

Be prepared

Are you prepared for a power outage?

PGE works hard to prevent outages. But a fierce storm or a car hitting a utility pole can still knock out the lights. If that happens, PGE is prepared to respond immediately. We want to help your business be prepared, too.

- **Develop an outage plan.** Make sure employees know how to deal with critical equipment. Put together an outage kit with flashlights, a battery-powered radio and other essentials.
- **If the power goes out, call PGE.** But first reset breakers or check for blown fuses.
- **Check for downed utility lines.** Keep people away. Never touch a downed line – it doesn't have to spark to be live and dangerous.

Find an emergency checklist, tips to minimize disruptions for your business, an online outage map by county and ZIP code and more information online at PortlandGeneral.com/Outage.

To report a power outage or downed line, call 503-464-7777 in Portland or 800-455-1795 outside the Portland area.

PGE Business Services is here to help your company thrive



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*Helping your business save time,
money and energy.*

For more information online:

PGE Business Services

PortlandGeneral.com/Business

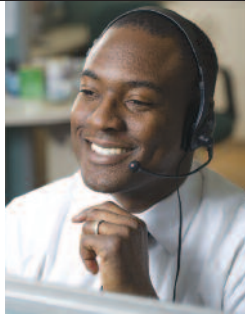
Portland: 503-228-6322 Salem: 503-399-7717

Outside Portland/Salem: 800-822-1077



Portland General Electric

We're committed to your business



For more than a century PGE has helped power the local economy. Today, about 50,000 Oregon businesses rely on PGE for safe, reliable electricity. We are committed to helping your business save energy, thrive and grow.

This booklet gives an overview of PGE services. We strive to bring you:

- Easy ways to do business with us
- Options for managing your account
- Expert energy advice to help control costs

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Shown on cover: PGE business customer Alysa Rose of Rejuvenation. PGE helped the lighting manufacturer and retailer get the ball rolling on an energy-saving upgrade.

Customer service and resources

Business Services Team

Our specially trained Business Services Team makes it easy to do business with us. They can help you manage your account and save energy. Call Monday through Friday, 7 a.m. to 6 p.m., or send an email (*see contact information at bottom of page*).

Round-the-clock account access

Do business with PGE when it's convenient for you, 24-hours a day.

Online – PortlandGeneral.com/Business

- View and pay your bill
- Select new billing and payment options
- Update account information
- Sign up for renewable power

Automated Phone System

- Check account balance/last payment received
- Pay your bill
- Report a power outage/check repair status

News to power your business

Get the latest information to help you manage your account and save energy:

- **Business Connection** email newsletter – Sign up on our Web site for our free, bi-monthly email newsletter. Read energy profiles of other local businesses and get new energy-saving ideas to help your business succeed.
- **PortlandGeneral.com/Business** – Manage your account online. Also explore in-depth information on saving energy, safety, preparing for outages and more.
- **Energize** newsletter – Our quarterly business newsletter arrives automatically with your bill. It's full of energy news, efficiency tips and ideas to save time and money.

Manage your account

Billing and payment options

Save time and reduce waste! In addition to the traditional method by mail, we offer other convenient ways to receive and pay your bill:

- *Online Paperless Bill*
- *Pay online*
- *Auto Pay – Secure automatic monthly payments*
- *Equal Pay[†] – Equal monthly payments eliminate seasonal bill swings*

- *One Check Payment – pay multiple accounts with one check*
- *Pay by phone*
- *Pay in person at PGE Community Offices and Express Pay locations*

For information on billing and payment options, go to PortlandGeneral.com/Business.

[†]Equal Pay is available to Schedule 32 customers who have had service for at least 12 months.

Our most convenient option combines Paperless Bill, Equal Pay and Auto Pay.[†]

Power options As a PGE business customer, you can make energy choices based on what's important to your business. Look at the column with your rate schedule to see your options.

Options for

Small- and medium-sized businesses – Schedule 32

(electric bills are typically less than \$500 per month)

Options for

Medium- and large-sized businesses – Schedules 83, 85 and 89

(electric bills are typically more than \$500 per month)

PRICING PLANS*

Basic Service – This is the way most customers have traditionally paid for electricity.

Annual cost of service – PGE's traditional fixed-price plan for larger customers.

Time of Use – Prices are lower when demand for energy is lower. If you can significantly shift your energy use to off-peak hours (generally 10 p.m. to 6 a.m. Mon. – Sat., and all day Sun.), the Time of Use option could help you control your electric bill.

Alternate pricing plans – You can assume market risk for the chance of potential benefit. Choose a market-based price such as daily pricing, or opt for Direct Access Service whereby you purchase electricity from an alternate Electricity Service Supplier.

RENEWABLE POWER*

When you choose renewable power you can join a searchable database of green power businesses at GreenPowerOregon.com, our online green community. You may also provide coupons on the site as a new way to reach like-minded customers.

Green SourceSM – 100 percent of your energy use is offset with renewable power**

*Small business customers can add **Green Source** or **Clean Wind** to either **Basic Service** or **Time of Use**. You are billed at your current rate plus an additional charge for the renewable option you choose. Sign up at GreenPowerOregon.com.*

Clean WindSM – Wind power sold in 200 kilowatt-hour units**

Clean WindSM – This is 100 percent new wind power.** You can reduce your carbon footprint for as little as \$17 a month, but higher support levels offer significant advertising and publicity benefits. Learn more at PortlandGeneral.com/CleanWind.

Habitat Support – For just an additional \$2.50 per month, you can add Habitat Support to either Green Source or Clean Wind. The money goes directly to The Nature Conservancy for local fish habitat restoration.

*For complete pricing information, visit our website.

**You will not have electricity from a specific generation facility delivered directly to your business, but the amount you consume will be replaced in the Western power grid by wind, or by a combination of renewable power depending on the product you choose.

Business Services Team

Portland: 503-228-6322 • Salem: 503-399-7717
Outside Portland/Salem: 800-822-1077

business.services@pgn.com
PortlandGeneral.com/Business

Services

Energy-efficiency guidance

Trust PGE for expert energy-efficiency information tailored to your business. We offer advice to help you save energy, control costs and build a more sustainable business. Go online to PortlandGeneral.com/Business for more information on:

- **PGE Business Services Team** – We're available Monday through Friday, 7 a.m. to 6 p.m., with expert advice.
- **In-depth energy-saving information** – Explore quick tips, simple solutions and smart investments for different technologies and business types.
- **Free energy-efficiency consultation for your business** – Sign up online for advice tailored to your business.
- **Free energy-efficiency classes** – See the complete schedule and register on our Web site.
- **Financial resources** – We'll show you how to make energy improvements more affordable with cash incentives from Energy Trust of Oregon.
- **Energy monitoring** – We offer services to help larger power users identify energy-saving opportunities (requires extra fees).

Power quality and reliability

PGE works hard to ensure that you have reliable power to keep your business humming.

- **Avoid power quality problems** – Learn how at PortlandGeneral.com/PowerProblems.
- **Discover our Reliability Centers** – Find out how we serve high-load firms at PortlandGeneral.com/Reliability.

Outdoor lighting*

For quick installation and hassle-free maintenance of outdoor area lights and streetlights, see PortlandGeneral.com/OutdoorLighting.

*You do not have to buy the products mentioned to continue to receive your current electricity services from PGE. You may purchase these products from other providers, including PGE.

Growing your business

Planning an expansion? Contact PGE for assistance with site selection, power requirements, incentives and other valuable assistance. Learn more at PortlandGeneral.com/EconomicDevelopment.

