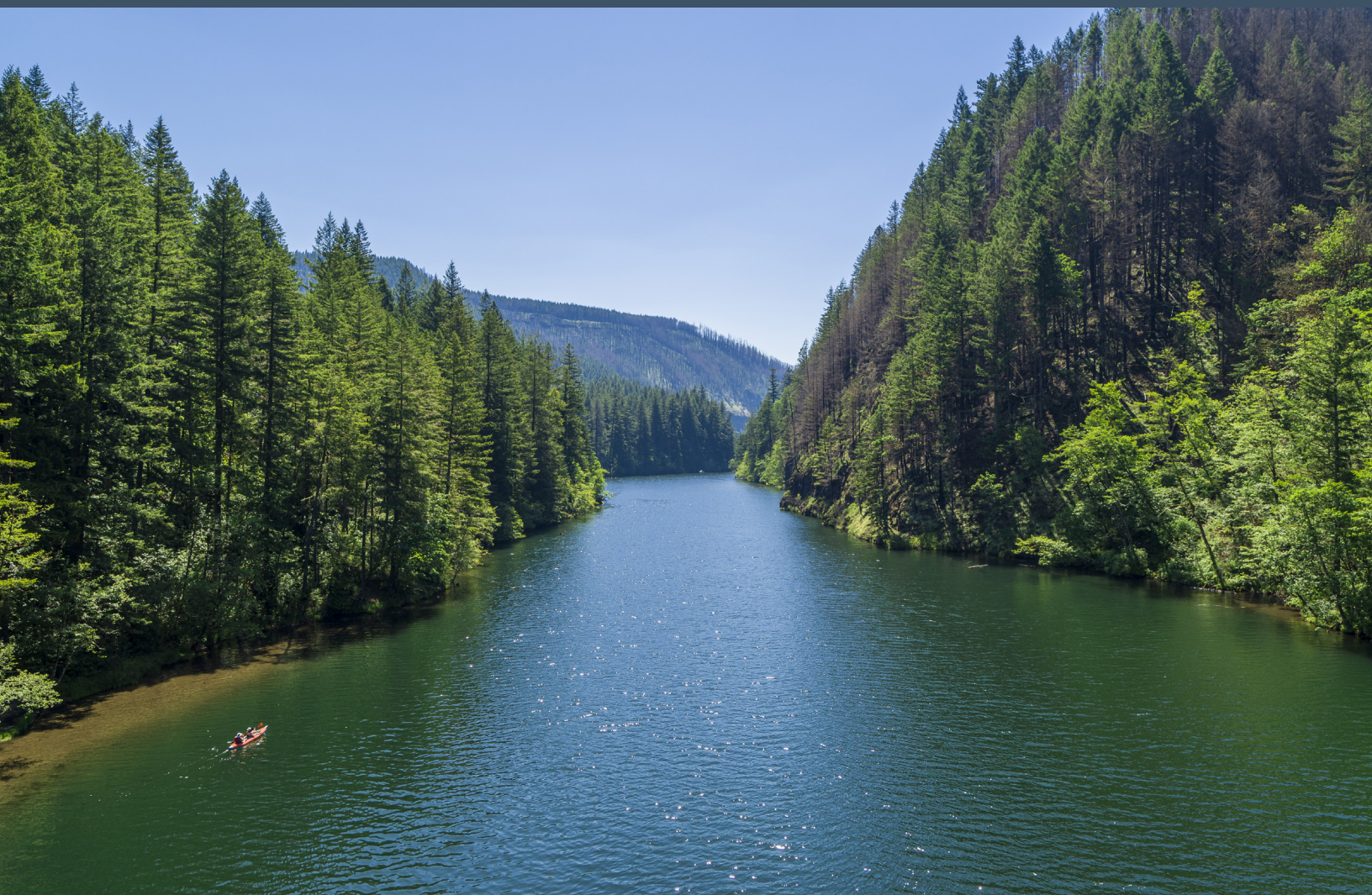
In 2020, we partnered with Daimler Trucks North America to open Electric Island, a first-of-its-kind public charging site designed to support medium- and heavy-duty commercial vehicles. More than just a charging station, Electric Island will help accelerate the development of zero-emissions commercial vehicles by serving as an innovation center, allowing both PGE and Daimler Trucks North America to study energy management, charger use and performance and vehicle charging performance.

ELECTRIC VEHICLES

With the regulatory approval of our Transportation Electrification Plan, we're preparing to help more people and businesses adopt electric vehicles. Because commercial fleets have such a large impact on emissions, we're making it more practical for fleets to go electric.

In 2020, we joined other western utilities in the West Coast Clean Transit Corridor Initiative, which involves planning for an electric I-5 corridor. Our recent work on the Electric Island commercial charging site with Daimler Trucks North America is one example of how we're providing the charging infrastructure to support electric fleets as they travel around the region. In addition, we put our expertise to work in developing infrastructure products for several fleet customers and completing fleet electrification planning studies with the State of Oregon, Clackamas County and the City of Portland. We have plans to work with additional cities in 2021.

Environment



Protecting the environment

We are so fortunate to live, work and recreate in one of our nation's most beautiful and biologically significant regions: Oregon and the Pacific Northwest. We know it creates responsibilities to the land, water, air, animals and people. We have a long and positive relationship with Oregon's natural and cultural resources and are committed to preserving our state's rivers, air and water quality, wildlife, natural beauty and history for future generations. This commitment is defined by our constant innovation and partnership with community organizations, Tribes, county, state and federal agencies.

FISH AND WILDLIFE

PGE has powered Oregon with clean, emissions-free hydropower through our projects along the Willamette, Clackamas and Deschutes rivers. We have demonstrated an excellent track record in safe fish passage, invested in habitat and ecological restoration and enhanced critical wildlife habitat for sensitive species such as the Metolius mule deer near our Pelton Round Butte project. Furthermore, we work to ensure that cultural and archaeological resources that are intrinsic to Tribal identity and worldviews are supported and perpetuated.

We have strong partnerships with seven federally recognized Tribes in the area and continue to work closely with them on sustainability initiatives. In early 2020, PGE and the Confederated Tribes of Warm Springs (CTWS) announced $4.5 million in grants to 13 new fish passage, wildlife habitat and water quality improvement projects across Central Oregon. Individual grants range from $51,000 to $1.25 million. Over the past 15 years, PGE and CTWS — co-managers of the three-dam Pelton Round Butte hydroelectric project near Madras — have distributed $26.5 million through a joint fund earmarked to support a healthy environment for fish and wildlife in the Deschutes Basin. The 2020 cycle represents the fifth round of grants from this fund, which PGE and the Tribes established in 2005 during federal relicensing of the hydroelectric project.

Other Tribes, including the Confederated Tribes of Siletz Indians, Confederated Tribes of Grand Ronde, Confederated Tribes of the Umatilla Indian Reservation and The Yakama Nation are part of PGE's advisory work groups as we develop programming to support our hydrolicensing responsibilities. We are finding avenues to educate ourselves on Traditional Ecological Knowledge (TEK) as we consider sustainable revegetation practices in a post-fire landscape.

Currently, we're working to identify opportunities for Tribal youth participation in our signature program, Project Zero, to help prepare them for jobs in the green energy economy.

RECORD-BREAKING SALMON COUNTS

Improvements to our upstream and downstream fish passage facilities at West Side Hydro led to record-breaking counts of Chinook salmon in 2020. By allowing adult salmon to safely move past our dams, we've increased the number of fish reproducing in the upper basin. We anticipate even greater fish counts in the years ahead as our passage improvements and surface collectors continue to improve salmon survival rates.

HARBORTON HABITAT RESTORATION

In 2020, we completed work to restore wetland habitat across 53 acres of our Harborton Substation property located along the Willamette River in Northwest Portland's industrial corridor. This area is home to one of the largest known breeding grounds for northern red-legged frogs, an amphibian species classified as "sensitive" by the state of Oregon.

By constructing side-channel habitat for fish, removing invasive species and planting native vegetation, we plan to transform Harborton — property we've owned for 80 years — into a haven for wildlife. We'll monitor and maintain the area for a decade after project completion, and the property will eventually be donated to a nonprofit for permanent protection.

The site is closed to the public to help protect sensitive wildlife species and promote the growth of new plants. Our restoration efforts include:

- Constructing a channel that connects the interior of the site to the Willamette River, providing rearing habitat for out-migrating juvenile salmonids and Pacific lamprey, both listed as threatened under the Endangered Species Act.
- Placing 80,000 native plants and managing invasive species to restore and enhance the bottomland floodplain that was lost over time to industrial development.
- Preserving attractive breeding and rearing habitat for northern red-legged frogs.

AVIAN PROTECTION

Our company-wide Avian Protection Plan (APP) aims to make our system safer for birds while also maintaining reliability for customers. Avian protection isn't an afterthought. It's incorporated into our design and construction standards for new and replaced facilities.

We work closely with the U.S. Fish and Wildlife Service on various aspects of our program. We're adding wildlife protective equipment to substations and poles to mitigate risks. In some cases, we're relocating nests for birds of prey and constructing new platforms to provide them with safer alternative nesting sites. In 2020, PGE replaced more than 3,000 poles and 700 transformers, adding avian-safe protective covers or design features. We also installed seven new nesting platforms and added wildlife protection to four substations.

To further protect the environment, we're working to reduce the severity of contamination resulting from the release of mineral oil from damaged distribution transformers. We have changed our internal standard for transformer fluids from a petroleum base to a vegetable base. In addition, we have implemented a roughly $60 million program to remove distribution line transformers with the potential of PCB contamination. This is a multiyear program that started with sampling of distribution transformers for PCBs in areas designated as high risk. Any transformers with detectable levels of PCBs in these areas are being replaced. The program is being expanded to identify any transformers with potential PCB contamination in our service territory for potential replacement.

Harborton property

People

Supporting our customers, our communities and our employees

PGE provides an essential product. Since our earliest days, our goal has been to contribute to our people, culture and the communities we serve — and to do it all while continuing to provide safe, reliable and affordable energy.

From our employees to our customers, we have a responsibility to bring everyone into the clean energy future. That means reflecting, integrating and supporting the diverse voices represented in the communities we serve. As one of the region's largest and most trusted companies, we can and must join with our communities to help drive real and lasting change.

Engaged customers

Our customers are at the heart of everything we do. For more than 130 years, we've been powering the independent and pioneering spirit of our region — keeping energy safe, reliable and responsibly generated. We are deeply committed to the success of the communities we serve and strive to bring innovative solutions to our customers and a bright energy future for Oregon.

COVID-19 RESPONSE

The COVID-19 crisis brought unprecedented challenges to our community, with many of our customers taking an unavoidable financial hit. We responded immediately with a plan to help customers facing hardship.

To start with, we suspended service disconnections and late fees. For those who were struggling to pay their bill, we provided $316,000 in assistance to 2,520 customers. We also offered payment matching programs to eligible customers with options to catch up over three or six months or with a one-time payment, so they could choose what worked best with their budget.

Because we can make a greater impact together, we reached out to our community and industry partners. We worked with the Oregon Citizens Utility Board and others to secure $15 million in emergency energy assistance and collaborated with peer utilities across the country on a $1.4 billion request for federal energy assistance. We communicated with community-based organizations, non-profits and energy assistance partners to spread the word about suspending disconnections and share an energy resource kit. We also secured emergency assistance for low-income customers to be distributed through the Oregon Housing Community Services.

In addition to our efforts, the PGE Foundation stepped in to provide funding to address many community needs, including food insecurity, energy assistance, small business support, education and worker relief.

$5.6 million

contributed by PGE, employees, retirees and the PGE Foundation to support local schools and nonprofits

$1 million +

to help address food insecurity during the COVID-19 pandemic

$280,000

to support BIPOC organizations, including Oregon Worker Relief Fund and The Chúush Fund: Water for Warm Springs

INCENTIVES FOR DEMAND RESPONSE AND ENERGY EFFICIENCY

By offering incentives to help our customers be more energy-efficient, we can help them achieve their personal energy goals while advancing our own.

For example, our Peak Time Rebates program gives customers the opportunity to earn bill credits by reducing their energy use when demand is high. In 2020, participants averaged total savings of 12.6 megawatts across all summer event hours. Today, there are more than 113,000 Oregonians enrolled in this program.

Our Smart Thermostat program lets certain customers earn $25 each summer or winter season they are able to participate. After a customer enrolls, their smart thermostat will automatically adjust a few degrees when energy demand is high. In 2020, participants averaged total demand savings of 13.8 megawatts across all summer 2020 event hours.

Both our Smart Thermostat and Peak Time Rebates programs help us avoid the use of non-renewable energy sources when it matters most. In addition, we offer other energy efficiency programs to help residential and business customers find rebates and make the most of their efforts.

We also partner with Energy Trust of Oregon to ensure our residential, commercial and industrial customers can take advantage of the incentives provided by the legislatively authorized non-profit. In 2020, PGE's customers supplied $86 million in funds, which in turn were disbursed as incentives for energy conservation measures, market transformation and small-scale renewable project development.

Strong communities

A clean energy future won't become a reality without the support of engaged communities and a resilient system that can reliably deliver power during an unexpected event and, in the event of an outage, recover quickly.

COMMUNITY ENGAGEMENT

We're working with community-based organizations (CBOs) to lead the development of our first Community Engagement Plan. We look to our CBOs as conduits to their communities — communities with whom PGE has yet to build durable relationships. Workshops with traditionally underserved and underrepresented communities require that trust be established before proceeding. By partnering with CBOs, we can enable a safe, inclusive space for discourse, acknowledge cultural histories of trauma and structural inequity, and articulate energy concepts in a manner that's relevant to these communities.

As we continue to transition to a human-centered planning approach that considers social justice, we will take actions within our environmental justice communities to improve resilience during extreme or severe weather and initiate clean and equitable investments in our distribution system.

WILDFIRE PREVENTION AND PREPAREDNESS

In 2020, Oregon experienced one of the most destructive wildfire seasons on record, with more than 1 million acres of land burned. Because the electrical grid has the potential to cause wildfires, we're doing more now to reduce the risk later and help keep Oregon safe.

In September 2020, we initiated a public safety power shutoff (PSPS) in a zone near Mt. Hood that was identified as the area within our service territory at the highest risk for wildfire. We also cut power to eight other high-risk areas. We coordinated our actions with emergency responders and helped clear the path for them to fight wildfires. During this time, we also established a community resource center within the PSPS zone to help support the residents who were affected.

Regular risk assessments are an ongoing part of our wildfire mitigation planning. Into the 2021 wildfire season and beyond, we are:

- Expanding our program to trim and remove more trees and shrubs that could impact overhead power lines. We're also inspecting these areas more frequently.
- Inspecting and modifying or replacing poles and other equipment to reduce the risk of sparks.
- Adjusting settings on certain protection equipment during fire season, like re-closers, to help prevent potential sparks.

To help communities prepare for wildfires, we're engaging with cities, counties and customers at various levels:

- Conducting emergency planning with local, state and federal land and emergency management agencies to, among other things, expand the use of a PSPS if needed.
- Encouraging policymakers to continue to address the growing magnitude of the regional wildfire threat, while standing ready to help.
- Supporting the Governor's Wildfire Council and the legislature's work to address wildfire threats, including the recommendation that utilities comply with risk-based wildfire protection plans approved by OPUC.

INTEGRATED OPERATIONS CENTER

Our Integrated Operations Center (IOC) will centralize all of our mission-critical operations so we can better maintain the flow of power to customers. The IOC is a critical part of our strategy to deliver reliable, resilient and affordable clean energy. We began grading the site in 2019 and expect to complete it in 2021. Once it's up and running, we'll be better able to reliably integrate a diverse portfolio of renewable and distributed generating resources. Specifically, the IOC will enable a more efficient and cleaner grid through:

- Resource and system integration to weave together clean energy resources and smart technologies
- Improved reliability and outage response for both routine and extreme events
- Increased resilience and security to guard against threats, both physical and cyber, and help ensure the delivery of power during and after a disaster

Valued employees

Our talent and culture are vital to our ability to carry out our business strategy. We're focused on not just attracting, but also retaining, a talented, motivated and diverse workforce and a culture that reflects our core values. We conduct annual employee engagement surveys to give employees the opportunity to share their perspectives. Our overall engagement score was 75% in 2020.

PGE employees: key stats

3,639

people in our workforce (including 769 contingent workers) as of December 2020

721

employees covered under Local Union No. 125 of the International Brotherhood of Electrical Workers (IBEW)

COMPETITIVE PAY AND BENEFITS

In 2020, we continued our commitment to ensuring pay equity among our employees and offering competitive benefits, including comprehensive health and a 401(k) retirement plan. Our 2020/2021 Pay Equity Report shows that PGE employees in the same role, with comparable work experience, at the same location earn a near-perfect dollar-for-dollar pay.

We have also made strides to close the gender pay gap. PGE is ahead of the national average of 82 cents, with women making 88 cents for every dollar a male employee makes. This has been improved from 84 cents over the past five years. Our Black, Indigenous and People of Color (BIPOC) employees make 95 cents for every dollar a white employee makes.

TALENT DEVELOPMENT

Training and development programs can help our people achieve their best. We provide access to a digital learning platform to all employees, leadership programs for both new and experienced leaders and tuition reimbursement for job-related coursework.

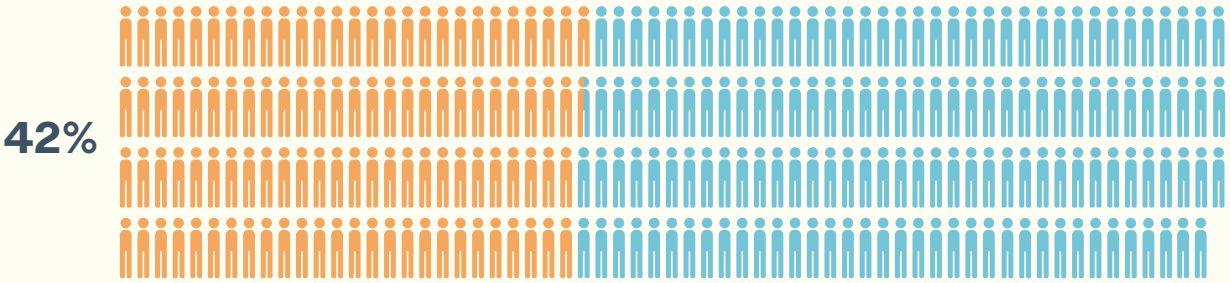
In 2020, women accounted for 42% of total promotions and employees who identify as BIPOC accounted for 21%.

HEALTH AND SAFETY

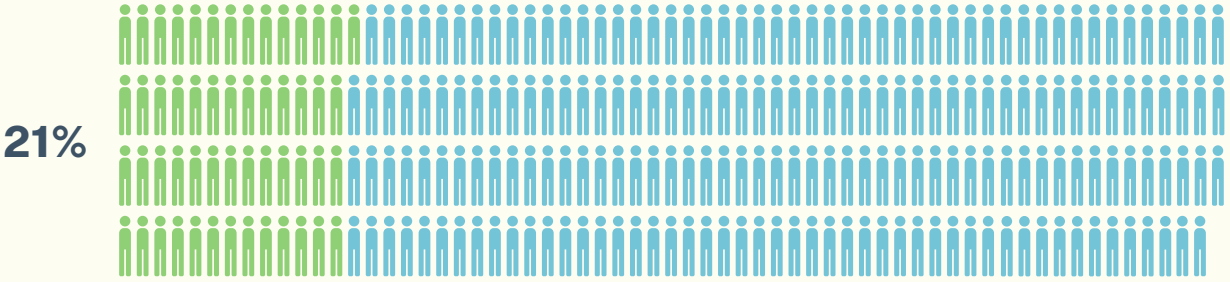
We're committed to providing a safe and healthy place of business for employees, customers and the public. Our Executive Safety Council has oversight of our efforts to create a safe workplace, and our employees receive safety manuals, trainings and incident reporting tools designed to incorporate safe practices into all daily activities. Our efforts have led to a dramatic reduction in injuries.

In response to the COVID-19 pandemic, we took immediate steps to protect employees by making changes to work schedules, work locations, cleaning practices, work protocols and information services. This included encouraging employees to take advantage of our comprehensive health, wellness, family and leave programs. In addition, we helped provide employee-convenient COVID-19 vaccination clinics.

WOMEN PROMOTED AT PGE



BIPOC PROMOTED AT PGE



DIVERSITY, EQUITY AND INCLUSION (DEI)

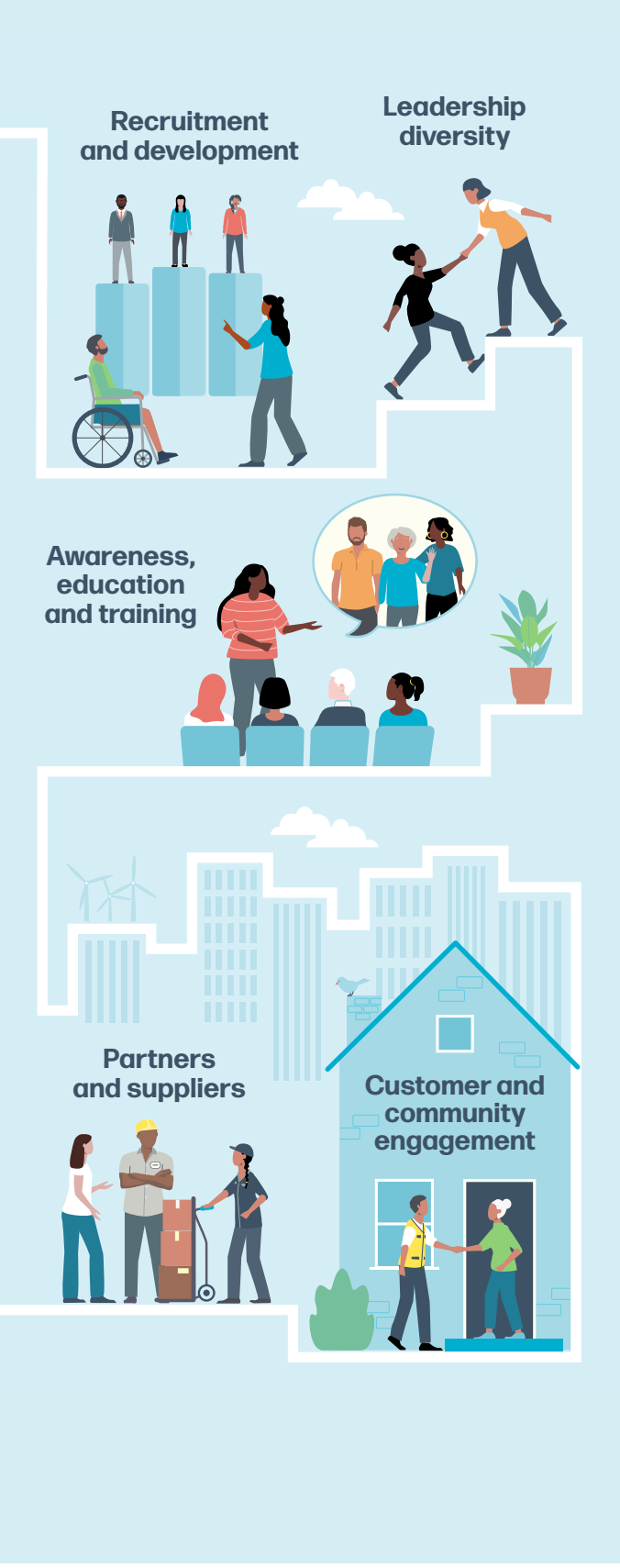
At PGE, equity is more than a moment — it's a movement. Our efforts when it comes to DEI are important across our business and affect our success in equitably decarbonizing our energy supply.

With the painful events of the past year highlighting how pervasive systemic racism remains in our society, we paused to reflect on our core values and culture. Through a series of racial equity listening sessions designed to give PGE employees the opportunity to share ideas, we identified five DEI commitment areas that will move us forward in our journey toward racial equity.

WHY LEAD WITH RACE?

We know there are many underserved populations in our service territory. Leading with race is not to ignore those communities. When all else is equal, race is the factor that points to inequities across all indicators of success. When we address these deep and pervasive inequities, we will also help to address other areas of marginalization.

OUR DEI COMMITMENT AREAS



Recruitment and development

We're committed to being a green employer of choice with a workforce that reflects Oregon's increasingly diverse population. In 2020, we added criteria for racial and gender diversity to our interview panels, launched two programs to foster the development of underrepresented women and BIPOC groups and revised the hiring process for our pre-apprentice lineman program to attract and train a diverse pool of applicants. In addition, we performed pay equity studies to ensure pay decisions are applied fairly and consistently throughout our workforce.

Key stat

100%

of our interview processes had at least one diverse representative starting in the third quarter of 2020

CULTIVATING LEADERSHIP

Our two new programs, Illuminating Women in Leadership (I-WiL) and Accelerating – Black, Indigenous and People of Color (A-BIPOC) provide opportunities for high-potential employees who are interested in leadership while acknowledging and addressing the challenges of being employees in a workplace where they are underrepresented. Participants have access to leadership coaching and explore topics such as emotional intelligence, the PGE business model, career navigation, presentation skills and inclusive leadership.

Leadership diversity

Equity in leadership is crucial, which is why we're growing the diversity of our board of directors and officer team. Each time a leadership role is available, we cast a wide net to encourage as much diverse representation as possible. In 2020, we defined internal and external DEI incentive metrics and established a leadership diversity annual cash incentive (ACI), which were approved by our board of directors for 2021.

Key stat

About 50%

of officer promotions and director selections were diverse in the past two years

Awareness, education and training

DEI education is fundamental to building an equitable workplace culture. We provide racial equity education for our board, leadership and employees. Examples include unconscious bias, inclusive leadership and equity lens training. We require training for managers to help reveal the hidden biases that can affect hiring, promotions, evaluations and other development. Diversity courses are available to all employees, and managers are setting aside time for their teams to participate in DEI training.

Key stat

125+

employees participated in unconscious bias training in 2020

Partners and suppliers

We're committed to increasing our purchases from small business suppliers, including minority-, women- and veteran-owned businesses. We'll increase our supplier diversity spending to 15% of our total supplier spending by 2022 (with a goal to reach 10% by 2021) and include a requirement for a diversity spend plan in all general solicitations.

Key stat

Our supplier diversity program accounts for 11.8%

$100 million+

of our total supplier spending as of year-end 2020

Customer and community engagement

A strong community is the foundation for a prosperous future. Here are some of the ways we gave back and engaged with our communities in 2020.

- Together, PGE, our employees, our retirees and PGE Foundation donated $5.6 million to community nonprofits.
- PGE provided a 200% company match, up from 100%, to select racial equity organizations, with PGE and employees together donating a total of $74,000.
- We launched PGE Project Zero, designed to engage youth in creating greener and more equitable communities through climate and clean energy education, environmental stewardship projects and green project internships.
- The PGE Drive Change Fund awarded local community organizations $2.25 million to expand access to electric transportation. In addition, we provided funding to electrify school buses in five districts.
- The Renewable Development Fund (RDF) provided $1.8 million funded by customers of our opt-in Green FutureSM program to clean energy initiatives. To date, the RDF has awarded 75 projects with $16.5 million, creating more than 16.6 megawatt of new renewable generation.
- Our Customer Contact Operations launched the Language Line to help take customer calls in more than 200 languages. In 2020, the service took 454 calls in 87 languages.
- We embedded community outreach managers into PGE Smart Grid Test Bed neighborhoods to help underrepresented populations use demand response programs to their benefit.

In 2020

50%

of PGE Foundation grant dollars supported communities of color

32%

of PGE Foundation COVID-19 recovery grants supported BIPOC communities

INTRODUCING YOUTH TO CLEAN ENERGY CAREERS

PGE Project Zero prepares young people for high-quality jobs in clean energy, natural resource management and environmental services. Students learn both technical and social skills as they participate in clean energy curriculum and PGE-funded environmental internships.

In 2020, 85% of our Project Zero interns were BIPOC young adults. While gaining on-the-job skills, interns received work gear, reimbursement for long trips and coaching on topics like financial literacy, professional writing and resume development.

BENCHMARKING OUR PROGRESS

Our DEI Office, established in 2018, will continue to lead us from DEI work as a mandate to DEI work as a movement. We'll benchmark our progress to the Deloitte Diversity and Inclusion Model to help integrate DEI into all levels of our organization. Our three-year roadmap focuses on building brand trust, creating an inclusive workplace culture and reflecting the communities PGE serves.

AWARDS AND RECOGNITION

In 2021, for the eighth year in a row, PGE achieved a perfect score on the Human Rights Campaign Foundation's Corporate Equality Index. For the third year, Bloomberg's Gender-Equality Index included PGE for our commitment to transparency and advancing women's equity. We actively participate in the CEO Action for Diversity & Inclusion, the largest CEO-driven commitment to diversity and inclusion in the workplace.

PGE employee workforce diversity

In this report, we are sharing certain U.S. Equal Employment Opportunity Commission EEO-1 data, which includes data by race/ethnicity, sex and job categories.

PGE workforce and leadership representation

WORKFORCE BY GENDER

Not declared	**1%**
Women	**32%**
Men	**67%**

LEADERSHIP BY GENDER

Women	**31%**
Men	**69%**

LEADERSHIP BY RACIAL/ETHNIC GROUP

No answer	**1%**
Two or more races	**2%**
African-American or Black	**3%**
American Indian or Alaska Native	**1%**
Asian	**7%**
Hispanic or Latino	**5%**
Native Hawaiian or other Pacific Islander	**1%**
White	**80%**

WORKFORCE BY RACIAL/ETHNIC GROUP

No answer	**2%**
Two or more races	**3%**
African-American or Black	**2%**
American Indian or Alaska Native	**1%**
Asian	**7%**
Hispanic or Latino	**7%**
Native Hawaiian or other Pacific Islander	**1%**
White	**77%**

PGE workforce and leadership representation *(continued)*

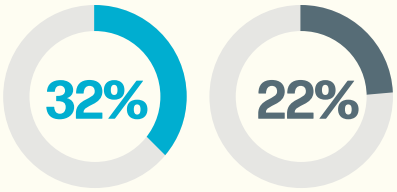
BY GENERATION

Workforce		Executives		Leadership	
Baby Boomer	23%	Baby Boomer	67%	Baby Boomer	24%
Gen X	32%	Gen X	25%	Gen X	43%
Millennial	43%	Millennial	8%	Millennial	33%
Gen 2020	1%				
Other	1%				

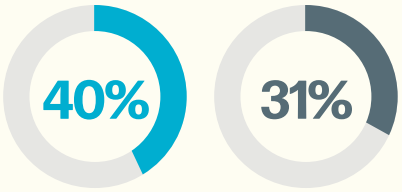
Women and BIPOC hiring

2020 NEW HIRES

CURRENT REPRESENTATION



2019 NEW HIRES



Our workforce

BY SELF-ID

Disability

2%

Veteran

2%

BY TENURE

Executives	Leadership	Workforce
0-5 yrs: 33%	0-5 yrs: 28%	0-5 yrs: 43%
5-10 yrs: 17%	5-10 yrs: 24%	5-10 yrs: 18%
10+ yrs: 50%	10+ yrs: 48%	10+ yrs: 39%

Governance

Leading with integrity

When it comes to how we work, we set the bar high, starting at the top level of our organization. We're committed to doing business with the highest standards and in compliance with all applicable legal and regulatory requirements.

The PGE Board of Directors oversees the management of PGE, providing experienced and independent leadership. The board monitors overall governance processes as part of its oversight capacity.

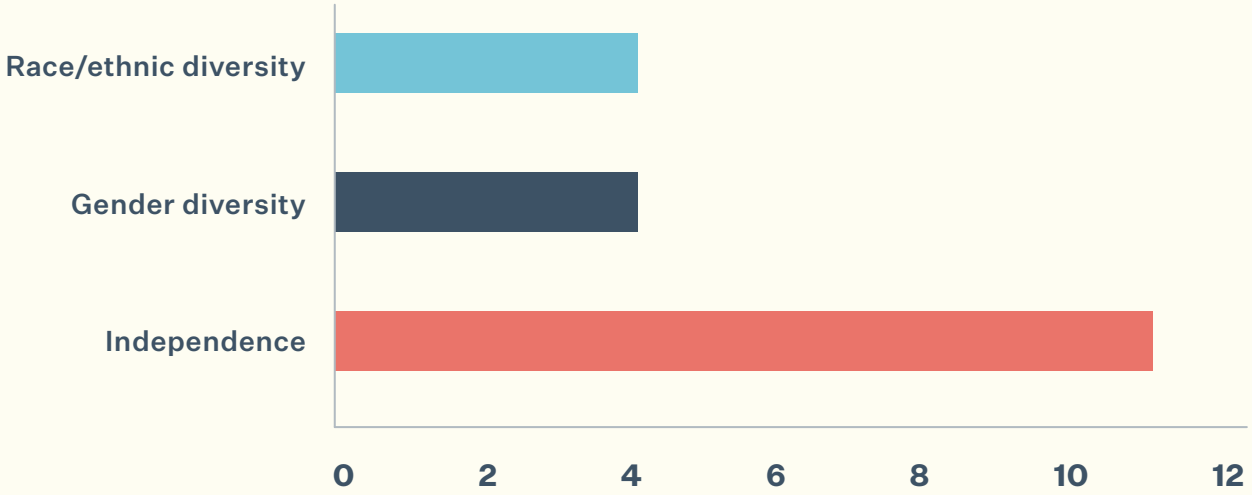
NEW BOARD MEMBERS

We continue to engage in a robust refreshment of our board, focused on qualifications that provide constructive oversight of PGE business, risks, strategy, culture and diversity of skills, experiences, gender and ethnicity. Two new members joined the board, effective Jan. 1, 2021. Both were chosen for their deep understanding of the energy industry and ability to help create long-term value for our customers, employees and communities.

Michael Lewis, who serves on the Audit and Risk Committee, has more than 35 years of utility industry experience. As the interim president at Pacific Gas and Electric (PG&E), he oversaw wildfire prevention and response efforts, grid resiliency initiatives, vegetation management programs and emergency preparedness. In a number of senior executive positions for Duke Energy Corporation, he oversaw safe, reliable and efficient operations of their distribution and transmission systems across six states, leading large-scale safety and operations improvement programs.

Jim Torgerson, who serves on the Compensation and Human Resources and Finance committees, has more than 30 years of experience as a utility executive. He has a track record of shareholder value creation, clean energy development and deep financial and energy market experience.

BOARD MEMBERSHIP



BOARD EXPERIENCE/QUALIFICATIONS

SUSTAINABILITY REPORTING AND GOVERNANCE

To align our ESG goals with our company's strategy, we have full-time staff dedicated to sustainability initiatives within the Strategy and Planning Department. We've also recently added staff to our Corporate Reporting and Sarbanes-Oxley (SOX) departments to support internal alignment and timely, expanded reporting. Furthermore, we added ESG to the responsibilities of the Nominating and Governance Committee on the board, assigning specific responsibility for reviewing significant ESG matters that impact our long-term strategy, while the Audit and Risk Committee and the Compensation and Human Resources Committee have a sharp focus on specific ESG items.

In 2020, we began aligning our disclosures with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), adding to our existing reports based on the Sustainability Accounting Standards Board (SASB) and the Edison Electric Institute's ESG frameworks. We'll continue to strengthen our reporting by standardizing the data we share and expanding transparency around our sustainability practices. In addition to reporting GHG emissions from our sources, we'll also begin reporting indirect emissions, including those from our supply chain.

A significant percentage of executive compensation is tied to ESG goals, such as decarbonization. Employees at all levels of the company contribute to achieving these goals.

RISK MANAGEMENT

We all lived and worked through challenges related to the COVID-19 pandemic and unprecedented climate events. In addition, PGE experienced significant losses on certain energy trades entered during 2020. For PGE, these experiences highlighted how essential risk management is to our reliability, resiliency and financial strength. Guided by our board, we committed to significantly elevating our enterprise risk management capabilities in 2021 .

Everyone benefits from robust risk management. By applying a consistent framework for identifying, assessing and managing risks, including environmental and social considerations, we can more effectively deliver societal and business value.

To elevate the visibility on risk oversight, our board's Audit Committee recently became the Audit and Risk Committee. The charter was refreshed to clearly articulate the board's role in overseeing our enterprise risk management program, including an annual session with in-depth joint discussions on PGE's strategy and risks (risk-informed strategy). Each year, this committee provides guidance in top areas identified as presenting notable risk, each of which is analyzed in depth at quarterly meetings. A dashboard of key risk indicators is updated and reviewed quarterly, along with corresponding mitigation strategies for areas with elevated risk.

At the management level, we underwent a comprehensive refresh of our enterprise risk management to incorporate up-to-date best practices as articulated in Committee of Sponsoring Organizations of the Treadway Commission (COSO) and International Organization for Standardization (ISO) 13000 standards. We evaluate risks across a wide range of consequences, such as financial, compliance, safety and impact on customers.Across the organization, we're having conversations about how an inclusive culture, in which diverse viewpoints are voiced and respected, allows us to advance, better manage risk and ultimately perform.

More information on identified risk can be found in our 2020 Annual Report on Form 10-K

CREATING VALUE FOR ALL

In the future we envision, PGE creates value for all stakeholders by managing risk at all levels. To do this, we must establish an action-oriented, data-driven and structured risk management program across the company to enhance our risk-informed decision-making. Furthermore, we expect every employee to be trained and empowered to skillfully manage risk in all aspects of their work.

Resilience comes from not only quality decision-making, but also from strong relationships with our customers and communities. We still have much to learn from our partners, particularly on issues of environmental justice. Going forward, we must prioritize listening to those we serve, particularly those whose voices have not been included in the past.

We are on a journey to grow our understanding and capabilities to better incorporate not only total risk in our decision-making, but also the distribution of risk across stakeholders and communities.

Portland General Electric

2020 Sustainability Accounting Standards Board (SASB) Report

This year marks Portland General Electric's second year mapping our disclosures to the SASB standard for Electric Utilities & Power Generators. Our responses reflect 2020 performance.

Topic	Data request	PGE response
Greenhouse gas emissions and energy resource planning	(1) Gross global Scope 1 emissions, percentage covered under (2) Emissions-limiting regulations (3) Emissions-reporting regulations	(1) Total MTCO2e from generation activities,reported as Scope 1: 6,389,795 Notes: *(1) The reported Scope 1 emissions are only from PGE's thermal generating resources. PGE's EEI ESG Report provides carbon emissions associated with power delivered to customers, including purchased power, and it removes carbon emissions from thermal generating resources associated with power sold outside of PGE's service territory. Reporting and data collection capabilities are still being developed for other Scope 1 sources of emissions.* *(2) and (3): Because the Scope 1 inventory only includes thermal generating resources PGE is electing not to report the percentages requested; as Scope 1 reporting matures, these fields will be reported. PGE anticipates other Scope 1 sources of GHG emissions will be negligible in comparison to GHG emissions from its thermal generating resources.*
	Greenhouse gas (GHG) emissions associated with power deliveries	6,863,709 MTCO2e

Topic	Data request	PGE response
Greenhouse gas emissions and energy resource planning (continued)	Discussion of long-term and short- term strategy or plan to manage Scope 1 emissions, emissions reduction targets and an analysis of performance against those targets	PGE has climate goals which will impact both PGE's long-term and short-term strategies: 1. Reducing the emissions associated with the power we serve our customers by 80% by 2030, relative to a baseline period of the average annual GHG emissions for the years 2010, 2011 and 2012 associated with the electricity sold to retail electricity consumers as reported to DEQ. 2. Achieving net-zero across our corporate operations, with specific focus on supply chain, fleet and facilities. Goals 1 and 2 are specifically targeted at addressing PGE's Scope 1 emissions associated with power produced by owned-generation, as well as emissions associated with purchased power that is resold to end-use customers. Goals 1 and 2 will be achieved largely through actions and procurement activities stemming from PGE's past, current and future integrated resource plans (IRP). In 2020, these efforts included: • End of operations and beginning of decommissioning PGE's Boardman coal-fired facility, the remaining coal plant in Oregon • Renewal of cost-effective hydro power contracts • Acknowledgment of an action plan calling for 300-450 MW of new renewable resources and up to 500 MW of non-emitting capacity by 2025 • Enabling study assessing the impact of potentially accelerating the removal of PGE's only remaining coal asset, Colstrip, from the Company's portfolio; Oregon law requires the full depreciation of Colstrip by 2030 and removal of the plant no later than the end of 2034 Further, customer-driven efforts like Green Future℠ Impact, PGE's Voluntary Renewable Energy Tariff (VRET), empowered customers to accelerate the addition of renewable resources at scale, resulting in 300 megawatts of new solar resources being procured for direct delivery to PGE customers. Goal 3 is targeted at addressing PGE's Scope 1 emissions and eventually Scope 3 from its internal operations. PGE's progress will largely be driven by refining internal business decisions and processes to account for cost/risk impacts of climate on PGE's operations and vice versa. For 2020, this work largely revolved around reducing Scope 1 emissions from PGE's vehicle fleet and resulted in the following targets: • Electrify more than 60% of PGE's entire fleet by 2030 • Electrify 100% of Class 1 vehicles and forklifts by 2025 Achieving these goals will require the company to develop new short-term and long-term strategies in 2021 and beyond which are aimed at meeting our customer needs, while prioritizing energy that is reliable, affordable and clean. Want to learn more? View our Climate Goals More resources: Integrated Resource Plan PGE Fleet Electrification Renewable Power Options Exploring Pathways to Deep Decarbonization for the Portland General Electric Service Territory Various Innovations in Climate Tech at PGE

Topic	Data request	PGE response
Greenhouse gas emissions and energy resource planning (continued)	(1) Number of customers served in markets subject to renewable portfolio standards (RPS) (2) Percentage fulfillment of RPS target by market	(1) 902,237 customers (2) 2020 RPS Compliance Report (Docket UM 2175)
Air quality	Air emissions of the following pollutants: (1) NOx (excluding N2O) (2) SOx (3) Particulate matter (PM_{10}) (4) Lead (Pb) (5) Mercury (Hg) Percentage of each in or near areas of dense population	(1), (2), (5): PGE 2020 EEI ESG Report PM_{10} | Pb 625.9 MT | 257.3 kg Note: *Emissions for (3) PM_{10} and (4) Pb not a part of PGE 2020 EEI ESG Report* Percentage near a dense population NOx: 17.6% SOx: 0.5% PM_{10}: 20.7% Pb: 0% Hg: 0.2%
Water management	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	(1) 19,666 thousand cubic meters[1] (2) 19,239 thousand cubic meters consumptive[1] 427 thousand cubic meters non-consumptive[1] N/A; PGE operations are not in High or Extremely High Baseline Water Stress areas Note: *Water withdrawal and consumption data is associated with PGE thermal generating facilities only, and does not include nominal water use (e.g., drinking water) for which data were not readily available.* 1. In its 2019 SASB report, PGE incorrectly reported these values. The correct values are: (1) 18,339 thousand cubic meters and (2) 17,821 thousand cubic meters consumptive, 518 thousand cubic meters non-consumptive.
	Number of violations of non-compliance associated with water quantity and/or quality permits, standards and regulations	None
	Description of water management risks and discussion of strategies and practices to mitigate those risks	PGE operates three hydropower generation systems licensed by the Federal Energy Resource Commission (FERC): Pelton Round Butte Hydroelectric Project (Deschutes River), Clackamas River Hydroelectric Project (Clackamas River and tributaries) and Willamette Falls Hydroelectric Project (Willamette River). License conditions (e.g., specific flow requirements based on seasonal natural resource needs) were developed in partnership with natural resource agencies and environmental stakeholders, and support our objectives of healthy native fisheries (e.g., salmon and steelhead) and long-term sustainability for wildlife and water quality in the basins where we operate. Our efforts include significant PGE-led and PGE-partnership projects in the watersheds of our hydropower facilities focused on basin-wide water conservation efforts to increase in-river flows that are critical for habitat improvement and fisheries' restoration goals.

Topic	Data request	PGE response
Coal ash management	Amount of coal combustion residuals (CCR) generated, percentage recycled	155,843 MT of CCR generated from operations, 13% recycled
	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	Total CCR impoundments: 1.6 Number of CCR impoundments with hazard potential classification: 1.6 (Significant) Number of CCR impoundments with structural integrity assessment rating: 1.6 (Meets requirements) Note: *Boardman does not have a CCR impoundment. In addition, PGE does not operate the Colstrip plant, but owns 20% of the output from Colstrip Units 3 and 4. Thus, the values presented reflect PGE ownership percentage of Colstrip Units 3 and 4.*
Energy affordability	Average retail electric rate for: (1) Residential (2) Commercial (3) Industrial customers	(1) 12.41 cents/kWh (2) 9.55 cents/kWh (3) 6.23 cents/kWh
	Typical monthly electric bill for residential customers for: (1) 500 kWh (2) 1,000 kWh of electricity delivered per month	(1) $69.46 (2) $126.91
	Number of residential customer electric disconnections for nonpayment, % reconnected within 30 days	Total number of residential disconnections in 2020: 4,638 Number of residential disconnections reconnected within 30 days: 3,569 As a percentage of total: 77% Due to COVID-19, PGE suspended residential disconnections for the remainder of the year beginning March 12, 2020.

Topic	Data request	PGE response
Energy affordability (continued)	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	PGE is working with our customers and partners to build a clean, reliable energy future that brings everyone along. Achieving a clean energy future will be challenging, but we believe it is attainable and vital for all Oregonians. This transition should not compromise reliability and affordability for our customers, and all customers can and should be able to participate in and benefit from a clean energy future. Keeping our rates affordable and supporting well-designed programs that seek to reduce energy burden are top priorities in our planning and decision-making. In addressing energy burden, we also recognize the importance of programs and policies like energy-efficiency, whole-house weatherization and other technologies which can provide other benefits including health, comfort, safety and resiliency, while reducing GHG emissions. Helping low-income households take advantage of free weatherization services, benefit from energy-efficient appliances and participate in demand response programs can reduce energy bills and is the first and most important step in promoting more equitable energy transformation. PGE also advocates for increased energy assistance funding, simplification of the process of applying for it and support for legislation to allow the Oregon Public Utilities Commission (OPUC) to consider energy burden when approving programs, services and rates. Economic conditions in 2020 provided additional challenges for PGE's customers, with PGE's Portland Metro area, three-county (i.e., Multnomah, Washington and Clackamas) unemployment rate averaging 7.4% compared with 3.3% in 2019. Currently, almost one in five of our residential customers have trouble paying their bills each month, and roughly 20% of these customers receive bill assistance. While existing assistance programs are effective, they are insufficient in meeting current needs. COVID-19 has exacerbated affordability issues for our customers. Our customers are being impacted by COVID-19 in various ways (laid off, reduced hours, difficulties receiving unemployment, having or caring for self/family with the virus, etc.). Residential customers are also seeing higher bills due to increased usage. To assist customers facing financial hardships as a result of COVID-19, PGE is offering payment options to help customers manage their bills, connecting those who qualify to bill payment assistance, including matching payment options, and continuing to suspend disconnections for residential customers until July 2021.
Workplace health and safety	(1) Total recordable incident rate (TRIR) (2) Fatality rate (3) Near miss frequency rate (NMFR)	(1) 1.50 (2) 0 employees (3) 4.13

Topic	Data request	PGE response
End-use efficiency and demand	Percentage of electric load served by smart grid technology	>99%
	Customer electricity savings from efficiency measures, by market	25.6 aMW (224,256 MWh) were saved from PGE's Energy Efficiency Measures in 2020. Portland General Electric Company is subject to several regulations by the Oregon Public Utility Commission (OPUC) related to customer efficiency measures. In July 1999, Senate Bill 1149 (SB 1149) was enacted to establish consistent, reliable funding for investments in energy efficiency and renewable energy for Oregon residents, businesses and schools. The funding, called a public purpose charge (PPC), comes from customers of PGE and Pacific Power. The PPC establishes an annual expenditure of 3% of revenues to fund energy efficiency. ORS 757.612 outlines the requirements for PPC expenditures, and 56.7% of those funds are designated for energy conservation. PGE customers are eligible for services and cash incentives from Energy Trust of Oregon (ETO), an independent non-profit organization overseen by OPUC. ETO helps customers save energy and money by providing information, assistance and cash incentives for energy efficient upgrades and renewable energy systems. In support of this mission, the OPUC directs PGE to provide ETO with a limited set of information about large and commercial industrial customers, including customer name, service address and whether the customer is applying self-direct credits against its energy-efficiency and renewable public purpose charge during each billing period.
	Percentage of electric utility revenues from rate structures that: (1) Are decoupled (2) Contain a lost revenue adjustment mechanism (LRAM)	(1) PGE's Sales Normalization Adjustment (SNA) is based on the difference between actual usage per customer and that projected in PGE's 2019 general rate case. The SNA mechanism applies to approximately 75.56% of 2020 customer revenues. (2) The Lost Revenue Recovery Adjustment mechanism is based on the difference between actual energy-efficiency savings (as reported by the ETO) and those incorporated in the applicable load forecast. The LRRA mechanism applies to approximately 15.54% of 2020 customer revenues.

Topic	Data request	PGE response
Nuclear safety and emergency management	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	N/A Note: *The NRC regulates the licensing and decommissioning of nuclear power plants, including PGE's Trojan nuclear power plant, which was closed in 1993. The NRC approved the 2003 transfer of nuclear spent fuel from a spent pool to a separately licensed dry cask storage facility that will continue to house the fuel on the former plant site until a United States Department of Energy (USDOE) facility is available. Radiological decommissioning of the plant site was completed in 2004 under an NRC-approved plan, with the plant's operating license terminated in 2005. Spent fuel storage activities will continue to be subject to NRC regulation until all nuclear fuel is removed from the site and radiological decommissioning of the storage facility is completed.* 2020 Form 10-K
	Description of efforts to manage nuclear safety and emergency preparedness	PGE permanently ceased commercial operation of the Trojan nuclear power plant in January 1993. Since then, the plant has been dismantled as part of the decommissioning process and all nuclear fuel has been placed in long term, dry storage as of September 2003. Trojan's nuclear fuel is stored in robust canisters which are encapsulated in vertical concrete casks that provide structural protection, radiation shielding and sufficient passive cooling to maintain the safety of the fuel. Based on this robust design and extensive analysis of hazards, there are no operations or credible accidents that result in a release of radioactive material from the canisters. As an owner of special nuclear material, PGE is licensed by the Nuclear Regulatory Commission for fuel storage. In 2019, following an extensive review of PGE's proposed Aging Management Program, the Nuclear Regulatory Commission granted an extension of PGE's license to store fuel an additional 40 years to 2059. Nuclear safety is the highest priority for the Trojan staff, and its nuclear safety culture is assessed and monitored by an Independent Spent Fuel Storage Installation (ISFSI) Safety Review Committee, which advises the Corporate Executive Responsible for Trojan on all matters related to the safe storage of spent fuel. The Trojan organization operates in compliance with a Quality Assurance Plan under which operations and security functions are regularly audited. Trojan Spent Fuel Storage

Topic	Data request	PGE response
Grid resiliency	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	Portland General Electric Company is subject to mandatory physical and cybersecurity standards adopted by the North American Electric Reliability Corporation (NERC). Our practice is to self-report all identified instances of actual or potential noncompliance with the NERC physical and cybersecurity standards, regardless of severity. In 2020, PGE had thirteen instances of actual or potential noncompliance filed with the Western Electricity Coordinating Council (WECC), the Regional Entity responsible for NERC compliance monitoring and enforcement in the Western Interconnection. One instance was identified by WECC during their triennial Enforcement Audit of PGE in 2020. The remaining instances were identified by PGE and self-reported. One instance was dismissed by WECC, and one instance was determined to be a minimal risk violation not subject to penalty or future tracking. The remaining instances are still under review by WECC's Risk and Enforcement staff.
	(1) System Average Interruption Duration Index (SAIDI) (2) System Average Interruption Frequency Index (SAIFI) (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	(1) 312 minutes (2) 0.81 (3) 385 minutes Note: Values are inclusive of major event days. In 2020, Portland General Electric Company experienced one major storm event: September 2020 Storm: – Caused by high winds and wildfires – 192,971 customers affected during the storm – Estimated incremental O&M costs: $15.2 million Actions taken to mitigate the potential for future service interruptions: PGE has increased its spending on tree trimming and is implementing a distribution automation program to limit the effects of outages, and is continuously looking to lower impacts to our customers from its Strategic Asset Management program. Additionally, PGE has stood up a Wildfire and Resiliency function focused on prevention and mitigation of wildfires and hardening of PGE's infrastructure.

Topic	Data request	PGE response
Activity metrics	Number of: (1) Residential (2) Commercial (3) Industrial customers served	(1) 791,119 (2) 110,851 (3) 267
	Total electricity delivered to: (1) Residential (2) Commercial (3) Industrial (4) All other retail customers (5) Wholesale customers	MWh in thousands (1) 7,756 (2) 6,855 (3) 4,932 (4) N/A (5) 5,794
	Length of transmission and distribution lines	As of December 31, 2020, the PGE-owned electric transmission system consisted of 1,269 circuit miles of transmission lines operating at or above 115 kilovolts (kV), more specifically: – 287 circuit miles of 500 kV line – 414 circuit miles of 230 kV line – 568 miles of 115 kV line The company also has 27,939 circuit miles of distribution lines that deliver electricity to its customers.
	Total electricity generated, percentage by major energy source, percentage in regulated markets	PGE 2020 EEI ESG Report PGE 2020 ESG Report Key Metrics
	Total wholesale electricity purchased	3,916*

*in thousands of MWh

Portland General Electric

2020 Task Force on Climate-Related Financial Disclosures (TCFD)

PGE is committed to providing our stakeholders with transparency around our sustainability practices and how we are addressing climate-related issues. A summary of our response to the Task Force on Climate-Related Financial Disclosures (TCFD) follows. Additional information can be found throughout this report, in our 10-K and at the various resources linked below.

Topic	Data request	PGE response
Governance Disclose the organization's governance around climate-related risks and opportunities.	Describe the board's oversight of climate-related risks and opportunities.	PGE is committed to conducting business in accordance with high standards of corporate governance to achieve our mission while creating value for our shareholders, customers and other stakeholders. Responsibility for all environmental, social and governance (ESG) performance, especially climate-related risks and opportunities, is integrated with the policies and principles that govern our company. To foster effective board leadership and independent oversight, we have: • An active board refreshment program • An independent board chair • Strong shareholder support in our Say on Pay votes • Significant director-shareholder engagement • Robust board self-evaluation process PGE recently added two new board members that were selected based on their deep understanding of electric industry, renewable energy investments and experience driving innovation and success for organizations. They will play key strategic roles in overseeing the creation of long-term value for our shareholders, customers, employees and communities. The rest of the board also has diverse experience and expertise in risk management, strategy, business development, finance, legal and regulatory, electric utility business operations and climate-related topics such as renewable energy, climate change strategy, environmental management and sustainable investing.

Topic	Data request	PGE response
Governance Disclose the organization's governance around climate-related risks and opportunities. (continued)		The full board is actively involved in assessing climate-related risks and opportunities for the company and integrating that analysis into the long-term strategy of the business. In recent years, our board has conducted annual offsite board sessions focused on our strategy. In these sessions, the board discusses the competitive landscape in our industry, emerging technologies, significant business risks and opportunities and strategic priorities of the company. These sessions have generally included training provided by outside experts and business leaders on matters of strategic significance to the company. Climate-related risks and opportunities are integrated into nearly all facets of these discussions and include issues related to climate change such as carbon reduction goals, public policy and legislation, investor relations, integrated resource planning, renewable investments, transportation electrification, strategy for transitioning to a clean energy future, storm response and wildfire mitigation. In addition to the full board, several committees of the board of directors are also actively involved in oversight of climate-related risks and opportunities: • **Nominating and Corporate Governance Committee** is responsible for reviewing significant ESG matters that pertain to the company and ensuring appropriate board oversight. The committee periodically reviews environmental and social matters that pertain to the company and its long-term strategy and develop recommendations to the full board regarding appropriate board oversight of such matters, and reviews, either as a committee or together with the full board, the company's annual sustainability report. • **Audit and Risk Committee** is responsible for oversight over ESG disclosure controls and procedures, such as GHG emissions, and overall financial reporting, inclusive of transparent climate-related risks and disclosures. The committee also has oversight over enterprise risk management, which identifies issues with climate-related impacts such as greenhouse gas emissions and compliance with laws and regulations, technology innovation, cybersecurity, utility operations and extreme weather events. • **Finance Committee** is actively involved in the oversight of the company's capital budgeting process, including approving investments in renewable energy, battery storage, transportation electrification, grid security and modernization and other clean energy projects. The committee also oversees the company's financing activity, such as using sustainable financing tools like Green Bonds to finance investments in renewables. • **Compensation Committee** is responsible for aligning compensation with the company's climate-related goals and strategy. The committee has implemented new performance metrics for our executive compensation plan that creates incentives to invest in the company's energy supply portfolio in a manner that supports Oregon's GHG emission reduction goals.

Topic	Data request	PGE response
Governance Disclose the organization's governance around climate-related risks and opportunities. (continued)	Describe management's role in assessing and managing climate-related risks and opportunities.	The executive team plans and executes on strategies designed to achieve our priorities, including ESG and sustainability-related issues and initiatives, such as growth plans and the clean energy strategy. Throughout the year, our management team regularly reports to the board on the execution of our long-term strategic plans, the status of important projects and initiatives, and the key opportunities and risks facing the company. Each business area is responsible for certain aspects of sustainability and uses effective performance management techniques and compensation design to align employees around successful execution of our efforts to achieve our goals. To align our sustainability and ESG goals with our strategic initiatives, we have full-time staff dedicated to sustainability initiatives within the Strategy and Planning department. This is designed to further enable sustainability and ESG maturity throughout the business and long-term planning, such as our integrated resource planning process. Management also engages the expertise of consultants on climate-related and broader ESG matters. PGE engaged a consultant to perform a priorities assessment in 2021 that will help us further refine what our stakeholders value most and align our strategic efforts accordingly.
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	PGE is committed to continuing to achieve steady growth and returns as the company transforms to meet the challenges of climate change and an ever-evolving energy grid. Customers, policy makers and other stakeholders expect PGE to reduce GHG emissions, keep the power grid reliable and secure, and ensure prices are affordable, especially for the most vulnerable customers. The company's strategy strives to balance these interests. PGE plans to: • Decarbonize by reducing GHG emissions associated with the power served to customers by 80% by 2030 and 100% by 2040. • Electrify sectors of the economy such as transportation and buildings that are transforming to reduce GHG emissions. • Perform as a business, driving improvements to work efficiency, safety of our coworkers and reliability of our systems and equipment all while adhering to the company's earnings per diluted share growth guidance of 4-6% on average. PGE continues to be a leader in providing programs that meet customers' desires for clean energy. We have the largest renewable power program by participation in the nation with over 225,000 customers voluntarily enrolled in PGE's Green Future℠ program. We launched the Green Future Impact program which helps businesses, cities and counties meet their ambitious sustainability and carbon reduction goals with the opportunity to source up to 100% of their electricity from a new regional wind or solar facility. In 2020, we closed the Boardman coal plant, significantly reducing fossil fuels in our generation portfolio. Our partial stake in the Colstrip plant in Montana is the last of our coal-fired generation, which we plan to transition our customers off of by no later than 2030. In addition, we have made a commitment to reduce emissions in other parts of our business, including a commitment to electrifying more than 60% of our fleet by 2030. We also offer time of use pricing and a robust and growing demand response program which each contribute to reducing reliance on peaking resources, which often use fossil fuels.

Topic	Data request	PGE response
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning where such information is material. (continued)		On April 21, 2021, PGE continued its commitment to advancing a sustainable future by joining The Climate Pledge, aiming to be net-zero carbon by 2040, a decade ahead of the Paris Agreement's goal of 2050. PGE is also hard at work on electrifying other sectors of the economy as part of an equitable, safe and clean energy future. Recent and future enhancements to the grid to enable a seamless platform include: • The use of electricity in more applications, such as electric vehicles and heat pumps • The integration of new, geographically diverse energy markets • The deployment of new technologies like energy storage, communications networks, automation and control systems for flexible loads and distributed generation • The development of connected neighborhood microgrids and smart communities • The use of data and analytics to better predict demand and support energy saving customer programs Our leadership to deliver a clean energy future affords us the opportunity to invest in solutions that meet the needs of our customers. Coupled with a focus on operating more efficiently each year, we are well-positioned to continue to deliver strong performance for our shareholders. The transition to a clean energy future is not without risk, as customers' needs continue to evolve and drive policy changes that limit GHG emissions. We limit and manage this risk by proactively managing toward a lower carbon future and advocating for sensible energy policies. Climate change brings risk in the form of more volatile and severe weather events that can impact PGE's operations, including our ability to serve customers. Drought and wildfires have necessitated more robust approaches to emergency management. We have established close working relationships with state and local authorities to ensure our efforts are well coordinated and have established Public Safety Power Shutoff zones to manage ignition risk. We have also increased our ongoing investment in vegetation management across our system, as well as continuing to invest heavily in grid resilience. Links: 10-K Company Strategy 10-K Risk Factors Climate Pledge

Topic	Data request	PGE response
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning where such information is material. (continued)	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	Climate-related risks and opportunities are the primary driver for PGE's strategy, centered on three long-term imperatives — electrify, decarbonize, perform. Considerable opportunity exists as we work with our customers, stakeholders and communities to lead the clean energy future. Opportunities exist in many forms, including the ability to invest in new renewables and energy storage, infrastructure to enable transportation electrification and clean, integrated customer solutions. These opportunities are evaluated and enabled by PGE's capital planning, integrated resource planning and distribution system planning processes. PGE is a leader, setting comprehensive decarbonization goals that reflect our role in showing up as a good corporate citizen. In line with new clean energy legislation, we're required to reduce the GHG emissions associated with the power we deliver to customers by at least 80% by 2030 and 100% by 2040.
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	In 2018, PGE commissioned a study of pathways for deep decarbonization in its service territory to inform its Integrated Resource Planning process and the carbon policy discussion in Oregon. This included transformation of the energy economy consistent with keeping global warming less than 2°C. In 2020, PGE announced that it would lead the way by reducing emissions associated with the power we serve our customers by 80% by 2030, with the aspirational goal of zero emissions by 2040. In 2021, the state of Oregon passed clean energy legislation requiring us to reduce GHG emissions associated with the power we deliver by at least 80% by 2030 and 100% by 2040. We've strongly supported this legislation throughout its development and are proud to support the state of Oregon achieving its goals. In addition to our own efforts to decarbonize, we are also investing in our systems and developing new products and services to enable our customers and the economy to make the transition too. We are teaming up with customers to innovate; for example, Electric Island is a heavy-duty electric truck charging site to support the commercial adaptation of electric vehicles. We invested in the Wheatridge Renewable Energy Facility, which is the first major renewable energy facility to co-locate wind and solar generation with battery storage. It is continuous innovations like these that make us confident that together we can achieve a clean energy future. Links: 2018 Deep Decarbonization Study Clean Energy Future Innovative Energy SASB

Topic	Data request	PGE response
Risk management Disclose how the organization identifies, assesses and manages climate-related risks.	Describe the organization's processes for identifying and assessing climate-related risks.	PGE is subject to and manages a wide array of risks. We evaluate risks for impact and likelihood including: • Safety risks • Service reliability and operational risks • Regulatory, legal, environmental and compliance risks • Economic, finance and market risks • Business and strategic risks Climate-related risks are a part of PGE's overall approach to enterprise risk management (ERM). PGE's ERM program supports identification, analysis, evaluation and treatment of risks such as wildfires, major storms and other natural disasters to determine their potential impact on operations and financials. This work is conducted at multiple levels within the organization, including line managers, senior management and officers. Risk identification is an iterative process that includes surveys, risk workshops, scenario analysis, probabilistic forecasting, case studies and expert judgment. Risk analysis involves a detailed consideration of uncertainties, risk sources or drivers, consequences, likelihood, risk events, scenarios, controls and their effectiveness. Risk evaluations are performed using an established set of risk criteria to prioritize risks for further treatment, which involves assessing existing controls and identifying and implementing further mitigations. Risk monitoring is performed to ensure and improve the quality of risk analysis, evaluation and treatment, and is reported out to PGE's Executive Risk Committee, Audit and Risk Committee and Board of Directors on a regular, formal cadence. Links: Clean Energy Future 10-K Risk Factors
	Describe the organization's processes for managing climate-related risks.	PGE evaluates risks across a spectrum of time periods. Extreme climate events introduce both near-term and long-term risks to PGE. The climate-related risk profile is rapidly evolving and may include drought, wildfire, high winds, extreme temperatures, severe storms and sea-level rise. Other risks, such as changes in policy, regulation, socioeconomics and rapid change in electricity demand present potential near-, medium- and long-term challenges. PGE has enhanced its emergency preparedness through increased investment in vegetation management, establishing Public Safety Power Shutoff zones to reduce ignition probability, and employing meteorologists to assist in planning and event management. In addition, PGE has a robust insurance program that regularly evaluates opportunities to share risk where economic. PGE continues to invest heavily in grid resilience and coordinate with local, county and state agencies to ensure that when events do occur, the impact to customers and the communities we serve is minimized.
	Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management.	Climate-related risk is factored into PGE's strategy, centered on three long-term imperatives — electrify, decarbonize, perform — which is overseen by the board of directors. Enterprise risk management leads company-wide efforts to identify, analyze, evaluate and treat risks. To analyze and evaluate risks, we use various techniques, including probabilistic analysis, scenario analysis and expert judgment. ERM and management are responsible for monitoring the effectiveness of controls and risk mitigation activities. Oversight of these activities is provided by the Executive Risk Committee comprised of PGE officers. Risk monitoring is reported to PGE's Executive Risk Committee, Audit and Risk Committee and Board of Directors.

Topic	Data request	PGE response
Metrics and targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	PGE has numerous metrics it uses to assess and guide our actions to manage climate-related risks. Key metrics include: • GHG emissions targets that include an interim target of an 80% reduction by 2030 and culminating in a reduction of 100% by 2040 • State of Oregon's Renewable Portfolio Standard, which establishes goals for the percentage of retail load served by qualifying renewable resources as follows: o 20% by 2020 o 27% by 2025 o 35% by 2030 o 45% by 2035 o 50% by 2040 In 2020, PGE served approximately 20% of its retail load with qualifying renewables. • System reliability metrics, such as System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI), among many others • Operational metrics, such as the percentage of our fleet that is electric, which we aim to have 60% electrified by 2030
	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	**Scope 1** Total MTCO2e from generation activities, reported as Scope 1 was 6,389,795 in 2020. The reported Scope 1 emissions are only from PGE's thermal generating resources. PGE's EEI ESG Report provides carbon emissions associated with power delivered to customers, including purchased power, and it removes carbon emissions from thermal generating resources associated with power sold outside of PGE's service territory. Reporting and data collection capabilities are still being developed for other Scope 1 sources of emissions. PGE anticipates other Scope 1 sources of GHG emissions will be negligible in comparison to GHG emissions from its thermal generating resources. **Scopes 2 & 3** PGE is committed to reporting Scope 2 and Scope 3 GHG emissions in 2021. Links: SASB Report EEI Report

Topic	Data request	PGE response
Metrics and targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material. (continued)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Setting ambitious climate goals is part of our commitment to our customers, and their needs and expectations live at the heart of our strategy. That means taking a holistic approach to decarbonizing the power supply while continuing to provide reliable, affordable energy to everyone we serve. It also means working closely with federal, state and local law makers, regulators, customers, communities and other key stakeholders to achieve this goal and build a clean energy future together. **State of Oregon climate-related targets** Our Integrated Resource Plan (IRP) plays a major role in setting PGE's path forward as we align our power supply to company goals, Oregon's renewable portfolio standard (RPS) mandates and GHG reduction targets. We considered decarbonization and the clean energy transition through several new innovative analyses within the 2019 IRP, including our Decarbonization Study and related Decarbonization Scenario, carbon pricing reflective of a potential cap and trade program in Oregon, a scoring metric reflecting portfolio performance in a carbon-constrained future, and incorporation of market-based EV forecasts throughout our analysis. These components of our plan help to ensure that PGE will continue to drive GHGs out of our energy economy and that we will be well positioned to serve our customers in a clean energy future. Oregon Renewable Portfolio Standard (RPS) In March of 2016, Oregon State revised the RPS mandate thresholds to 27% by 2025, 35% by 2030, 45% by 2035 and 50% by 2040. GHG Emission Reduction Goals In 2020, we set new climate goals to reduce greenhouse gas emissions associated with the electricity we serve our customers by at least 80% by 2030. We also set a goal of achieving zero GHG emissions associated with the power we serve our customers by 2040. These targets align with clean energy legislation that was enacted in the state of Oregon in 2021 (HB 2021) and calls for certain electricity suppliers to reach 100% reduction in greenhouse gas emissions by 2040 — legislation that we've strongly supported throughout its development. In addition, we've set a goal to achieve net-zero GHG emissions across our company-wide operations by 2040. **Fleet electrification goals** To reduce company-wide GHG emissions, PGE aims to electrify more than 60% of its fleet by 2030. Transportation is the single biggest source of GHG emissions in Oregon and a major source of other air pollutants. Electric vehicles not only reduce emissions by up to 100% compared to diesel powered vehicles, but electricity is also less expensive than diesel and prices are more stable over time. Today, PGE's fleet contains 1,167 vehicles across 27 different facilities, including 91 electric vehicles currently in use. This new commitment will retire more than 600 fossil fuel-powered vehicles and deploy more than 600 electric vehicles over the next 10 years. By 2030, PGE's fleet will contain 61% electric vehicles: • 100% electric Class 1 vehicles by 2025 (e.g., sedans, SUVs and small pickups) • 70% electric light-duty Class 2 vehicles (e.g., pickups, large SUVs and vans) • 40% electric medium-duty vehicles (e.g., flatbeds, service bodies, large vans and bucket trucks) • 30% electric heavy-duty vehicles (e.g., digger derricks, bucket trucks and dump trucks)

Topic	Data request	PGE response
Metrics and targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material. (continued)		**Incentive compensation tied to clean energy** In 2020, we added a new performance metric to our long-term incentive (LTI) awards granted to our executives and other key employees related to achievement of our strategic goals surrounding clean energy. This metric is used to create incentive to reduce carbon potential in the company's energy supply portfolio in support of Oregon's GHG emission reduction goals. The metric is to be measured based on average megawatts of forecast energy from carbon-free resources, Oregon Renewable Portfolios Standard-qualifying resources, and low-carbon emitting (i.e., greater than or equal to 95% carbon-free) systems of resources added to the company's energy supply portfolio during the performance period. Links: Clean Energy Future IRP Fleet Press Release Proxy

Portland General Electric

2020 Edison Electric Institute (EEI) ESG/Sustainability Quantitative Information

Parent company: Portland General Electric

Business type(s): Vertically integrated

State(s) of operation: Oregon

State(s) with RPS programs: Yes

Regulatory environment: Regulated

Report date: 9.1.21

PORTFOLIO

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
1	**Owned Nameplate Generation Capacity at end of year (MW)**	**3,861**	**3,861**	**3,444**	**Source: SEC Form 10-K. Please note that the figures included within the 10-K do not include solar energy, as the amount is immaterial for financial reporting purposes.**
1.1	Coal	814	814	296	On October 15, 2020, PGE shuttered the 585 MW Boardman Generating Station, ending operations at the coal plant 20 years ahead of schedule.
1.2	Natural Gas	1,830	1,830	1,831	
1.3	Nuclear				
1.4	Petroleum				
1.5	Total Renewable Energy Resources	1,217	1,217	1,317	
1.5.1	Biomass/Biogas				
1.5.2	Geothermal				
1.5.3	Hydroelectric	495	495	495	
1.5.4	Solar	5	5	5	
1.5.5	Wind	717	717	817	
1.6	Other				

PORTFOLIO

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
2	**Net Generation for the data year (MWh)[1]**	**17,559,580**	**18,131,565**	**17,607,289**	**Source: FERC Form 1 and Oregon Department of Environmental Quality** **Investor Owned Utilities Report** **This is the sum of Owned Generation and Purchased Generation**
2.1	Coal	2,730,445	3,441,514	2,137,768	
2.2	Natural Gas	6,847,962	7,656,846	6,556,841	
2.3	Nuclear	631	21	0	
2.4	Petroleum	7,253	8,240	8,382	
2.5	Total Renewable Energy Resources	5,841,538	4,534,557	4,422,452	
2.5.1	Biomass/Biogas	51,660	55,964	78,593	
2.5.2	Geothermal	0	0	0	
2.5.3	Hydroelectric	4,643,123	3,155,983	2,444,486	
2.5.4	Solar	38,059	48,903	278,518	
2.5.5	Wind	1,108,696	1,273,707	1,620,855	
2.6	Other (includes non-listed fuel types and unknown sources)	2,131,751	2,490,387	4,481,846	

PORTFOLIO

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
2.i	**Owned Net Generation for the data year (MWh)**	**11,486,623**	**12,943,382**	**11,036,533**	**Source: FERC Form 1 and Oregon Department of Environmental Quality** **Investor Owned Utilities Report**
2.1.i	Coal	2,458,540	3,302,906	2,137,768	
2.2.i	Natural Gas	6,462,182	7,028,482	6,525,128	
2.3.i	Nuclear	0	0	0	
2.4.i	Petroleum	7,253	8,240	8,382	
2.5.i	Total Renewable Energy Resources	2,558,648	2,603,754	2,365,255	
2.5.1.i	Biomass/Biogas	0	0	0	
2.5.2.i	Geothermal	0	0	0	
2.5.3.i	Hydroelectric	1,673,334	1,581,581	995,691	
2.5.4.i	Solar	797	2,812	3,733	
2.5.5.i	Wind	884,517	1,019,361	1,365,831	
2.6.i	Other (includes non-listed fuel types and unknown sources)	0	0	0	

PORTFOLIO

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
2.ii	**Purchased Net Generation for the data year (MWh)**	**6,072,957**	**5,188,183**	**6,570,756**	**This is the summed total of purchased power data in 2.1- 2.6.**
2.1.ii	Coal	271,905	138,608	0	
2.2.ii	Natural Gas	385,780	628,364	31,713	
2.3.ii	Nuclear	631	21	0	
2.4.ii	Petroleum	0	0	0	
2.5.ii	Total Renewable Energy Resources	3,282,890	1,930,803	2,057,197	
2.5.1.ii	Biomass/Biogas	51,660	55,964	78,593	
2.5.2.ii	Geothermal	0	0	0	
2.5.3.ii	Hydroelectric	2,969,789	1,574,402	1,448,795	
2.5.4.ii	Solar	37,262	46,091	274,785	
2.5.5.ii	Wind	224,179	254,346	255,024	
2.6.ii	Other (includes non-listed fuel types and unknown sources)	2,131,751	2,490,387	4,481,846	

PORTFOLIO

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
3	**Investing in the Future: Capital Expenditures, Energy Efficiency (EE) and Smart Meters**				
3.1	Total Annual Capital Expenditures (nominal dollars)	$595,000,000	$606,000,000	$784,000,000	Source: SEC Form 10-K
3.2	Incremental Annual Electricity Savings from EE Measures (MWh)	303,797	287,503	224,256	Energy Trust of Oregon Annual Report
3.3	Incremental Annual Investment in Electric EE Programs (nominal dollars)	$65,778,320	$52,164,521	$47,563,599	Energy Trust of Oregon Annual Report
3.4	Percent of Total Electric Customers with Smart Meters (at end of year)	99.9%	99.9%	99.9%	
4	**Retail Electric Customer Count (at end of year)**				**Source: SEC Form 10-K, Average 2020 Customers**
4.1	Commercial	109,107	110,084	110,851	
4.2	Industrial	270	262	267	
4.3	Residential	772,389	779,673	791,119	

EMISSIONS[2]

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
5	**GHG Emissions: Carbon Dioxide (CO2) and Carbon Dioxide Equivalent (CO2e)**				
5.1	**Owned Generation[3]**				
5.1.1	Carbon Dioxide (CO2)				
5.1.1.1	Total Owned Generation CO2 Emissions (MT)				
5.1.1.2	Total Owned Generation CO2 Emissions Intensity (MT/Net MWh)				
5.1.2	Carbon Dioxide Equivalent (CO2e)				
5.1.2.1	Total Owned Generation CO2e Emissions (MT)	5,043,586	5,940,851	4,752,601	
5.1.2.2	Total Owned Generation CO2e Emissions Intensity (MT/Net MWh)	0.44	0.46	0.43	
5.2	**Purchased Power[4]**				
5.2.1	Carbon Dioxide (CO2)				
5.2.1.1	Total Purchased Generation CO2 Emissions (MT)				
5.2.1.2	Total Purchased Generation CO2 Emissions Intensity (MT/Net MWh)				
5.2.2	Carbon Dioxide Equivalent (CO2e)				
5.2.2.1	Total Purchased Generation CO2e Emissions (MT)	1,446,264	1,508,277	2,111,108	
5.2.2.2	Total Purchased Generation CO2e Emissions Intensity (MT/Net MWh)	0.24	0.29	0.32	

EMISSIONS[2]

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
5.3	**Owned Generation + Purchased Power**				
5.3.1	Carbon Dioxide (CO2)				
5.3.1.1	Total Owned + Purchased Generation CO2 Emissions (MT)				
5.3.1.2	Total Owned + Purchased Generation CO2 Emissions Intensity (MT/Net MWh)				
5.3.2	Carbon Dioxide Equivalent (CO2e)				
5.3.2.1	Total Owned + Purchased Generation CO2e Emissions (MT)	6,489,850	7,449,128	6,863,709	
5.3.2.2	Total Owned + Purchased Generation CO2e Emissions Intensity (MT/Net MWh)	0.37	0.41	0.39	
5.4	**Non-Generation CO2e Emissions**				
5.4.1	Fugitive CO2e emissions of sulfur hexafluoride (MT)[5]	6,015	15,367	5,538	In our 2019 EEI ESG report, PGE incorrectly recorded the 2018 and 2019 values. Corrected values are provided here.
5.4.2	Fugitive CO2e emissions from natural gas distribution (MT)				

EMISSIONS[2]

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
6	**Nitrogen Oxide (NOx), Sulfur Dioxide (SO2), Mercury (Hg)**				
6.1	Generation basis for calculation[6]		Other		
6.2	**Nitrogen Oxide (NOx)**				
6.2.1	Total NOx Emissions (MT)	2,537	2,966	2,138	
6.2.2	Total NOx Emissions Intensity (MT/ Net MWh)	0.000221	0.000229	0.000194	
6.3	**Sulfur Dioxide (SO2)**				
6.3.1	Total SO2 Emissions (MT)	2,153	3,232	2,088	
6.3.2	Total SO2 Emissions Intensity (MT/ Net MWh)	0.000187	0.000250	0.000189	
6.4	**Mercury (Hg)**				
6.4.1	Total Hg Emissions (kg)	7.7	9.3	4.2	
6.4.2	Total Hg Emissions Intensity (kg/Net MWh)	0.00000067	0.00000072	0.00000038	

RESOURCES

Ref. No.	Metric	2018	2019	2020	Comments, links, additional information and notes
	Human Resources				
7.1	Total Number of Employees	2,966	2,956	2,802	
7.2	Total Number on Board of Directors/Trustees	12	12	12	
7.3	Total Women on Board of Directors/Trustees	4	4	4	
7.4	Total Minorities on Board of Directors/ Trustees	3	3	3	
7.5	Employee Safety Metrics				
7.5.1	Recordable Incident Rate	2.77	2.16	1.50	
7.5.2	Lost-time Case Rate	0.95	0.77	0.85	
7.5.3	Days Away, Restricted, and Transfer (DART) Rate	1.63	1.23	1.06	
7.5.4	Work-related Fatalities	0	0	0	
8	**Fresh Water Resources (cooling water; does not include nominal water use (e.g., drinking water) for which data were not readily available)**				
8.1	Water Withdrawals - Consumptive (Billions of Liters/Net MWh)	0.0000016	0.0000014	0.0000017	In our 2019 EEI ESG report, PGE incorrectly recorded the 2018 and 2019 values. Corrected values are provided here.
8.2	Water Withdrawals - Non-Consumptive (Billions of Liters/Net MWh)	0.000000049	0.000000041	0.000000038	In our 2019 EEI ESG report, PGE incorrectly recorded the 2018 and 2019 values. Corrected values are provided here.
9	**Waste Products**				
9.1	Amount of Hazardous Waste Manifested for Disposal (MT)	19.3	3.7	54.7	
9.2	Percent of Coal Combustion Products Beneficially Used	4.7%	9.3%	13%	

KEY

MT = metric tons

1 lb. = 453.59 grams

1 metric ton = 1.1023 short tons

NOTES

(1) Generation and greenhouse gas emissions data are reported based on the Oregon Department of Environmental Quality (ODEQ) Investor Owned Utility GHG report (oregon.gov/deq/FilterDocs/IOUProtocols.pdf). This report shows greenhouse gas emissions and generation in terms of power provided to PGE customers; it does not account for generation or emissions associated with power delivered outside of PGE service territory.

(2) Greenhouse gas emissions are reported in terms of CO2e only and are based on the ODEQ Investor Owned Utility GHG report. The ODEQ report shows greenhouse gas emissions associated with power provided to PGE customers and does not account for emissions associated with power delivered outside of PGE service territory.

(3) As reported to EPA under the mandatory GHG Reporting Protocols (40 CFR Part 98, Subparts C and D) and adjusted per ODEQ IOU Reporting Protocols.

(4) Per the ODEQ IOU Report, greenhouse gas emissions associated with purchased power are based on fuel specific emission factors. Emissions from purchases of undetermined origin are calculated based on the Northwest Power Pool (NWPP) emission factor; emissions from Bonneville Power Administration (BPA) purchases are calculated using a BPA specific EF provided by ODEQ.

(5) As reported to EPA under the mandatory GHG Reporting Protocols (40 CFR Part 98, Subpart DD). PGE's 2017 report included corrections for previously excluded assets, the resulting data is not representative of actual operations and has been excluded from this report.

(6) To keep reporting consistent, total plant (non-greenhouse gas) emissions were adjusted based on power delivered to customers. DEQ IOU Report adjusted generation was used to calculate the intensities.

Blank cells indicate that the company has not measured, is unable to track, or has not provided this data point. Cell values of zero indicate that the company has measured the requested metric and has resulted in a measurement of zero.

TOTAL $CO2^E$ IS CALCULATED USING THE FOLLOWING GLOBAL WARMING POTENTIALS FROM THE IPCC FOURTH ASSESSMENT REPORT:

CO2 = 1

CH4 = 25

N2O = 298

SF6 = 22,800

Portland General Electric

2020 ESG Report Key Metrics

Data in this report is from our 2020 fiscal year (Jan. 1, 2020, to Dec. 31, 2020), unless otherwise noted.

Environmental	2016	2017	2018	2019	2020
Intensity: Retail load (metric tons CO2e/megawatt-hours)[1]	0.38	0.35	0.37	0.41	0.39
Percent of fleet with plug-in or additional electric technology[2]	3.94%	4.67%	5.86%	8.35%	9.07%
Sources of Energy					
Power generated by PGE					
Natural gas	30.4%	32%	36.8%	38.8%	37.1%
Coal[4]	17.4%	16.2%	14%	18.2%	12.1%
Hydro[5]	11.3%	12.2%	9.5%	8.7%	5.7%
Wind and Solar[5]	7.9%	6.2%	5%	5.6%	7.8%
Zero-GHG emissions energy[5]	N/A	N/A	N/A	N/A	N/A
Total power generated by PGE[6]	67.1%	66.7%	65.4%	71.3%	62.7%
Purchased Power					
Hydro[5,7]	17.1%	19.4%	16.9%	8.7%	8.2%
Natural gas	4.7%	5.5%	2.2%	3.5%	0.2%
Wind and Solar[5]	2.3%	1.5%	1.6%	1.7%	3%
Coal	2.6%	1.2%	1.5%	0.8%	0%
Other[8]	6.1%	5.7%	12.4%	14%	25.9%
Zero-GHG emissions energy[5]	N/A	N/A	N/A	N/A	N/A
Total purchased power[6]	32.9%	33.3%	34.6%	28.7%	37.3%
Green power program					
Residential/small business participants	150,519	173,656	204,889	224,739	229,679
Commercial/industrial participants	190	200	220	238	246

Social (dollars in thousands)	2016	2017	2018	2019	2020
Women in workforce	32%	33%	32%	32%	32.2%
Racial/ethnic group representation[9]	19%	21%	21%	22%	22.4%
Women in management	27%	27.7%	28.9%	29.4%	30.9%
Racial/ethnic group management representation	15.1%	17.4%	17.4%	18.6%	19.3%
Total PGE and PGE Foundation investments	$2,626	$3,032	$3,127	$3,259	$3,956
Employee and retiree volunteer hours	45,182	48,922	45,019	32,911	18,195
Scholarships awarded	42	50	58	55	55
OSHA recordable incidents rate[10]	3.32	3.44	2.77	2.16	1.50

Governance and Business Performance	2016	2017	2018	2019	2020
Revenues, net (millions of dollars)	$1,923	$2,009	$1,991	$2,123	$2,145
Return on equity (return on average equity)	8.4%	7.9%	8.6%	8.4%	6%
Total shareholder return	22.7%	8.3%	5.6%	25.1%	-20.3%
Earnings per share (diluted)[11]	$2.16	$2.29	$2.37	$2.39	$1.72

NOTES

(1) Value calculated using data provided by PGE per Oregon Department of Environmental Quality, Investor-owned Utility GHG protocols. Value cannot be used directly with Generation Fleet emissions as it is based on total energy deliveries to retail customers, including power purchased from other sources.

(2) Electric vehicles as defined by the Edison Electric Institute.

(3) Information presented is based on data reported to Oregon DEQ in PGE's Investor Owned Utility GHG Report. The underlying requirements for that report were revised by DEQ in 2016; data may not be strictly comparable between years. Percentages represent the portion of power delivered to PGE customers.

(4) Coal output increased due to fewer outages at our plants and power market economics from lower hydro. PGE shut-down the Boardman Plant in October 2020, removing generation from coal in Oregon and reducing PGE's emissions by up to 1.5-2 MMtCO2e each year.

(5) Prior to 2016 protocol revisions, DEQ reporting required the use of "Zero-GHG Emissions Energy" as an aggregated fuel type category comprised predominantly of hydro, wind and solar.

(6) Represents total power generated by PGE as a % of total power provided to customers. Due to rounding, the sum of listed percentages may not equal 100%.

(7) Hydro includes power purchased from Bonneville Power Administration (BPA).

(8) "Other" fuels may include biomass, biomass gases, landfill gas or other fuel types, including some carbon-free sources. PGE presumes the resources are not carbon-free.

(9) Data based on voluntary employee reporting.

(10) Number of incidents per 100 employees and contingent workers who report to PGE management (assuming 2,000 hours per employee per year)

(11) Diluted earnings per share for 2017, based on generally accepted accounting principles (GAAP), was $2.10 per diluted share. When excluding the negative effects of the recent federal Tax Cuts and Jobs Act (TCJA), non-GAAP diluted earnings per share increased $0.19 per diluted share to $2.29 per diluted share. Management believes that excluding the effects of the TCJA provides a more meaningful representation of the company's comparative earnings.

Demographics by job category

EXECUTIVES AND SENIOR MANAGEMENT

African-American or Black	3%
American Indian or Alaska Native	2%
Asian	8%
Hispanic or Latino	3%
Native Hawaiian or other Pacific Islander	0%
Two or more races	2%
White	82%
Female	33%

FIRST/MID-LEVEL MANAGERS

African-American or Black	5%
American Indian or Alaska Native	1%
Asian	2%
Hispanic or Latino	8%
Native Hawaiian or other Pacific Islander	1%
Two or more races	5%
White	78%
Female	26%

PROFESSIONALS

African-American or Black	2%
American Indian or Alaska Native	1%
Asian	12%
Hispanic or Latino	6%
Native Hawaiian or other Pacific Islander	1%
Two or more races	3%
White	75%
Female	39%

OFFICE AND CLERICAL WORKERS

African-American or Black	4%
American Indian or Alaska Native	2%
Asian	4%
Hispanic or Latino	16%
Native Hawaiian or other Pacific Islander	1%
Two or more races	4%
White	69%
Female	70%

TECHNICIANS

African-American or Black	1%
American Indian or Alaska Native	4%
Asian	1%
Hispanic or Latino	5%
Native Hawaiian or other Pacific Islander	1%
Two or more races	1%
White	87%
Female	4%

CRAFT WORKERS

African-American or Black	3%
American Indian or Alaska Native	3%
Asian	1%
Hispanic or Latino	7%
Native Hawaiian or other Pacific Islander	0%
Two or more races	1%
White	85%
Female	3%

OPERATIVES

African-American or Black	3%
American Indian or Alaska Native	3%
Asian	1%
Hispanic or Latino	7%
Native Hawaiian or other Pacific Islander	0%
Two or more races	5%
White	81%
Female	6%

LABORERS

African-American or Black	0%
American Indian or Alaska Native	0%
Asian	11%
Hispanic or Latino	11%
Native Hawaiian or other Pacific Islander	0%
Two or more races	0%
White	78%
Female	11%

SERVICE WORKERS

African-American or Black	0%
American Indian or Alaska Native	0%
Asian	0%
Hispanic or Latino	0%
Native Hawaiian or other Pacific Islander	0%
Two or more races	0%
White	100%
Female	25%

TOTAL

African-American or Black	3%
American Indian or Alaska Native	2%
Asian	7%
Hispanic or Latino	7%
Native Hawaiian or other Pacific Islander	1%
Two or more races	3%
White	77%
Female	32%

Forward-looking statements

Statements in this report that relate to future plans, objectives, expectations, performance, events and the like may constitute "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements include statements containing words such as "anticipates," "believes," "intends," "estimates," "promises," "expects," "should," "conditioned upon" and similar expressions. Investors are cautioned that any such forward-looking statements are subject to risks and uncertainties, including, without limitation: demand for electricity; the sale of excess energy during periods of low demand or low wholesale market prices; operational risks relating to the company's generation facilities, including hydro conditions, wind conditions, disruption of fuel supply, and unscheduled plant outages, which may result in unanticipated operating, maintenance and repair costs, as well as replacement power costs; failure to complete capital projects on schedule or within budget, or the abandonment of capital projects, which could result in the company's inability to recover project costs; the costs of compliance with environmental laws and regulations, including those that govern emissions from thermal power plants; changes in weather, hydroelectric and energy market conditions, which could affect the availability and cost of purchased power and fuel; the development of alternative technologies; changes in capital and credit market conditions, which could affect the access to and availability of cost of capital and result in delay or cancellation of capital projects or execution of the company's strategic plan as currently envisioned; the outcome of various legal and regulatory actions; general economic and financial market conditions; severe weather conditions, wildfires, and other natural phenomena and natural disasters that could result in operational disruptions, unanticipated restoration costs, or liability for third party property damage; cyber security breaches of the company's customer information system or operating systems, data security breaches, or acts of terrorism, which could disrupt operations, require significant expenditures, or result in claims against the company; PGE business activities are concentrated in one region and future performance may be affected by events and factors unique to Oregon; the impact of the recommendations on the company and its operations based on the review conducted by the Special Committee of the Board of Directors relating to energy trading losses, the time and expense incurred in implementing the recommendations of the Special Committee, and any reputational damage to the company relating to the matters underlying the Special Committee's review; and widespread health emergencies or outbreaks of infectious diseases such as the novel coronavirus disease (COVID-19), which may affect our financial position, supply chain, resourcing, results of operations and cash flows. As a result, actual results may differ materially from those projected in the forward-looking statements. The company assumes no obligation to update any forward-looking statement. Prospective investors should also review the risks and uncertainties listed in the company's most recent annual report on form 10-K and the company's reports on forms 8-K and 10-Q filed with the United States Securities and Exchange Commission, including management's discussion and analysis of financial condition and results of operations and the risks described therein from time to time.

An Oregon kind of energy.