

# PGE Sustainability Report Key Metrics

FISCAL YEAR 2018



## Key metrics summary

Data in this report is from our 2018 fiscal year (Jan. 1, 2018, to Dec. 31, 2018), unless otherwise noted.

CORPORATE FACTS	2014	2015	2016	2017	2018
Population of service area	1,826,000	1,848,000	1,865,000	1,901,000	1,918,000
Utility plant assets (millions of dollars)	\$8,718	\$9,268	\$9,914	\$10,472	\$10,860
Revenues, net (millions of dollars)	\$1,900	\$1,898	\$1,923	\$2,009	\$1,991
Total retail energy delivered in thousands of megawatt-hours	19,266	19,382	18,971	19,718	19,222
Peak load (megawatts)	3,866	3,914	3,726	3,976	3,816
Peak load month	February	July	August	August	August

SOURCES OF ENERGY <sup>1</sup>	2014	2015	2016	2017	2018
<b>Power generated by PGE</b>					
Natural gas	17.7%	24.3%	30.4%	32.0%	36.8%
Coal	22.1%	20.6%	17.4%	16.2%	14.0%
Hydro <sup>2</sup>	(included in Zero-GHG emissions energy)		11.3%	12.2%	9.5%
Wind and Solar <sup>2</sup>	(included in Zero-GHG emissions energy)		7.9%	6.2%	5.0%
Zero-GHG emissions energy <sup>2</sup>	17.9%	19.0%	N/A	N/A	N/A
Total power generated by PGE <sup>3</sup>	57.8%	63.8%	67.1%	66.7%	65.4%
<b>Purchased Power</b>					
Hydro <sup>2,4</sup>	(included in Zero-GHG emissions energy)		17.1%	19.4%	16.9%
Natural gas	5.9%	4.2%	4.7%	5.5%	2.2%
Wind and Solar <sup>2</sup>	(included in Zero-GHG emissions energy)		2.3%	1.5%	1.6%
Coal	4.8%	4.2%	2.6%	1.2%	1.5%
Other <sup>5</sup>	4.4%	6.1%	6.1%	5.7%	12.4%
Zero-GHG emissions energy <sup>2</sup>	27.0%	21.7%	N/A	N/A	N/A
Total purchased power <sup>3</sup>	42.2%	36.2%	32.9%	33.3%	34.6%
Total system load (megawatt-hours in thousands)	21,254	21,391	21,647	22,091	22,573
Wholesale sales (megawatt-hours in thousands)	(2,520)	(2,560)	(3,352)	(3,193)	(4,290)

<sup>1</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>2</sup> 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.

<sup>3</sup> Due to rounding, the sum of listed percentages may not equal 100.

<sup>4</sup> Hydro includes power purchased from Bonneville Power Administration (BPA).

<sup>5</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	2014	2015	2016	2017	2018
<b>Affordable energy — reasonable prices<sup>6</sup></b>					
<b>PGE retail prices (average)</b>					
Residential (cents per kilowatt-hour)	11.37¢	11.55¢	11.40¢	11.42¢	11.95¢
Commercial (cents per kilowatt-hour)	9.14¢	9.22¢	9.25¢	9.26¢	9.30¢
Industrial (cents per kilowatt-hour)	6.46¢	6.46¢	6.68¢	6.70¢	6.51¢
<b>Regional comparison of retail prices (average)</b>					
Number of utilities <sup>7</sup>	37	39	38	35	38
Residential (cents per kilowatt-hour)	13.50¢	13.94¢	13.95¢	14.30¢	14.40¢
Commercial (cents per kilowatt-hour)	12.76¢	12.83¢	12.28¢	12.56¢	12.70¢
Industrial (cents per kilowatt-hour)	8.35¢	8.68¢	8.41¢	8.74¢	8.53¢
<b>National comparison of retail prices (average)</b>					
Number of utilities <sup>8</sup>	213	214	213	210	217
Residential (cents per kilowatt-hour)	12.51¢	12.68¢	12.56¢	13.06¢	12.91¢
Commercial (cents per kilowatt-hour)	10.76¢	10.60¢	10.37¢	10.68¢	10.65¢
Industrial (cents per kilowatt-hour)	7.02¢	6.90¢	6.75¢	6.91¢	6.92¢
<b>Green power program</b>					
<b>Residential/small business</b>					
Number of participants	108,709	128,810	150,519	173,656	204,889
Megawatt-hours sold annually (in thousands)	852,945	964,148	1,101,009	1,406,858	1,557,288
CO <sub>2</sub> e avoided annually (tons)	571,618	646,142	869,285	1,072,659	1,190,624
<b>Commercial/industrial</b>					
Number of participants	151	179	190	200	220
Megawatt-hours sold annually (in thousands)	353,508	392,240	410,330	436,708	438,856
CO <sub>2</sub> e avoided annually (tons)	236,910	262,867	323,970	332,968	335,527

<sup>6</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>7</sup> U.S. investor-owned and public utilities greater than 1 million megawatt-hours in retail sales in the Western Electricity Coordinating Council

<sup>8</sup> Investor-owned and public utilities greater than 1 million megawatt-hours in retail sales nationally

## Key metrics summary

CUSTOMER VALUE (continued)	2014	2015	2016	2017	2018
<b>Customer programs</b>					
<b>Solar<sup>9</sup></b>					
Number of customers	5,531	6,880	8,123	9,476	10,737
Total megawatts	48	68	80	87	98
<b>Dispatchable Standby Generation</b>					
Number of customers	34	35	38	39	38
Number of sites	52	54	58	61	63
Total megawatts	94	105	121	123	128
<b>Energy Partner<sup>10</sup></b>					
Number of participants at year-end	23	34	41	49	50
Nominated demand (kilowatts) <sup>11</sup>	6,745	12,200	8,625	10,585	15,200
<b>Energy efficiency (EE)</b>					
EE acquired (average megawatts) <sup>12</sup>	36	31	38	40	35
Residential average energy use per year (kilowatt-hours)	10,358	10,191	10,106	9,766	9,601
<b>Electric transportation</b>					
Electric vehicles in Oregon <sup>13</sup>	6,000	9,000	10,500	16,000	19,900
Public EV charging stations in Oregon <sup>14</sup>	996	1,002	1,112	1,224	1,438
Public EV quick-chargers in Oregon <sup>14</sup>	109	157	198	199	290
Number of plug-in car models available for sale in Oregon <sup>14</sup>	17	20	26	42	39

<sup>9</sup> Number includes Net Metering and Solar Payment Option customers; data calculation adjusted from annual to cumulative.

<sup>10</sup> A program, that pays larger commercial and industrial businesses to reduce or shift their energy use during peak energy-demand times.

<sup>11</sup> Amount of load a customer volunteers to be reduced in times of extreme grid need.

<sup>12</sup> Data source: Energy Trust of Oregon including updates from true-up reports (annual). Numbers include residential, industrial and commercial programs.

<sup>13</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>14</sup> Data source: PlugShare.com

## Key metrics summary

CUSTOMER VALUE (continued)	2014	2015	2016	2017	2018
<b>General customer information</b>					
<b>Annual average overall satisfaction rating<sup>15</sup></b>					
Residential	88%	89%	90%	90%	95%
Business	94%	90%	93%	94%	94%
Key customers	91%	83%	85%	93%	N/A
<b>Average number of customers</b>					
Residential	735,502	742,467	752,365	762,211	772,389
Commercial	105,231	105,802	106,773	107,855	109,107
Industrial	260	255	258	267	270
Total	840,993	848,524	859,396	870,333	881,766
<b>Energy deliveries (thousands of megawatt-hours)</b>					
Residential	7,462	7,325	7,348	7,880	7,416
Commercial	7,494	7,511	7,457	7,555	7,430
Industrial	4,310	4,546	4,166	4,283	4,376
Total	19,266	19,382	18,971	19,718	19,222
<b>Reliable energy</b>					
System Average Interruption Duration Index (SAIDI) (minutes)	95	75	97	113	88
System Average Interruption Frequency Index (SAIFI) (per 100 customers)	0.69	0.48	0.59	0.62	0.52
Customer Average Interruption Duration Index (CAIDI) (minutes)	135	156	163	181	172
Momentary Average Interruption Frequency Index (MAIFI) (per 100 customers)	1.30	1.20	1.10	1.40	1.30

<sup>15</sup> PGE's Residential and General Business overall satisfaction scores have consistently placed in the 1st quartile in Market Strategies' (MSI's) National Energy Utility Benchmarking database during this full reporting period (2014-2018). Annual average customer satisfaction ratings were changed in 2018 from reporting upper half (percent responding 6-10) on a 0-10 scale to top tier (percent responding 8-10), to better track superior performance.

## Key metrics summary

ENVIRONMENTAL FOOTPRINT	2014	2015	2016	2017	2018
<b>Greenhouse gases</b>					
Intensity: Retail load (metric tons CO <sub>2</sub> e/megawatt-hours) <sup>16</sup>	0.38	0.41	0.38	0.35	0.37
Emissions: Fleet vehicles (tons CO <sub>2</sub> e)					
Gasoline	3,658	4,511	4,400	4,770	4,900
Diesel	4,651	5,110	4,289	4,793	3,847
Emissions: Facilities (e.g, heating, lighting) (tons CO <sub>2</sub> e)					
Electricity	9,541	9,424	7,926	8,517	8,475
Natural gas	1,449	1,448	1,232	1,607	1,337
<b>Company vehicles</b>					
Percent of fleet with additional electric or alternative fuel technology <sup>17</sup>	3.85%	5.50%	5.12%	6.28%	7.58%
<b>Waste and recycling</b>					
Hazardous waste disposed (tons) <sup>18</sup>	2.97	12.06	105.48	12.80	21.42
Motor oil recycled (gallons) <sup>19</sup>	10,124	6,042	20,033	9,098	7,953
Antifreeze recycled (gallons) <sup>19</sup>	1,106	675	629	848	788
Large PCB capacitors disposed <sup>20</sup>	323	603	0	0	0
PCB transformers disposed <sup>20</sup>	82	83	80	474	672
<b>Compliance assurance</b>					
Voluntary internal compliance reviews	66	59	55	70	58

<sup>16</sup> Value calculated using data provided by PGE per Oregon Department of Environmental Quality, Investor-owned Utility GHG protocols. Value can not be used directly with Generation Fleet emissions as it is based on total energy deliveries to retail customers, including power purchased from other sources.

<sup>17</sup> Electric and alternative fuel vehicles as defined by the Edison Electric Institute.

<sup>18</sup> Variability of waste disposal is due to different remediation projects underway during each year.

<sup>19</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.

<sup>20</sup> PGE recycles all motor oil and antifreeze it uses.

<sup>20</sup> Environmental Protection Agency reporting requirements started in 1979. PGE's voluntary removal completed in 2015, resulting in 0 large PCB capacitors disposals 2016 – 2018.

## Key metrics summary

QUALITY WORKFORCE	2014	2015	2016	2017	2018
<b>General employee information</b>					
Number of employees <sup>21</sup>	3,435	3,404	3,715	4,068	3,957
<b>Number of regular employees</b>					
Regular full-time employees in workforce	2,600	2,588	2,687	2,771	2,890
Regular part-time employees in workforce	98%	96%	97%	94%	96%
<b>Number of temporary employees</b>					
Temporary full-time employees in workforce	2%	2%	1%	1%	1%
Temporary part-time employees in workforce	62	58	65	135	76
Regular employees represented by independent trade union organizations	1%	1%	1%	4%	2%
	1%	1%	1%	27%	27%
<b>Number of contingent workers<sup>22</sup></b>	773	758	963	1,162	991
<b>Skilled workforce</b>					
Summer hires/interns	53	39	57	66	61
Apprentices	17	10	14	14	13
Pre-apprentices	13	10	13	15	20
<b>Employees retiring</b>					
Turnover rate	111	95	100	114	112
Average tenure (years)	7%	6%	8%	8%	9%
	15	15	14	13	12
<b>Diversity</b>					
Women in workforce	31%	32%	32%	33%	32%
People of color in workforce <sup>23</sup>	18%	19%	19%	21%	21%
<b>Health and safety</b>					
LWD rate (lost work days) <sup>24</sup>	1.65	1.57	1.37	1.21	0.95
DART rate (days away, restricted or transferred) <sup>24</sup>	2.74	2.50	1.73	2.01	1.63
OSHA recordable incidents rate <sup>24</sup>	4.51	3.99	3.32	3.44	2.77
Reportable vehicle incidents					
Total number of vehicle incidents	90	85	107	110	123
Total vehicle incident rate <sup>25</sup>	9.30	8.87	11.41	11.02	12.17

<sup>21</sup> Data adjusted to include contingent workers

<sup>22</sup> Contingent workers defined as non-regular or temporary employee that receives a badge and/or network access

<sup>23</sup> Data based on voluntary employee reporting

<sup>24</sup> Number of incidents per 100 employees and contingent workers who report to PGE management (assuming 2,000 hours per employee per year)

<sup>25</sup> Total number of vehicle incidents times 1 million divided by total miles driven

## Key metrics summary

RESPONSIBLE MANAGEMENT	2014	2015	2016	2017	2018
<b>Earnings</b>					
Total retail energy delivered (in thousands of megawatt-hours)	19,266	19,382	18,971	19,718	19,222
Return on equity (return on average equity)	9.4%	8.3%	8.4%	7.9%	8.6%
Market capitalization (millions of dollars)	\$2,960	\$3,230	\$3,850	\$4,065	\$4,100
Share price as of Dec. 31	\$37.83	\$36.37	\$43.33	\$45.58	\$45.85
Dividend (yield percent)	2.95%	3.24%	2.91%	2.94%	3.11%
Total shareholder return	29.4%	(0.6%)	22.7%	8.3%	5.6%
Earnings per share (diluted) <sup>26</sup>	\$2.18	\$2.04	\$2.16	\$2.29	\$2.37
Total capital expenditures (millions)	\$1,007	\$598	\$584	\$514	\$595

STRONG COMMUNITIES	2014	2015	2016	2017	2018
(Dollars in thousands)					
<b>Community support</b>					
Community investments (corporate)	\$1,704	\$1,675	\$1,561	\$1,863	\$1,967
PGE Foundation granting total	\$1,210	\$1,062	\$1,065	\$1,169	\$1,160
Total PGE and PGE Foundation investments	\$2,914	\$2,737	\$2,626	\$3,032	\$3,127
Community investments as a percent of net income	1%	1%	1%	1%	1%
<b>Volunteerism</b>					
Employee and retiree volunteer hours	46,405	41,573	45,182	48,922	45,019
Employee participation	32%	33%	33%	32%	32%
<b>Employee Giving Campaign</b>					
Employee and retiree donations	\$1,050	\$1,009	\$1,052	\$1,283	\$1,050
Company match	\$650	\$531	\$689	\$802	\$1,043
Total	\$1,700	\$1,540	\$1,741	\$2,085	\$2,093
Employee Giving Campaign participation <sup>27</sup>	63%	64%	59%	56%	60%
<b>Education</b>					
Scholarships awarded	35	45	42	50	58
<b>Safety education</b>					
Students reached in classroom	94,710	87,275	64,659	75,690	74,760
Safety fairs	31	30	31	31	60

<sup>26</sup> 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.

<sup>27</sup> Company match increased in 2017 from 50% to 100% of employee donation up to two thousand dollars.