



PGE Ranks Highest in Western Region in Overall Business Customer Satisfaction

PORTLAND, Ore., Feb 05, 2009 (BUSINESS WIRE) -- Portland General Electric (PGE) (NYSE: POR) ranks highest in the Western region in overall business customer satisfaction, according to the J.D. Power and Associates 2009 Electric Utility Business Customer Satisfaction StudySM released today.

PGE also ranked first in the region for power quality and reliability and second in the region in customer service and corporate citizenship.

"We want to thank our business customers for acknowledging our commitment to operational excellence, corporate responsibility, and great customer service," said Bill Nicholson, PGE vice president of customers and economic development. "We value our close partnership with our customers, which helps us focus on meeting their needs and supporting their values in the most cost-effective way we can."

The 2009 Electric Utility Business Customer Satisfaction Study is based on responses from more than 15,434 online interviews among business customers of the 90 largest utility brands across the United States spending between \$500 and \$50,000 monthly on electricity. Overall customer satisfaction is measured by examining six factors: power quality and reliability, billing and payment, corporate citizenship, price, communications, and customer service. The study was fielded from April to June 2008 and September to December 2008. For more information on electric utility ratings, please visit JDPower.com.

About Portland General Electric

Portland General Electric, headquartered in Portland, Ore., is a fully integrated electric utility that serves more than 814,000 residential, commercial and industrial customers in Oregon. Visit our Web site at www.PortlandGeneral.com.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services firm operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit www.JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

SOURCE: Portland General Electric

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