

## **PGE Transmission & Reliability Services**

### Customer Questions and Answers

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Date Submitted: **December 1, 2008**

Date Answered: **January 9, 2009**

Customer: **PGE Merchant**

Subject: **"Messaging Board" to post questions or comments on OASIS**

#### **Question:**

A Transmission Customer requested a "Messaging Board" to post questions or comments on OASIS. The "Messaging Board" would allow for timely responses to questions & comments that might arise and would not be addressed in real time. Issues that could be addressed on a messaging board include clarification of business practices, designation / undesignation of network resources, etc.

#### **Answer:**

PGE Transmission has an existing "Customer Q & A" folder to store all questions and answers from transmission customers. PGE Transmission will notify the transmission customer and post their questions and answers on the "Customer Q & A" folder.

PGE Transmission will reply to those questions appropriately, and as quickly and reasonably as possible, taking into consideration the complexity of the questions, the availability of resources and other priorities and special projects in the queue.

In addition, a Contacts List is posted under "Contacts" folder on PGET's OASIS. It provides transmission customers an additional means of addressing specific questions. PGE Transmission will continue to consider better and more efficient methods of addressing customer questions and concerns.