

PGE Sustainability Report Key Metrics

FISCAL YEAR 2019



Key metrics summary

Data in this report is from our 2019 fiscal year (Jan. 1, 2019, to Dec. 31, 2019), unless otherwise noted.

CORPORATE FACTS	2015	2016	2017	2018	2019
Population of service area	1,848,000	1,865,000	1,901,000	1,918,000	1,933,00
Utility plant assets (millions of dollars)	\$9,268	\$9,914	\$10,472	\$10,860	\$11,476
Revenues, net (millions of dollars)	\$1,898	\$1,923	\$2,009	\$1,991	\$2,123
Total retail energy delivered in thousands of megawatt-hours	19,382	18,971	19,718	19,222	19,460
Peak load (megawatts)	3,914	3,726	3,976	3,816	3,765
Peak load month	July	August	August	August	June

SOURCES OF ENERGY ¹	2015	2016	2017	2018	2019
Power generated by PGE					
Natural gas	24.3%	30.4%	32.0%	36.8%	38.8%
Coal ²	20.6%	17.4%	16.2%	14.0%	18.2%
Hydro ³	(included in Zero-GHG emissions energy)	11.3%	12.2%	9.5%	8.7%
Wind and Solar ³	(included in Zero-GHG emissions energy)	7.9%	6.2%	5.0%	5.6%
Zero-GHG emissions energy ³	19.0%	N/A	N/A	N/A	N/A
Total power generated by PGE ⁴	63.8%	67.1%	66.7%	65.4%	71.3%
Purchased Power					
Hydro ^{3,5}	(included in Zero-GHG emissions energy)	17.1%	19.4%	16.9%	8.7%
Natural gas	4.2%	4.7%	5.5%	2.2%	3.5%
Wind and Solar ³	(included in Zero-GHG emissions energy)	2.3%	1.5%	1.6%	1.7%
Coal	4.2%	2.6%	1.2%	1.5%	0.8%
Other ⁶	6.1%	6.1%	5.7%	12.4%	14.0%
Zero-GHG emissions energy ³	21.7%	N/A	N/A	N/A	N/A
Total purchased power ⁴	36.2%	32.9%	33.3%	34.6%	28.7%
Total system load and wholesale sales					
Total system load (megawatt-hours in thousands)	21,391	21,647	22,091	22,573	23,085
Wholesale sales (megawatt-hours in thousands)	(2,560)	(3,352)	(3,193)	(4,290)	(4,669)

¹ 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.

² 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 1.5-2.0 MMtCO₂e each year.

³ 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.

⁴ 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%.

⁵ Hydro includes power purchased from Bonneville Power Administration (BPA).

⁶ "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	2015	2016	2017	2018	2019
Affordable energy — reasonable prices⁷					
PGE retail prices (average)					
Residential (cents per kilowatt-hour)	11.55¢	11.40¢	11.42¢	11.95¢	12.28¢
Commercial (cents per kilowatt-hour)	9.22¢	9.25¢	9.26¢	9.30¢	9.43¢
Industrial (cents per kilowatt-hour)	6.46¢	6.68¢	6.70¢	6.51¢	6.38¢
Average regional retail prices (Pacific Northwest)					
Number of utilities ⁸	39	38	35	38	35
Residential (cents per kilowatt-hour)	13.94¢	13.95¢	14.30¢	14.40¢	14.24¢
Commercial (cents per kilowatt-hour)	12.83¢	12.28¢	12.56¢	12.70¢	12.79¢
Industrial (cents per kilowatt-hour)	8.68¢	8.41¢	8.74¢	8.53¢	8.68¢
Average national retail prices (United States)					
Number of utilities ⁹	214	213	210	217	214
Residential (cents per kilowatt-hour)	12.68¢	12.56¢	13.06¢	12.91¢	13.03¢
Commercial (cents per kilowatt-hour)	10.60¢	10.37¢	10.68¢	10.65¢	10.65¢
Industrial (cents per kilowatt-hour)	6.90¢	6.75¢	6.91¢	6.92¢	6.82¢
Green power program					
Residential/small business					
Number of participants	128,810	150,519	173,656	204,889	224,739
Megawatt-hours sold annually (in thousands)	964,148	1,101,009	1,406,858	1,557,288	1,830,813
CO ₂ e avoided annually (tons)	646,142	869,285	1,072,659	1,190,624	1,446,960
Commercial/industrial					
Number of participants	179	190	200	220	238
Megawatt-hours sold annually (in thousands)	392,240	410,330	436,708	438,856	484,468
CO ₂ e avoided annually (tons)	262,867	323,970	332,968	335,527	391,760

⁷ 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).

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

⁹ Investor-owned and public utilities greater than 1 million megawatt-hours in retail sales nationally.

Key metrics summary

CUSTOMER VALUE (continued)	2015	2016	2017	2018	2019
Customer programs					
Solar¹⁰					
Number of customers	6,880	8,123	9,476	10,737	11,927
Total megawatts	68	80	87	98	108
Dispatchable Standby Generation					
Number of customers	35	38	39	38	37
Number of sites	54	58	61	63	59
Total megawatts	105	121	123	128	125
Energy Partner¹¹					
Number of participants at year-end	34	41	49	50	133
Nominated demand (kilowatts) ¹²	12,200	8,625	10,585	15,200	22,101
Energy efficiency (EE)					
EE acquired (average megawatts) ¹³	31	38	40	35	33
Residential average energy use per year (kilowatt-hours)	10,191	10,106	9,766	9,601	9,821
Electric transportation					
Electric vehicles in Oregon ¹⁴	9,000	10,500	16,000	19,900	27,828
Public EV charging stations in Oregon ¹⁵	1,002	1,112	1,224	1,438	1,628
Public EV quick-chargers in Oregon ¹⁵	157	198	199	290	304
Number of plug-in car models available for sale in Oregon ¹⁵	20	26	42	39	44

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

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

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

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

¹⁴ 2015 data estimated by Portland State University's Transportation Research and Education Consortium; 2016-2019 data estimated by Oregon Dept. of Environmental Quality.

¹⁵ Data source: PlugShare.com.

Key metrics summary

CUSTOMER VALUE (continued)	2015	2016	2017	2018	2019
General customer information					
Annual average overall satisfaction rating¹⁶					
Residential	89%	90%	90%	95%	94%
Business	90%	93%	94%	94%	95%
Key customers	83%	85%	93%	95%	97%
Average number of customers					
Residential	742,467	752,365	762,211	772,389	779,673
Commercial	105,802	106,773	107,855	109,107	110,084
Industrial	255	258	267	270	262
Total	848,524	859,396	870,333	881,766	890,019
Energy deliveries (thousands of megawatt-hours)					
Residential	7,325	7,348	7,880	7,416	7,471
Commercial	7,511	7,457	7,555	7,430	7,318
Industrial	4,546	4,166	4,283	4,376	4,671
Total	19,382	18,971	19,718	19,222	19,460
Reliable energy¹⁷					
System Average Interruption Duration Index (SAIDI) (minutes)	75	97	113	88	98
System Average Interruption Frequency Index (SAIFI) (per 100 customers)	0.48	0.59	0.62	0.52	0.61
Customer Average Interruption Duration Index (CAIDI) (minutes)	156	163	181	172	160
Momentary Average Interruption Frequency Index (MAIFI) (per 100 customers)	1.20	1.10	1.40	1.30	1.28

¹⁶ 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 (2014-2019).

¹⁷ Major events are excluded from these calculations.

Key metrics summary

ENVIRONMENTAL FOOTPRINT ¹⁸	2015	2016	2017	2018	2019
Greenhouse gases¹⁹					
Intensity: Retail load (metric tons CO ₂ e/megawatt-hours) ²⁰	0.41	0.38	0.35	0.37	0.41
Emissions: Fleet vehicles (tons CO ₂ e)					
Gasoline	4,511	4,400	4,770	4,900	5,586
Diesel	5,110	4,289	4,793	3,847	3,764
Emissions: Facilities (e.g. heating, lighting) (tons CO ₂ e)					
Electricity	4,075	3,427	3,683	3,975	4,025
Natural gas	1,317	1,121	1,443	1,216	1,310
Company vehicles					
Percent of fleet with plug-in or additional electric technology ²¹	2.53%	3.94%	4.67%	5.86%	8.35%
Waste and recycling					
Hazardous waste disposed (tons) ²²	12.06	105.48	12.80	21.27	4.02
Motor oil recycled (gallons) ²³	6,042	8,201	9,098	7,953	7,066
Antifreeze recycled (gallons) ²⁴	675	629	848	788	806
Large PCB capacitors disposed ²⁴	603	0	0	0	0
PCB transformers disposed ²⁴	83	80	474	672	802
Compliance assurance²⁵					
Voluntary internal compliance reviews	59	55	70	58	43

¹⁸ Additional environmental data provided in EEI ESG reporting template. investors.portlandgeneral.com/static-files/3000c4f7-cb70-43d1-b726-d56667541244.

¹⁹ Tons CO₂e stands for tons of carbon dioxide equivalent, a standard reporting unit for greenhouse gas emissions.

²⁰ 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.

²¹ Electric vehicles as defined by the Edison Electric Institute.

²² Variability of waste disposal is due to different site projects and events happening in different years.

²³ 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.

²⁴ Environmental Protection Agency reporting requirements started in 1979. PGE's voluntary removal completed in 2015, resulting in 0 large PCB capacitors disposals 2016 – 2019.

²⁵ Review procedures updated in 2019 to count reviews at sites with multiple operations as a single review. The 43 reviews in 2019 equates to 64 individual reviews if using the review approach of previous years.

Key metrics summary

QUALITY WORKFORCE	2015	2016	2017	2018	2019
General employee information					
Number of employees ²⁶	3,404	3,715	4,068	3,957	3,827
Number of regular employees					
Regular full-time employees in workforce	96%	97%	94%	96%	98%
Regular part-time employees in workforce	2%	1%	1%	1%	1%
Regular employees represented by independent trade union organizations	29%	28%	27%	27%	26%
Number of temporary employees					
Temporary full-time employees in workforce	1%	1%	1%	2%	<1%
Temporary part-time employees in workforce	1%	1%	4%	1%	1%
Number of contingent workers²⁷					
	758	963	1,162	991	871
Skilled workforce					
Summer hires/interns	39	57	66	61	55
Apprentices	10	14	14	13	9
Pre-apprentices	10	13	15	20	16
Employees retiring					
Turnover rate	6%	8%	8%	9%	11%
Average tenure (years)	15	14	13	12	11
Diversity					
Women in workforce	32%	32%	33%	32%	32%
Racial/ethnic group representation ²⁸	19%	19%	21%	21%	22%
Women in management	25.8%	27%	27.7%	28.9%	29.4%
Racial/ethnic group management representation	13.9%	15.1%	17.4%	17.4%	18.6%
Health and safety					
LWD rate (lost work days) ²⁹	1.57	1.37	1.21	0.95	0.77
DART rate (days away, restricted or transferred) ²⁹	2.50	1.73	2.01	1.63	1.23
OSHA recordable incidents rate ²⁹	3.99	3.32	3.44	2.77	2.16
Reportable vehicle incidents					
Total number of vehicle incidents	85	107	110	123	122
Total vehicle incident rate ³⁰	8.87	11.41	11.02	12.17	11.52

²⁶ Data adjusted to include contingent workers.

²⁷ Contingent workers defined as non-regular or temporary employee that receives a badge and/or network access.

²⁸ Data based on voluntary employee reporting.

²⁹ Number of incidents per 100 employees and contingent workers who report to PGE management (assuming 2,000 hours per employee per year)

³⁰ Total number of vehicle incidents times 1 million divided by total miles driven.

Key metrics summary

RESPONSIBLE MANAGEMENT	2015	2016	2017	2018	2019
Financial					
Total retail energy delivered (in thousands of megawatt-hours)	19,382	18,971	19,718	19,222	19,460
Return on equity (return on average equity)	8.3%	8.4%	7.9%	8.6%	8.4%
Market capitalization (millions of dollars)	\$3,230	\$3,850	\$4,065	\$4,100	\$4,986
Share price as of Dec. 31	\$36.37	\$43.33	\$45.58	\$45.85	\$55.79
Dividend (yield percent)	3.24%	2.91%	2.94%	3.11%	2.72%
Total shareholder return	(0.6%)	22.7%	8.3%	5.6%	25.1%
Earnings per share (diluted) ³¹	\$2.04	\$2.16	\$2.29	\$2.37	\$2.39
Total capital expenditures (millions)	\$598	\$584	\$514	\$595	\$606

STRONG COMMUNITIES	2015	2016	2017	2018	2019
(Dollars in thousands)					
Community support					
Community investments (corporate)	\$1,675	\$1,561	\$1,863	\$1,967	\$2,083
PGE Foundation granting total	\$1,062	\$1,065	\$1,169	\$1,160	\$1,176
Total PGE and PGE Foundation investments	\$2,737	\$2,626	\$3,032	\$3,127	\$3,259
Community investments as a percent of net income	1%	1%	1%	1%	2%
Volunteerism					
Employee and retiree volunteer hours	41,573	45,182	48,922	45,019	32,911
Employee participation	33%	33%	32%	32%	33%
Employee Giving Campaign					
Employee and retiree donations	\$1,009	\$1,052	\$1,283	\$1,050	\$1,198
Company match	\$531	\$689	\$802	\$1,043	\$1,064
Total	\$1,540	\$1,741	\$2,085	\$2,093	\$2,262
Employee Giving Campaign participation ³²	64%	59%	56%	60%	64%
Education					
Scholarships awarded	45	42	50	58	55
Safety education					
Students reached in classroom	87,275	64,659	75,690	74,760	68,970
Safety fairs	30	31	31	60	54

³¹ 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.

³² Company match increased in 2017 from 50% to 100% of employee donation up to two thousand dollars.