



RIGHTS AND RESPONSIBILITIES SUMMARY FOR OREGON UTILITY CUSTOMERS

If you are applying for service or have service with a utility company in Oregon, you have certain rights and responsibilities. Following is a summary of those rights and responsibilities prepared by the Consumer Services Division of the Public Utility Commission as they pertain to water service regulated by the PUC.

The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move or if you wish to change your service or if you have a problem.

- **DEPOSITS:** The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.
- **THIRD-PARTY NOTICES:** You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.
- **DISCONNECTION NOTICES:** Before a utility company can disconnect your service, the company must notify you. Water utilities are required to give you a 15 day notice and a 7 day notice and must make a good-faith effort to contact you within 48 hours before service is disconnected.
- **PAYMENT PLANS:** You may take advantage of special payment options designed to make it easier to pay your water utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your water bills for a period of time and your utility intends to cut off your service, you may also enter into a special agreement to pay the overdue amount over a period of time.
- **LATE CHARGES:** Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late-payment charges to bills not paid on time.
- **RESOLVING DISPUTES:** If you have a dispute with your utility company that is not resolved by contacting the company, the PUC Consumer Services Division is available to help you. **You may contact the PUC Consumer Services Division by calling toll-free 1-800-522-2404.**
- **CONSUMER ORGANIZATIONS:** If you wish to contact one of several organizations which offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling the same toll-free number, 1-800-522-2404.

If you have questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.