

SCHEDULE 340
ON-BILL REPAYMENT SERVICE
ENERGY EFFICIENCY AND SUSTAINABLE TECHNOLOGIES (EEAST)

PURPOSE

This Schedule describes the general terms of the On-Bill Repayment Service that PGE provides in compliance with the Energy Efficiency and Sustainable Technologies (EEAST) legislation codified as ORS 470.500 through ORS 470.720. This Service will enable Customers access to low-cost, long-term financing for installed energy efficiency measures with repayment on the Customer's PGE Electricity bill. Financing for the Customer's energy efficiency measures is provided by a third party financial institution. The Customer's repayment amount will be included and separately stated on the participating Customer's Electricity bill.

AVAILABLE

To participating Customers of owner occupied buildings where the primary source of heat is Electricity provided by the Company.

APPLICABLE

To Customers who have obtained an energy efficiency loan offered through programs managed by the Energy Trust of Oregon (Energy Trust) that include PGE's On Bill Repayment Service (EEAST loan).

SERVICE DESCRIPTION

Energy Trust of Oregon will offer financing to participating Customers and will act as a program coordinator. PGE will bill repayment of the EEAST loan offered by the Energy Trust on the participating Customer's Electricity bill. PGE will then remit the collected Customer repayments received to Energy Trust of Oregon or financial institution designated by the Energy Trust and communicated to PGE in writing.

Energy Trust of Oregon, through its contracted financial institution, is responsible to qualify Customers for the repayment service and establish a contract with the Customer for repaying the EEAST loan. Energy Trust of Oregon will obtain and provide to the Company, the participating Customer's written authorization that allows the repayment amount to be placed on the Customer's Electricity bill and for the Company to share the participating Customer's account payment and credit history with Energy Trust of Oregon as needed, on an ongoing basis.

SCHEDULE 340 (Continued)

SERVICE DESCRIPTION (Continued)

The On-Bill Repayment Service program is offered with the following understanding:

Related to the Participating Customer:

1. A Customer's participation in the On Bill Repayment Service will not affect the Customer's OAR Chapter 860, Division 21 rights and responsibilities or the Company's compliance with Division 21 rules. For example, the Company will not disconnect a Customer's service for non-payment of the EEAST loan repayment amount. The Customer's participation in the On Bill Repayment Service will not affect the Customer's ability to establish credit, impact the deposit amount the Customer may be required to pay, or otherwise affect the Customer's ability to receive reliable Electricity Service with the Company.
2. By securing an EEAST loan, the Customer will be responsible to remit the monthly EEAST loan repayment amount to PGE with the monthly bill payment for Electricity Service.
3. Customer payments remitted to the Company shall first be applied to those charges related to the provision of Electricity Service and other related services billed to the Customer consistent with the Company's tariff¹. Overpayments received by the Company will not be applied to the EEAST loan balance, nor will refunds be issued. The overpayment will be applied towards Electricity Service charges in the same posting priority as defined within the Company's tariff².
4. Time Payment Agreements or other payment arrangements will not be available for the EEAST loan repayment amount, nor will Energy Assistance payments be applied to the EEAST loan repayment amount.
5. Delinquency Conditions: If a customer is seventy five (75) calendar days past due on their EEAST loan payment, the Company will notify the Energy Trust and no longer provide the On Bill Repayment Service to the customer if the EEAST loan remains past due. If the EEAST loan payment is more that ninety (90) calendar days past due, the Company will remove the Customer from the On Bill Repayment Service without notice to the Energy Trust or the Customer. A return check charge as provided in Schedule 300 will be applied to any payment returned by a financial institution.

¹) Rule F, Billings, (5), Presentation and Payment of Bills

²) Should the overpayment be equal to that of the remaining EEAST Loan balance, the Company may issue a refund and advise the Customer to contact the Energy Trust on proper loan pay-off procedures.

SCHEDULE 340 (Continued)

SERVICE DESCRIPTION (Continued)

6. As the EEAST loan is specific to the Customer and the premises, if the Customer sells the property, the loan will revert to Energy Trust, and/or its financing organization. Energy Trust may work with the new owner to continue the repayment obligation; if the new owner is willing to continue the EEAST loan repayment obligation, the Energy Trust and PGE will treat this as a new EEAST loan.

Related to the Energy Trust of Oregon:

1. Energy Trust will reimburse Company for all costs related to Company's administration of this On Bill Repayment Service. The Company will bill Energy Trust for ongoing administrative costs, including costs associated with programming, credit searches, repayment set up, repayment termination, and other incremental activities related to processing bill payments, accounting and reporting. The Company will not seek to recover any incremental costs associated with this program from Customers. The business relationship between the Energy Trust and Company will be governed by an executed operating agreement.
2. The Company will transfer to the Energy Trust, on a monthly basis, a remittance that includes the aggregate amount of all EEAST loan repayment amounts received during the previous month, a listing of participating Customers, payment amounts and dates of payment and other information as agreed to between the Company and Energy Trust.
3. If any Customer payment transferred by the Company to Energy Trust or its designee is later reversed or payment declined because the Customer has insufficient funds with its bank or financial institution, the Company shall not be responsible for a return payment fee to the Energy Trust or its designee.
4. Upon receipt of written notice of a change in ownership of the premises of a participating Customer, the Company will not include repayment amounts on the Electricity bill for the new owner of the premises without first receiving written notification from Energy Trust of the following: a) a new qualifying Customer at the premises has established a contract for repayment of the payment obligation, b) written authorization from the new owner of the premises that allows the repayment amount to be placed on the new qualifying Customer's Electricity bill, and c) authorization for the Company to share the new qualifying Customer's account payment history and credit activity with the Energy Trust.
5. Dispute Resolution: Energy Trust must provide the Company with a toll-free Customer Service phone number to which the Company can refer Customers who have questions or concerns about their EEAST loan repayment obligation. The Company is not responsible for responding to Customer questions and disputes related to EEAST loan or for any misinformation provided by Energy Trust.

SCHEDULE 340 (Concluded)

SPECIAL CONDITIONS

1. PGE is acting as a billing agent for Energy Trust. By participating as billing agent, Customer agrees to hold the Company harmless from any cost, liability, claim, suit and expense arising out of any act or omission of Energy Trust, or its designee, its financing institutions, or contractors related to the installation of energy efficiency measures or upgrades, the effectiveness of such installations or resulting energy or financial savings, or any representations made directly or indirectly to Customer concerning energy usage, environmental impacts, property values or other effects or savings related to the energy efficiency measures. In addition, Customer agrees to hold the Company harmless from any action the Company may take in reliance on information provided to the Company by Energy Trust or associated financing institutions.
2. The service quality standards and requirements under the Oregon Administrative Rules for Customer Service shall not apply with respect to bills and remittances related to this EEAST On Bill Repayment service.
3. As a condition of participation in this Schedule 340 On Bill Repayment Service, participating customers must participate in the Company's auto pay program in which the Customer's electricity bill is automatically paid from the Customer's bank account. The Customer receives a monthly statement noting charges due, in advance of the due date, and the amount due is automatically withdrawn from the Customer's bank account when due. For more information, Customer is directed to <http://www.portlandgeneral.com/ebill/autopay.aspx>.

TERM

This Schedule will be in effect until one of the following occurs: the Energy Trust /PGE operating agreement is terminated; all participating Customers have fully repaid their respective repayment obligations; or OPUC waiver, legislation, or judicial order terminates or materially changes the requirements of this Service.