

# PGE Sustainability Report Key Metrics

FISCAL YEAR 2017



## Key metrics summary

Data in this report is from our 2017 fiscal year (Jan. 1, 2017, to Dec. 31, 2017), unless otherwise noted.

CORPORATE FACTS	2013	2014	2015	2016	2017
Population of service area	1,710,000	1,826,000	1,848,000	1,865,000	1,901,000
Utility plant assets (millions of dollars)	\$7,598	\$8,718	\$9,268	\$9,914	\$10,472
Revenues, net (millions of dollars)	\$1,819	\$1,900	\$1,898	\$1,923	\$2,009
Total retail energy delivered in thousands of megawatt-hours	19,419	19,266	19,382	18,971	19,718
Peak load (megawatts)	3,869	3,866	3,914	3,726	3,976
Peak load month	December	February	July	August	August

  

SOURCES OF ENERGY <sup>1</sup>	2013	2014	2015	2016	2017
<b>Power generated by PGE<sup>2</sup></b>					
Natural gas	15.9%	17.7%	24.3%	30.4%	32.0%
Coal	19.0%	22.1%	20.6%	17.4%	16.2%
Hydro	(included in Zero-GHG emissions energy)			11.3%	12.2%
Wind and Solar <sup>3</sup>	(included in Zero-GHG emissions energy)			7.9%	6.2%
Zero-GHG emissions energy <sup>3</sup>	15.8%	17.9%	19.0%	N/A	N/A
Total power generated by PGE <sup>4</sup>	50.7%	57.8%	63.8%	67.1%	66.7%
<b>Purchased Power<sup>2</sup></b>					
Hydro <sup>3,5</sup>	(included in Zero-GHG emissions energy)			17.1%	19.4%
Natural gas	6.0%	5.9%	4.2%	4.7%	5.5%
Wind and Solar <sup>3</sup>	(included in Zero-GHG emissions energy)			2.3%	1.5%
Coal	5.6%	4.8%	4.2%	2.6%	1.2%
Other <sup>6</sup>	5.0%	4.4%	6.1%	6.1%	5.7%
Zero-GHG emissions energy	32.7%	27.0%	21.7%	N/A	N/A
Total purchased power <sup>4</sup>	49.3%	42.2%	36.2%	32.9%	33.3%
Total system load (megawatt-hours in thousands)	21,250	21,254	21,391	21,647	22,091
Wholesale sales (megawatt-hours in thousands)	(2,353)	(2,520)	(2,560)	(3,352)	(3,193)

<sup>1</sup> PGE's sources of energy, total system load and retail load requirement for the years presented.

<sup>2</sup> 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.

<sup>3</sup> Prior to 2016 protocol revisions, DEQ reporting required the use of "Zero-GHG emissions energy" as an aggregated fuel category comprised predominantly of hydro, wind and solar.

<sup>4</sup> Due to rounding, the sum of listed percentages may not equal 100.

<sup>5</sup> Hydro includes power purchased from Bonneville Power Administration (BPA).

<sup>6</sup> "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.

## Key metrics summary

CUSTOMER VALUE	2013	2014	2015	2016	2017
<b>Affordable energy — reasonable prices<sup>7</sup></b>					
<b>PGE retail prices (average)</b>					
Residential (cents per kilowatt-hour)	10.46¢	11.37¢	11.55¢	11.40¢	11.42¢
Commercial (cents per kilowatt-hour)	8.56¢	9.14¢	9.22¢	9.25¢	9.26¢
Industrial (cents per kilowatt-hour)	6.10¢	6.46¢	6.46¢	6.68¢	6.70¢
<b>Regional comparison of retail prices (average)</b>					
Number of utilities <sup>8</sup>	46	37	39	38	35
Residential (cents per kilowatt-hour)	12.65¢	13.50¢	13.94¢	13.95¢	12.70¢
Commercial (cents per kilowatt-hour)	11.73¢	12.76¢	12.83¢	12.28¢	10.92¢
Industrial (cents per kilowatt-hour)	7.46¢	8.35¢	8.68¢	8.41¢	7.30¢
<b>National comparison of retail prices (average)</b>					
Number of utilities <sup>9</sup>	211	213	214	213	210
Residential (cents per kilowatt-hour)	12.12¢	12.51¢	12.68¢	12.56¢	13.06¢
Commercial (cents per kilowatt-hour)	10.29¢	10.76¢	10.60¢	10.37¢	10.68¢
Industrial (cents per kilowatt-hour)	6.81¢	7.02¢	6.90¢	6.75¢	6.91¢
<b>Green power program</b>					
<b>Residential/small business</b>					
Number of participants	99,660	108,709	128,810	150,519	173,656
Megawatt-hours sold annually (in thousands)	747,592	852,945	964,148	1,101,009	1,406,858
CO <sub>2</sub> e avoided annually (tons)	500,887	571,618	646,142	869,285	1,072,659
<b>Commercial/industrial</b>					
Number of participants	158	151	179	190	200
Megawatt-hours sold annually (in thousands)	239,068	353,508	392,240	410,330	436,708
CO <sub>2</sub> e avoided annually (tons)	160,176	236,910	262,867	323,970	332,968

<sup>7</sup> Data source: Based on Energy Information Administration utility annual sales and revenue. (EIA classifies customers based on their business type (NAICS) to determine the residential, commercial, and industrial sectors.)

<sup>8</sup> U.S. investor-owned and public utilities greater than 1 million megawatt-hours in retail sales in the Western Electricity Coordinating Council

<sup>9</sup> Investor-owned and public utilities greater than 1 million megawatt-hours in retail sales nationally

## Key metrics summary

CUSTOMER VALUE (continued)	2013	2014	2015	2016	2017
<b>Customer programs</b>					
<b>Solar<sup>10</sup></b>					
Number of customers	4,480	5,531	6,880	8,123	9,476
Total megawatts	40	48	68	80	87
<b>Dispatchable Standby Generation</b>					
Number of customers	33	34	35	38	39
Number of sites	48	52	54	58	61
Total megawatts	89	94	105	121	123
<b>Energy Partner<sup>11</sup></b>					
Number of participants at year-end	3	23	34	41	49
Nominated demand (kilowatts) <sup>12</sup>	300	6,745	12,200	8,625	10,585
<b>Energy efficiency (EE)</b>					
EE acquired (average megawatts) <sup>13</sup>	34	36	31	38	40
Residential average energy use per year (kilowatt-hours)	10,443	10,358	10,191	10,106	9,766
<b>Electric transportation</b>					
Electric vehicles in Oregon <sup>14</sup>	4,000	6,000	9,000	10,500	16,000
Public EV charging stations in Oregon <sup>15</sup>	802	996	1,002	1,112	1,224
Public EV quick-chargers in Oregon <sup>15</sup>	64	109	157	198	199
Number of plug-in car models available for sale in Oregon <sup>15</sup>	16	17	20	26	42

<sup>10</sup> Number includes Net Metering and Solar Payment Option customers; data calculation adjusted from annual to cumulative.

<sup>11</sup> A program, that pays larger commercial and industrial businesses to reduce or shift their energy use during peak energy-demand times.

<sup>12</sup> Amount of load a customer volunteers to be reduced in times of extreme grid need.

<sup>13</sup> Data source: Energy Trust of Oregon including updates from true-up reports (annual). Numbers include residential, industrial and commercial programs.

<sup>14</sup> 2013-2014 data estimated by the State of Oregon; 2015 data estimated by Portland State University's

Transportation Research and Education Consortium; 2016-2017 data estimated by Oregon Dept. of Environmental Quality.

<sup>15</sup> Data source: PlugShare.com

## Key metrics summary

CUSTOMER VALUE (continued)	2013	2014	2015	2016	2017
<b>General customer information</b>					
<b>Annual average overall satisfaction rating</b>					
Residential <sup>16</sup>	90%	88%	89%	90%	90%
Business <sup>17</sup>	94%	94%	90%	93%	94%
Key customers <sup>18</sup>	91%	91%	83%	85%	93%
<b>Average number of customers</b>					
Residential	728,481	735,502	742,467	752,365	762,211
Commercial	104,385	105,231	105,802	106,773	107,855
Industrial	263	260	255	258	267
Total	833,129	840,993	848,524	859,396	870,333
<b>Energy deliveries (thousands of megawatt-hours)</b>					
Residential	7,702	7,462	7,325	7,348	7,880
Commercial	7,441	7,494	7,511	7,457	7,555
Industrial	4,276	4,310	4,546	4,166	4,283
Total	19,419	19,266	19,382	18,971	19,718
<b>Reliable energy</b>					
System Average Interruption Duration Index (SAIDI) (minutes)	62	95	75	97	113
System Average Interruption Frequency Index (SAIFI) (per 100 customers)	0.45	0.69	0.48	0.59	0.62
Customer Average Interruption Duration Index (CAIDI) (minutes)	137	135	156	163	181
Momentary Average Interruption Frequency Index (MAIFI) (per 100 customers)	0.91	1.30	1.20	1.10	1.40

<sup>16</sup> Market Strategies International Electric Utility Satisfaction Study – four-quarter rolling average

<sup>17</sup> Market Strategies International Electric Utility Satisfaction Study – two-quarter rolling average

<sup>18</sup> TQS Research survey for commercial and industrial customers

## Key metrics summary

ENVIRONMENTAL FOOTPRINT	2013	2014	2015	2016	2017
<b>Greenhouse gases</b>					
Intensity: Retail load (metric tons CO <sub>2</sub> e/megawatt-hours) <sup>19</sup>	0.36	0.38	0.41	0.38	0.40
Emissions: Fleet vehicles (tons CO <sub>2</sub> e)					
Gasoline	3,795	3,658	4,511	4,400	4,770
Diesel	4,837	4,651	5,110	4,289	4,793
Emissions: Facilities (e.g, heating, lighting) (tons CO <sub>2</sub> e)					
Electricity	7,647	9,541	9,424	7,926	8,517
Natural gas	1,654	1,449	1,448	1,232	1,607
<b>Company vehicles</b>					
Percent of fleet with additional electric or alternative fuel technology <sup>20</sup>	3.29%	3.85%	5.50%	5.12%	6.28%
<b>Waste and recycling</b>					
Hazardous waste disposed (tons) <sup>21</sup>	0.92	2.97	12.06	105.48	12.80
Motor oil recycled (gallons) <sup>22</sup>	8,899	10,124	6,042	20,033	9,098
Antifreeze recycled (gallons) <sup>22</sup>	726	1,106	675	629	848
Large PCB capacitors disposed <sup>23</sup>	152	323	603	0	0
PCB transformers disposed <sup>23</sup>	68	82	83	80	474
<b>Compliance assurance</b>					
Voluntary internal compliance reviews	50	66	59	55	70

<sup>19</sup> Value calculated using data provided by PGE per Oregon Department of Environmental Quality, Investor-owned Utility GHG protocols. Data adjusted from tons to metric tons.

<sup>20</sup> Electric and alternative fuel vehicles as defined by the Edison Electric Institute

<sup>21</sup> Variability of waste disposal is due to different remediation projects underway during each year.

<sup>22</sup> Data source: ThermoFluids Inc. Reduction in motor oil is due to frequency of recycling of used fluids and change in type of motor oil used.

PGE recycles all motor oil and antifreeze it uses

<sup>23</sup> Environmental Protection Agency reporting requirements started in 1979. PGE's voluntary removal completed in 2015, resulting in 0 PCB disposals in 2016 and 2017.

## Key metrics summary

QUALITY WORKFORCE	2013	2014	2015	2016	2017
<b>General employee information</b>					
Number of employees <sup>24</sup>	3,118	3,435	3,404	3,715	4,068
<b>Number of regular employees</b>					
Regular full-time employees in workforce	2,534	2,600	2,588	2,687	2,771
Regular part-time employees in workforce	96%	98%	96%	97%	94%
<b>Number of temporary employees</b>					
Temporary full-time employees in workforce	2%	2%	2%	1%	1%
Temporary part-time employees in workforce	62	62	58	65	135
Regular employees represented by independent trade union organizations	1%	1%	1%	1%	1%
	30%	30%	29%	28%	27%
<b>Number of contingent workers<sup>25</sup></b>	522	773	758	963	1,162
<b>Skilled workforce</b>					
Summer hires/interns	58	53	39	57	66
Apprentices	4	17	10	14	14
Pre-apprentices	14	13	10	13	15
<b>Employees retiring</b>					
Turnover rate	129	111	95	100	114
Average tenure (years)	8%	7%	6%	8%	8%
	15	15	15	14	13
<b>Diversity</b>					
Women in workforce	30%	31%	32%	32%	33%
People of color in workforce <sup>26</sup>	16%	18%	19%	19%	21%
<b>Health and safety</b>					
LWD rate (lost work days) <sup>27</sup>	1.50	1.65	1.57	1.37	1.21
DART rate (days away, restricted or transferred) <sup>27</sup>	2.42	2.74	2.50	1.73	2.01
OSHA recordable incidents rate <sup>27</sup>	4.39	4.51	3.99	3.32	3.44
Reportable vehicle incidents					
Total number of vehicle incidents	96	90	85	107	110
Total vehicle incident rate <sup>28</sup>	10.33	9.30	8.87	11.41	11.02

<sup>24</sup> Data adjusted to include contingent workers

<sup>25</sup> Contingent workers defined as non-regular or temporary employee that receives a badge and/or network access

<sup>26</sup> Data based on voluntary employee reporting

<sup>27</sup> Number of incidents per 100 employees and contingent workers who report to PGE management (assuming 2,000 hours per employee per year)

<sup>28</sup> Total number of vehicle incidents times 1 million divided by total miles driven

## Key metrics summary

RESPONSIBLE MANAGEMENT	2013	2014	2015	2016	2017
<b>Earnings</b>					
Total retail energy delivered (in thousands of megawatt-hours)	19,419	19,266	19,382	18,971	19,718
Return on equity (return on average equity)	5.9%	9.4%	8.3%	8.4%	7.9%
Market capitalization (millions of dollars)	\$2,360	\$2,960	\$3,230	\$3,850	\$4,065
Share price as of Dec. 31	\$30.20	\$37.83	\$36.37	\$43.33	\$45.58
Dividend (yield percent)	3.63%	2.95%	3.24%	2.91%	3.03%
Total shareholder return	11.9%	29.4%	(0.6%)	22.7%	8.3%
Earnings per share (diluted) <sup>29</sup>	\$1.35	\$2.18	\$2.04	\$2.16	\$2.29
Total capital expenditures (millions)	\$656	\$1,007	\$598	\$584	\$514

STRONG COMMUNITIES	2013	2014	2015	2016	2017
(Dollars in thousands)					
<b>Community support</b>					
Community investments (corporate)	\$1,501	\$1,704	\$1,675	\$1,561	\$1,863
PGE Foundation granting total	\$959	\$1,210	\$1,062	\$1,065	\$1,169
Total PGE and PGE Foundation investments	\$2,460	\$2,914	\$2,737	\$2,626	\$3,032
Community investments as a percent of net income	1%	1%	1%	1%	1%
<b>Volunteerism</b>					
Employee and retiree volunteer hours	38,649	46,405	41,573	45,182	48,922
Employee participation	25%	32%	33%	33%	32%
<b>Employee Giving Campaign</b>					
Employee and retiree donations	\$1,050	\$1,050	\$1,009	\$1,052	\$1,283
Company match	\$435	\$650	\$531	\$689	\$802
Total	\$1,485	\$1,700	\$1,540	\$1,741	\$2,085
Employee Giving Campaign participation	64%	63%	64%	59%	56%
<b>Education</b>					
Scholarships awarded	35	35	45	42	50
<b>Safety education</b>					
Students reached in classroom	80,370	94,710	87,275	64,659	75,690
Safety fairs	35	31	30	31	31

<sup>29</sup> Diluted earnings per share, 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.