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# PERMANENT ADMINISTRATIVE ORDER

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CHAPTER 860
**PUBLIC UTILITY COMMISSION**

FILING CAPTION: Residential Customer Protections in OAR 860-021 (AR 671)

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RULES:
860-021-0008, 860-021-0009, 860-021-0011, 860-021-0126, 860-021-0180, 860-021-0200, 860-021-0205, 860-021-0215, 860-021-0305, 860-021-0328, 860-021-0330, 860-021-0335, 860-021-0406, 860-021-0407, 860-021-0408, 860-021-0410, 860-021-0420, 860-021-0520

AMEND: 860-021-0008

RULE TITLE: Definitions for Regulation of Utility Services

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: The rule changes add definitions for "income-qualified residential customer, " "severe air quality event," "severe heat event," "severe off-season cold event," "severe on-season cold event," and "severe weather."

RULE TEXT:
(1) “Applicant” means a person who:
(a) Applies for service with an energy or large telecommunications utility;
(b) Reapplies for service at a new or existing location after service has been discontinued; or
(c) Has not satisfied the requirements of OAR 860-021-0205 or 860-021-0335(2) within the required time period, if either rule is applicable.
(2) “Co-customer” means a person who meets the definition of “customer” and is jointly responsible with another person for utility service payments on an account with the energy or large telecommunications utility. If only one co-customer discontinues service in their name, the remaining co-customer shall only retain customer status if they reapply for service in their own name within 20 days of such discontinuance, provided the energy or large telecommunications utility contacts the remaining co-customer or sends the remaining co-customer a written request for an application within one business day of the discontinuance.
(3) “Customer” means a person who has applied for, been accepted, and is currently receiving service. Notwithstanding section (1) of this rule, a customer who voluntarily disconnects service and later requests service with the same utility at a new or existing location within 20 days after disconnection retains customer status.
(4) “Energy utility” has the meaning given to a public utility in ORS 757.005, except water and wastewater. An energy utility can be an “electric company,” “gas utility,” or “steam heat utility.”
(5) "Income-qualified residential customer" means a customer or applicant whose eligibility has been verified under

OAR 860-021-0180.
(6) “Large telecommunications utility” means any telecommunications utility, as defined in ORS 759.005, that is not partially exempt from regulation under ORS 759.040.
(7) “Local exchange service” has the meaning given to “local exchange telecommunications service” in ORS 759.005(1)(c).
(8) “OTAP” has the meaning given to “Oregon Telephone Assistance Program” in OAR Chapter 860, Division 033.
(9) “Registered dispute” means an unresolved issue between a customer or applicant and an energy or large telecommunications utility that is under investigation by the Commission’s Consumer Services Section but is not the subject of a formal complaint.
(10) “Regulated charges” means charges for services delivered in Oregon and subject to the jurisdiction and approval of the Commission.
(11) “Severe air quality event” means any day on which the Department of Environmental Quality has issued an air quality advisory or the Air Quality Index (AQI) is forecasted to be 100 or above on the website AirNow.gov or a similar air quality reporting service designated by the utility.
(12) “Severe heat event” means any day on which the National Weather Service or similar weather reporting service designated by the utility has issued an extreme heat warning, extreme heat watch, or heat advisory.

(13) “Severe off-season cold event” means any day from May 1 through October 31 where the National Weather Service or similar weather reporting service designated by the utility has forecast a low temperature of 32 degrees Fahrenheit or below and a high temperature of 60 degrees Fahrenheit or below, or weather conditions that pose a threat to life or property.

(14) “Severe on-season cold event” means any day from November 1 through April 30 where the National Weather Service or similar weather reporting service designated by the utility has forecast temperatures of 32 degrees Fahrenheit or below or issued a winter storm warning indicating weather conditions that pose a threat to life or property.
(15) “Severe weather” means any day on which conditions as defined in sections (11), (12), (13), or (14) of this rule are present.

(16) “Utility” means all large telecommunications and energy utilities, as defined in sections (4) and (6) of this rule, except when a more limited scope is explicitly stated.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759

STATUTES/OTHER IMPLEMENTED: ORS 756.010, ORS 757.005, ORS 759.005, ORS 757.230

AMEND: 860-021-0009

RULE TITLE: Applications for Utility Service from an Energy or Large Telecommunications Utility

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change adds additional forms of identification to be accepted when applying for service.

RULE TEXT:

(1) An application for energy or telecommunications utility service must be made when:

(a) Service is requested by a person who has not previously been served by the energy or large telecommunications utility;

(b) Service has been involuntarily discontinued in accordance with these rules, and the person later seeks to have service restored; or

(c) Service has been voluntarily discontinued, and a request to restore service has not been made within 20 days.

(2) An application is a request for energy or telecommunications utility service. The energy or large telecommunications utility shall not accept an application for service until the applicant establishes credit as set forth in OAR 860-021-0200 and 860-021-0205. However, the energy or large telecommunications utility may refuse a service application under OAR 860-021-0335.

(3) An energy or large telecommunications utility may require an applicant to provide the following information when applying for service:

(a) The name of person(s) responsible for payment on the account;

(b) The name to be used to identify the account, if different than the actual name;

(c) The birth date of person(s) responsible for payment on the account;

(d) The social security number of person(s) responsible for payment on the account;

(e) A current valid Oregon driver license number of the person(s) responsible for payment on the account;

(f) The service address;

(g) The billing address, if different than service address; and

(h) Any available telephone numbers where the applicant can be reached night and day.

(4) In lieu of providing a valid social security number or current valid Oregon driver license number under section (3) of this rule, an applicant may provide:

(a) A state or federal government issued form of identification containing name and photograph of the person(s) responsible for payment on the account, regardless of expiration date;

(b) A passport, regardless of expiration date;

(c) A consular identification card, regardless of expiration date; or

(d) A combination of:

(A) An original or certified true copy of his or her birth certificate;

(B) A current identification from school or employer containing a photograph; and

(C) The name, address, and telephone number of a person who can verify the applicant's identity, such as a teacher, employer, or caseworker; or,

(e) Other information deemed sufficient by the utility to establish an applicant’s identification.

(5) If an applicant is denied service for failure to provide an acceptable form of identification, the applicant may pursue conflict resolution under the Commission’s rules.

(6) Upon request, the energy or large telecommunications utility shall protect the account from access by others through the use of a personalized password or other means acceptable to both the energy or large telecommunications utility and the customer.

(7) A large telecommunications utility shall protect the identity of a customer at risk of domestic violence or other abuse. At its option, the large telecommunications utility shall provide the identity protection by allowing the customer to use a modified or alternative name for a directory listing or by providing, at no cost, a non-published listing in accordance with other applicable tariff provisions for the length of time the endangerment exists. A customer

requesting a nonpublished listing under this section must provide:
(a) A copy of a court order that restrains another person from contact with the customer by reason of risk of domestic violence, as defined in ORS 135.230, or unwanted sexual contact, as defined in ORS 163.305, abuse, as defined by the Elderly and Disabled Person Abuse Prevention Act, ORS 124.005 et seq., or stalking, as defined by ORS 163.730 et seq.; and
(b) An affidavit, stating that the customer is financially unable to pay for the nonpublished listing.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759

STATUTES/OTHER IMPLEMENTED: ORS 756.040

AMEND: 860-021-0011

RULE TITLE: Multilingual Notices

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This change clarifies the languages in which multi-lingual notices must be provided.

RULE TEXT:

(1) All energy utilities' and large telecommunications utilities' disconnect notices shall contain the following information translated into Spanish, Vietnamese, Cambodian, Laotian, and Russian or the five most used non-English languages in an energy utility's service territory: IMPORTANT NOTICE: Your (electric, gas, or telephone) services will be shut off due to an unpaid balance on your account. You must act immediately to avoid shutoff. Important information about how you can avoid shutoff is printed in English in the enclosed notice. If you cannot understand English, please find someone to translate the notice. If translation assistance is unavailable, please contact (name) at (phone number) who will try to help you. Information on customer's rights and responsibilities printed in this language is also available by calling that number. YOU MUST ACT NOW TO AVOID SHUTOFF.

(2) The Commission will translate a customer's rights and responsibilities summary into the designated non-English languages and provide copies to utilities. The customer information published by an energy or large telecommunications utility pursuant to OAR 860-021-0010 shall prominently display the following information printed in the designated non-English languages, in boldface, at the beginning of the summary: A version of a customer rights and responsibilities summary printed in this language is available by calling (name of utility) at (phone number).

(3) The energy or large telecommunications utility shall record all requests and promptly send the requested version of the summary to the customer.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759

STATUTES/OTHER IMPLEMENTED: ORS 756.040, OL 1987, Ch. 290

AMEND: 860-021-0126

RULE TITLE: Late-Payment Charge

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This change updates upon whom an energy utility may not impose a late-payment charge.

RULE TEXT:

(1) Except as provided in section (2) of this rule, an energy or large telecommunications utility may apply a late-payment charge to customer accounts not paid in full each month, provided the utility has filed the late-payment charge in its rate schedule.

(2) An energy utility shall not impose late-payment charges on residential customers unless:

(a) The energy utility offers residential customers a preferred billing date option under which the customer can select or change a bill date. Utilities shall not be required to change a customer's bill date more than once in any 12-month period;

(b) The energy utility's rate schedule provides that the late charge is not applied on residential balances less than $200; or

(c) The charge is applied only to amounts carried forward for two consecutive months.

(3) An energy utility shall not impose late-payment charges on the accounts of income-qualified residential customers.

(4) The charge will be based on a monthly late-payment rate applied to overdue account balances at the time of preparing the subsequent month's bill for residential accounts or by the bill due date for all other accounts. The late-payment charge may not be applied to time-payment or equal-payment accounts that are current. The Commission will determine the late-payment rate based on a survey of prevailing market rates for late-payment charges of commercial enterprises and will advise all utilities of the changes in the rate they may use to determine late-payment charges on overdue customer accounts as needed. The current late-payment rate and the conditions for its application to customer accounts shall be specified on the energy or large telecommunications utility bill.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.230

AMEND: 860-021-0180

RULE TITLE: Verification of Eligibility for Income-Qualified Residential Customers

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change establishes the requirements for a residential customer to qualify as an eligible income-qualified residential customer.

RULE TEXT:
(1) A residential customer shall qualify as an eligible income-qualified residential customer for purposes of these Division 21 rules through the following methods:
(a) The customer is a recipient of energy assistance within the past 12 months through the Low-Income Home Energy Assistance Program (LI HEAP) or the Oregon Energy Assistance Program (OEAP) or an energy assistance program offered by an energy utility; or
(b) The customer is enrolled in any of the utility's income-qualified energy assistance programs or qualifies to enroll in any program offered by a utility to residential customers based on differential energy burdens based on factors that affect affordability pursuant to ORS 757.230(1).
(2) Except where a utility is authorized to verify or recertify an existing income-qualified residential customer's eligibility, an energy utility may allow a customer to self-certify as an eligible income-qualified residential customer based on income that is at or below 60 percent of the Oregon state median income.
(3) An energy utility may require an income-qualified residential customer to verify or recertify eligibility as per section (1) of this rule on an annual basis if the customer is to remain an eligible income-qualified residential customer.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759

STATUTES/OTHER IMPLEMENTED: ORS 757.230

AMEND: 860-021-0200

RULE TITLE: Establishing Credit for Residential Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates language from "low income" to "income-qualified."

RULE TEXT:

(1) An applicant or customer may demonstrate satisfactory credit for new or continuing service by showing any of the following, provided that a deposit is not required under section (2) of this rule:

(a) Received 12 months of continuous utility service of the same type applied for (energy or telecommunications) during the preceding 24 months and the utility can verify a prior service account in the customer or applicant's name, either by the applicant's account history with the utility or by contacting a former utility or through an authorized letter provided by the applicant or customer from the former utility on utility letterhead that includes the following:

(A) Name(s) of the responsible person(s) on the account;

(B) Date of service;

(C) A statement that the customer was not disconnected for nonpayment during the final 12 months of service; and

(D) A statement that the applicant or customer voluntarily terminated service and timely paid for all services rendered.

(b) Meets Commission approved minimum credit requirements based on a third party credit report score or the energy or large telecommunications utility's own credit scoring formula; or

(c) Proof of ability to pay by providing either:

(A) Proof of employment during the entire 12 months previous to the application of service for person(s) responsible for payment on the account and a work telephone number to enable the energy or large telecommunications utility to verify employment; or

(B) A statement or other documentation from the income provider or an authorized representative, that the energy or large telecommunications utility can verify, indicating that the applicant or customer receives a regular source of income.

(2) An applicant or customer who is not an income-qualified residential customer may be required to pay a deposit at the time of application for new or continued service when:

(a) The applicant or customer is unable to establish credit as defined in section (1) of this rule;

(b) The applicant or customer received the same type of utility service from it or any Oregon energy or telecommunications utility, as defined in ORS 757.005 or ORS 759.005, within the preceding 24 months and owed an account balance that was not paid in full when service was terminated. This subsection does not apply to a customer who registered a dispute with the Commission within 60 days after service was terminated and who paid all undisputed or adjudicated amounts; or

(c) The applicant or customer was previously terminated for theft of service by any Oregon utility as defined in ORS 757.005 or ORS 759.005, was found to have tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service.

(3) In lieu of paying a deposit, an applicant or customer may:

(a) Provide the energy or large telecommunications utility a written surety agreement from a responsible party to secure payment in an amount equal to two months' average usage, which may be transferred to the responsible party's account as established in OAR 860-021-0334. For purposes of section (3) of this rule, a responsible party is a customer of the same utility that has maintained credit in good standing for the preceding 12 months without receiving a past due notice or incurring involuntary disconnection. The surety agreement obligation will automatically terminate should the responsible party no longer meet the conditions set forth herein. In the event a responsible party is subsequently found not to qualify, the applicant or customer will be required to either pay a deposit or obtain a written surety agreement from another responsible party. The surety obligation ceases when the customer establishes good credit; or

(b) For energy utilities, elect to use demand limiter or "pay as you go" metering, if equipment is available.

(4) For energy utilities, a deposit required under this rule shall not exceed one-sixth the amount of reasonable estimated

billing for 12 months at rates then in effect. This estimate shall be based upon actual use at the premises during the prior 12 months, if known, or will be estimated based upon the type and size of the equipment at the premises. Each deposit shall be rounded to the nearest whole dollar.
(5) For large telecommunication utilities, a deposit required under these rules shall be based upon two months' average or estimated bills for usage of the applicable telecommunications utility's tariff and price-listed services. Each deposit shall be rounded to the nearest whole dollar. For telecommunications service, applicants eligible for Oregon Telephone Assistance Program (OTAP) funding and who voluntarily elect to receive toll-blocked service, no deposit may be charged. The large telecommunications utility shall make toll blocking available at no charge to all applicants identified in OAR 860-033-0030.
(6) A new or additional deposit, calculated as provided by sections (4) and (5) of this rule with the most recent information available, may be required from a customer as a condition of continued service when:
(a) The energy or large telecommunications utility discovers that the customer gave false information to establish an account and/or credit status;
(b) The energy or large telecommunications utility discovers that the customer has stolen utility service, has tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service;
(c) For energy utilities, a customer moves and the anticipated bill at the new residence will be at least 20 percent greater than the basis of the existing deposit; or
(d) For large telecommunications utilities, if service records for the customer indicates unbilled intraLATA toll activity under the utilities' tariff and price list is greater than the basis of the prior deposit.
(7) Paying a deposit does not excuse a customer from complying with the energy or large telecommunications utility's tariffs or other regulations on file with the Commission, such as the obligation to promptly pay bills.
(8) An energy or large telecommunications utility may file a tariff that contains less stringent deposit requirements than those specified in this rule.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, OL 1987, Ch. 290, ORS 757.230

AMEND: 860-021-0205

RULE TITLE: Deposit Payment Arrangements for Residential Energy Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates language from "low income" to "income-qualified."

RULE TEXT:

(1) Except as provided in OAR 860-021-0335(1) and (2), when an energy utility requires a deposit, the customer or applicant may pay the deposit in full or in three installments. The first installment is due immediately; the remaining installments are due with the subsequent two monthly bills after the first installment payment. Except for the last payment, installments shall be the greater of $30 or one-third of the deposit. An energy utility shall not require an income-qualified residential customer to pay a deposit.

(2) When an installment payment or a deposit is made with a payment for energy utility service, the amount paid shall first be applied toward payment of the amount due for deposit.

(3) When the energy utility requires the customer or applicant to pay an additional deposit, the customer shall pay one-third of the total deposit, or at least $30, whichever is greater, within five days. The remainder of the deposit is due under the terms of section (1) of this rule. If the customer has an existing deposit installment agreement, the remaining installment payments will be adjusted to include the additional deposit; however, two installment payments cannot be required within the same billing period.

(4) When a customer or applicant enters into an installment agreement for payment of a deposit under section (1) of this rule, the energy utility shall provide written notice explaining its deposit requirements. The notice shall specify that each installment payment shall be due with each of the subsequent two monthly bills for utility service and shall include a statement printed in bold-face type informing the customer or applicant that utility service will be disconnected if the energy utility does not receive the payment when due. The notice shall also set forth the name and telephone number of the appropriate unit within the Department of Human Services or other agencies which may be able to help the customer obtain financial aid.

(5) If a customer fails to abide by the terms of a deposit installment agreement, the energy utility may disconnect service after a five-day notice. The notice shall contain the information set forth in OAR 860-021-0405(2)(a), (b), (c), (e), (f), and (g) and shall be served as required by 860-021-0405(5).

(6) When good cause exists, the Commission or the energy utility may provide more liberal arrangements for payment of deposits than those set forth in this rule. The energy utility shall keep a written record of the reasons for such action.

(7) If disconnection for nonpayment of a deposit occurs, the customer disconnected shall pay the full amount of the deposit, any applicable reconnection fee, late-payment fee, and one-half the past due amount before service is restored. The customer shall pay the balance of the past-due amount within 30 days of the date service is restored. A customer may continue with an existing time-payment agreement by paying all past-due installments, the full deposit, and other applicable fees.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, OL 1987, Ch. 290

AMEND: 860-021-0215

RULE TITLE: Refund of Deposits for Residential and Nonresidential Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates language from "low-income" to "income-qualified."

RULE TEXT:

(1) An energy or large telecommunications utility shall promptly refund a customer’s deposit with accrued interest when service is terminated, provided a refund due shall first be applied to any unpaid balance on the customer’s account.

(2) Except as provided in section (6) of this rule, an energy or large telecommunications utility may continue holding a deposit until credit is satisfactorily established or reestablished. For purposes of this rule, credit shall be considered to be established or reestablished if one year after a deposit is made:

(a) The account is current;

(b) Not more than two five-day disconnection notices were issued to the customer during the previous 12 months; and

(c) The customer was not disconnected for nonpayment during the previous 12 months.

(3) After satisfactory credit has been established or reestablished, the deposit plus any accrued interest shall be promptly refunded or credited to the customer’s account. A customer shall be entitled to a refund upon request.

(4) When the customer moves to a new address within the energy or large telecommunications utility’s service area, the deposit and accrued interest will be transferred to the new account.

(5) Deposits plus accrued interest may be refunded or credited, in whole or in part, to the customer’s account at any time earlier than prescribed in this rule, provided the energy or large telecommunications utility’s procedures are nondiscriminatory.

(6) An energy utility that collects or has collected a deposit from an income-qualified residential customer must apply or return the deposit as outlined in this section. For an income-qualified residential customer, the energy utility will return the deposit within two billing cycles.

(a) The deposit will first be applied to any outstanding balance on an income-qualified residential customer's account. If there are any remaining funds, the funds will be applied to the customer's account or returned by electronic payment or check mailed to the last-known address.

(b) If an income-qualified residential customer account is current, the deposit will be applied to a customer's account or returned by electronic payment or check mailed to the last-known address.

(c) For an income-qualified residential customer that pays the deposit in installments as set forth in OAR 860-021-0205, the energy utility will return the deposit within two billing cycles, after the last installment payment is made.

(7) Unless otherwise specified by the customer, an energy or large telecommunications utility shall mail deposit refunds to the customer’s last known address. The energy or large telecommunications utility shall promptly honor a valid claim for payment of refund if the request is received within one year of the date service is terminated. Funds held beyond one year will be disposed of in accordance with ORS 98.316.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, OL 1987, Ch. 290

AMEND: 860-021-0305

RULE TITLE: Grounds for Disconnecting Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This is a housekeeping rule change renumbering the rule provisions.

RULE TEXT:

Utility service may be disconnected by an energy utility or large telecommunications utility:

(1) When the applicant or customer fails to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement;

(2) When the applicant or customer provides false identification to establish service, continue service, or verify identity;

(3) When the customer fails to pay Oregon tariffed or price-listed charges due for services rendered;

(4) When the customer fails to abide by the terms of a time-payment agreement;

(5) When the customer requests the utility to disconnect service or close an account or when a co-customer fails to reapply for service within 20 calendar days after a joint account is closed by the other co-customer, so long as the utility has provided a notice of pending disconnection;

(6) When the customer does not cooperate in providing access to the meter;

(7) When facilities provided are unsafe or do not comply with state and municipal codes governing service or the utility's rules and regulations;

(8) When there is evidence of meter-tampering, diverting service, or other theft of service;

(9) When dangerous or emergency conditions exist at the service premises under OAR 860-021-0315;

(10) When a customer fails to disclose reasonably accurate customer load information which results in damage to utility equipment; or

(11) When the Commission approves the disconnection of service.

(12) An energy utility must make best efforts to perform service disconnections for nonpayment between the hours of 8:00 am and 2:00 pm to facilitate responsive, same-day reconnection of service.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.035, ORS 757.225, ORS 757.760

AMEND: 860-021-0328

RULE TITLE: Reconnection of Residential Energy Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates language from "low-income" to "income-qualified."

RULE TEXT:

(1) This rule applies to a service reconnection requested within 20 calendar days of the date of disconnection, after an applicant or customer has satisfied the requirements for service under all applicable rules and regulations, and requested reconnection.

(2) Each energy utility must provide a means by which an applicant or customer may contact the utility on a Business Day so that the applicant or customer may pay applicable charges, apply for verification as an income-qualified residential customer under OAR 860-021-0180, submit any necessary credit information, and request reconnection of service. A Business Day is defined as Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding state- or utility-recognized holidays.

(3) For energy utility service that has been disconnected in accordance with OAR 860-021-0305(1), (2), (4), (5), (10), (11) or involuntarily disconnected for failure to pay Oregon tariff charges:

(a) An energy utility must reconnect service as soon as reasonably possible, within the normal course of business, after an applicant or customer has satisfied the requirements for and requested reconnection. At a minimum, service must be restored as follows:

(A) For a request for reconnection received during the Business Day, Monday through Thursday, service must be restored by 5:00 p.m. the following day, except when the following day is a state- or utility-recognized holiday.

(B) For a request for reconnection received on a Friday Business Day before 3:00 p.m., service must be restored by 5:00 p.m. the following day.

(C) For a request for reconnection received on a Friday Business Day between 3:00 p.m. and 5:00 p.m., service must be restored by the end of the next Business Day.

(b) For a request for reconnection received anytime other than a Business Day, except as provided under section (6) of this rule, the request for reconnection must be treated as if it were received at 8:00 a.m. on the next Business Day and service must be restored in accordance with Subsection (3)(a)(A) of this rule.

(4) For energy utility service that has been involuntarily disconnected in accordance with OAR 860-021-0305(6) or (7), or due to meter tampering, diverting service, or theft of service, an energy utility must reconnect service as soon as reasonably possible, within the normal course of business, but no later than 5:00 p.m. of the next Business Day after the customer has satisfied the requirements for and requested reconnection.

(5) For energy utility service that has been involuntarily disconnected in accordance with OAR 860-021-0315, service will be reconnected in accordance with section (4) of this rule. If the necessity for emergency termination was through no fault of the customer, the energy utility will reconnect in accordance with section (3) of this rule, at no charge to the customer.

(6) An applicant or customer may request reconnection that falls outside of the requirements of sections (3), (4), and (5) of this rule and, for purposes of this rule, such a request will be defined as an After Hours Reconnect. The tariff of each energy utility must specify the hours other than a Business Day when the energy utility will offer an After Hours Reconnect, the terms of the service, and the applicable charges.

(a) At a minimum, an energy utility must:

(A) Provide a means by which an applicant or customer may contact the utility Monday through Friday from 8:00 a.m. to 6:00 p.m., excluding state- or utility-recognized holidays, so that the applicant or customer may pay applicable charges, submit any necessary credit information and request an After Hours Reconnect.

(B) Allow, for a customer request made in accordance with subsection (6)(a)(A) of this rule, an After Hours Reconnect on the same day as the request, or allow an After Hours Reconnect to be scheduled for any subsequent Monday through Friday, except for state- or utility-recognized holidays.

(b) The utility must notify a customer verbally or in writing of the customer's right to an After Hours Reconnect. The notification must include information that the charges associated with a same day or a scheduled After Hours Reconnect exceed the utility's standard reconnection charge.
(7) Except as provided in OAR 860-021-0330, utility fees for service reconnection must be charged as follows:
(a) An applicant or customer must pay the utility's standard reconnection fee for a reconnection made under subsection (3)(a) or (3)(b) of this rule.
(b) An applicant or customer must pay an After Hours Reconnect fee for any reconnection made under subsection (6)(a) of this rule. For an After Hours Reconnect that is completed the same day as the request, the reconnection fee may be higher than for an After Hours Reconnect scheduled for a subsequent day.
(8) Reconnection of service following an interruption of service must comply with the requirements of OAR 860-021-0021.
(9) With Commission concurrence, the reconnection requirements under this rule may be temporarily waived for any cause not reasonably within the control of the utility including, but not limited to, the following:
(a) A documented Force Majeure event;
(b) An action or default by an applicant, customer, or other person outside of the utility's control, including a cancellation of the request made by the applicant or customer;
(c) Major events, such as storms or system outages;
(d) Safety-related issues that preclude the utility from reconnecting service;
(e) The applicant's or customer's facilities cannot be accessed due to circumstances beyond the utility's control;
(f) The utility's equipment or facilities prevent the reconnection from occurring; or
(g) When the Commission approves a waiver.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756

STATUTES/OTHER IMPLEMENTED: ORS 756.040

AMEND: 860-021-0330

RULE TITLE: Reconnection Fee for Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates the circumstances under which a utility may charge a fee for the reconnection of service.

RULE TEXT:
(1) When a utility service is disconnected pursuant to OAR 860-021-0305, the energy or large telecommunications utility may charge the reconnection fee in its tariff, except when:
(a) The utility is able to remotely reconnect the residential customer's service;
(b) The residential customer participates in the utility’s income-qualified bill discount program; or
(c) The residential customer has on file with the utility a medical certificate pursuant to OAR 860-021-0410.
(2) Sections (1)(a), (b) and (c) above do not apply to After Hours Reconnect as described in OAR 860-021-0328(7)(b).

(3) An energy utility may not require a customer participating in the utility's income-qualified bill discount program or a customer with a medical certificate on file with the utility to pay any outstanding balance or reconnection fee as a prerequisite for a reconnection that is requested pursuant to OAR 860-021-0406 or OAR 860-021-0407.

(4) The utility must restore service upon request. Any outstanding balance, reconnection fee, or portion thereof remains the responsibility of the customer and may be included in subsequent bills until paid in full.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.225

AMEND: 860-021-0335

RULE TITLE: Refusal of Utility Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates the circumstances when a utility may refuse to provide service to a customer or an applicant

RULE TEXT:

(1) Except as provided in section (2) of this rule and OAR 860-021-0330, an energy utility may refuse to provide service to a customer or applicant until the utility receives full payment of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to an Oregon prior account.

(2) Except for a residential customer or applicant who was disconnected for theft of service, an energy utility shall provide service to a residential customer or applicant upon receiving payment equal to at least one-half, but no more than $200 for an income qualified or medical certificate customer, of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account, except deposits which must be paid in full, provided the customer or applicant has made reasonable partial payment on the account during the time service has been discontinued. An energy utility may not require a deposit to be paid by an income-qualified residential customer. The customer shall pay the balance of the amount owed to the energy utility within six subsequent billing cycles of the date service is initiated. Upon failure to pay, the energy utility may disconnect service after providing notice to the customer consistent with OAR 860-021-0405. The notice shall contain the information set forth in OAR 860-021-0405(2)(a), (b), (c), (d)(A) and (D) and shall be served as required by 860-021-0405(5). If a customer or applicant whose service was terminated applies for service within 20 days of the termination, the provisions of this rule apply.

(3) If electric or gas service is disconnected for a residential customer's failure to comply with the payment terms in section (2) of this rule, the utility may refuse to restore service until the utility receives full payment of any overdue obligation of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account, including any reconnection fee, late payment fee, and past due bill.

(4) Refusal of service by a large telecommunications utility:

(a) A large telecommunications utility may refuse to provide service to a customer or applicant until the utility receives full payment of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account except for telecommunications service applicants who are eligible for OTAP.

(b) A large telecommunications utility may refuse to provide service to a residential customer or applicant who is eligible for OTAP until the utility receives full payment of any overdue amount relating to a prior account for tariffed local exchange and price-listed services, excluding any toll charges.

(5) Except as provided in OAR 860-021-0330, an energy or large telecommunications utility may refuse to provide service until the utility receives payment when all the following circumstances exist:

(a) An overdue balance has been incurred by a residential customer at a service address;

(b) A residential applicant for service resided at the service address described in subsection (5)(a) of this rule during the time the overdue balance was incurred; and

(c) The residential customer described in subsection (5)(a) of this rule will reside at the location to be served under the new application.

(6) Any energy or large telecommunications utility shall refuse to provide service if a customer or applicant has not complied with state and city codes and regulations governing service and with the utility's rules and regulations.

(7) An energy or large telecommunications utility shall reject an application for service or materially change service to a customer or applicant if, in the best judgment of the utility, the utility lacks adequate facilities to render the service applied for or if the desired service is likely to unfavorably affect service to other customers.

(8) An energy or large telecommunications utility shall refuse to serve a customer or applicant, if, in the best judgment of the utility, the facilities of the customer or applicant cannot provide safe and satisfactory service.

(9) When an energy or large telecommunications utility refuses to provide service, the utility shall notify the customer

or applicant of the reasons for refusal and of the Commission's complaint process.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.035, ORS 757.225, OL 1987, Ch. 290

AMEND: 860-021-0406

RULE TITLE: Wildfire Displacement Protection

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: These rule amendments update protections for customers during and after wildfire evacuations.

RULE TEXT:

(1) An electric or natural gas utility must make best efforts to put into effect a moratorium on the disconnection of utility service for nonpayment for residential and commercial customers affected by a level 2 or 3 wildfire evacuation notice or order issued by the Oregon Department of Emergency Management. The moratorium will begin when the evacuation notice or order is issued and remain in effect until:

(a) The day after the evacuation notice or order is lifted for commercial customers; and

(b) Two days after the evacuation notice or order is lifted for residential customers.

(2) After a level 2 or 3 evacuation notice or order is lifted, an electric or natural gas utility must make best efforts to reconnect, upon request and subject to reconnection fees allowed under OAR 860-021-0330, a residential or commercial customer who has been disconnected for nonpayment within the previous seven calendar days of a level 2 or 3 wildfire evacuation notice or order. The request for reconnection must be made within seven calendar days after the evacuation notice or order is lifted.

(3) The electric or natural gas utility must make best efforts to have information available on its website concerning wildfire displacement protections; and when practical, information from the utility that includes energy utility contact information should be available at local emergency command centers, local community-based organizations, and local media.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.760

AMEND: 860-021-0407

RULE TITLE: Severe Weather Moratorium on Involuntary Disconnection of Residential and Small Commercial Electric or Gas Utility Service for Nonpayment

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates protections for customers during severe weather conditions.

RULE TEXT:
(1) An electric or natural gas utility must put into effect a moratorium on the involuntary disconnection of utility service for nonpayment for customers located within the geographic area affected by severe weather events as follows:
(a) For a severe air quality event defined in OAR 860-021-0008(11), an electric or natural gas utility may not disconnect residential or commercial service starting when severe air quality conditions are present based on forecasted data obtained no later than 8:00 a.m. each business day.
(b) For an extreme heat event defined in OAR 860-021-0008(12), an electric utility may not disconnect residential service starting 24 hours before the event is forecasted to occur.
(c) For a severe off-season cold event defined in OAR 860-021-0008(13), an electric or natural gas utility may not disconnect residential service for nonpayment starting when the event is forecasted to occur.
(d) For a severe on-season cold event defined in OAR 860-021-0008(14), an electric or natural gas utility may not disconnect residential service for nonpayment starting 24 hours before the event is forecasted to occur.
(2) When a severe on-season cold event or extreme heat event is forecast with less than 24 hours' notice, the utility must make best efforts to immediately suspend disconnections for nonpayment upon the posting of the alert.
(3) A disconnection moratorium required for a severe weather event will remain in effect for 48 hours after the qualifying event concludes for all residential customers.
(4) Each electric and natural gas utility must keep the Commission's Consumer Services Section informed of which weather reporting and air quality service it is using for each geographic area within its service territory to comply with the requirements of this rule.
(5) An electric or natural gas utility must make best efforts to, upon request made within seven calendar days after the severe weather event ends and subject to reconnection fees allowed under OAR 860-021-0330, reconnect the following customers subject to a moratorium required by a severe weather event:
(a) Residential customers who had been disconnected for nonpayment within the previous seven days of a severe weather moratorium.
(b) Small commercial customers that had been disconnected for nonpayment within the previous 72 hours of a severe air quality event.
(6) Nothing in this rule prohibits an electric or natural gas utility from providing customer protections that exceed the baseline standards set forth above through a winter protection program or other tariff provisions.

STATUTORY/OTHER AUTHORITY: ORS 756.060

STATUTES/OTHER IMPLEMENTED: ORS 756.040

AMEND: 860-021-0408

RULE TITLE: Arrearage and Disconnection Reporting Rule

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule updates language from "low income" to "income-qualified" and typographical errors.

RULE TEXT:

(1) As used in this rule:

(a) "Administrative costs" means all incremental expenses related to the management and operation of the bill discount program. This includes, but is not limited to, incremental costs for program design, staff salaries, data processing, customer outreach, eligibility verification, compliance, reporting, and any other overhead or indirect costs necessary to administer the program.

(b) "Applied credits" means the aggregate dollar value of discounts applied to the utility bills of residential customers that participate in the utility's bill discount program.

(c) "Arrearage balance" means any amount of money that a customer owes to the utility company for services provided which remain unpaid past the bill issuance date.

(d) "Average bill discount program participant usage" means the average monthly usage of residential customers enrolled in a utility-administered bill discount program.

(e) "Average bill of high-usage customer" means the average monthly dollar amount the utility billed all high-usage customers.

(f) "Average residential bill" means the average monthly bill for residential utility services within a utility's Oregon service territory.

(g) "Average residential usage" means the average monthly amount of energy billed per residential meter within a utility's Oregon service territory.

(h) "Average usage of high-usage customers" means the average monthly energy consumption of all customers classified as high usage.

(i) "Days in Arrears" means the number of days from the original bill issuance date a customer's arrearage balance remains unpaid. Days in arrears are divided into three categories:

(A) "31-69 days in arrears" means a customer's arrearage balance has been unpaid for a period of between 31 and 60 days from the original bill issuance date.

(B) "61-90 days in arrears" means a customer's arrearage balance has been unpaid for a period of between 61 and 90 days from the original bill issuance date.

(C) "91+ days in arrears" means a customer's arrearage balance has been unpaid for a period greater than 90 days from the original bill issuance date.

(j) "Disconnection notice" means any written or electronic notification issued by a utility to a customer in accordance with OAR 860-021-0405.

(k) "Disenrollments" means active residential customer who were enrolled in a utility's bill discount program as of the previous reporting period but are no longer participating as of the current reporting period. This includes customers who were removed from the program due to ineligibility or non-compliance.

(l) “Energy assistance recipient” means a residential customer who has received bill payment assistance with an energy bill from any federal, state, customer-funded bill payment assistance fund or program at least once within the past 12 months.

(m) "High-usage customer" means a residential customer participating in a utility-administered bill discount program whose energy consumption places them in the 90th percentile or above of all other bill discount program participants within the utility's service area.

(n) "New enrollments" means residential customer enrolled in a utility's bill discount program for the first time within the current calendar year.

(o) "Post-discount average bill discount program participant bill" means the average monthly utility bill amount for bill

discount program participants after the application of their respective bill discount.
(p) "Pre-discount average bill discount program participant bill" means the average monthly utility bill amount for bill discount program participants before the application of any bill discounts.
(q) "Residential customer" means any individual or household that receives utility services for personal, non-commercial use. This includes all customers being served on a utility's residential service tariff.
(r) "Service disconnection for non-payment" means instances where utility service to a residential account was terminated due the customer's failure to pay their utility bill.
(s) "Total arrears balance of bill discount program participants" means the total dollar amount of outstanding balances owed by residential customers enrolled in a utility-administered bill discount program on their utility bills.
(t) "Total arrears balance of high-usage customers" means the cumulative dollar amount of overdue balances of all high-usage customers in arrears during the reporting period.
(u) "Total bill discount program costs" means the total expenditure incurred by a utility in administering its bill discount program for income-qualified residential customers.
(v) "Total dollars provided to bill discount program participants" means the aggregate dollar value of discounts applied to the utility bills of residential customer who participate in the utility's bill discount program.
(w) "Total residential arrearage balances" means the total dollar amount of outstanding balances owed by residential customers on their utility bills.
(x) "Total residential usage" means the total amount of energy billed for all residential customers within a utility's Oregon service territory.
(2) Each energy utility must submit electronic quarterly report containing the data described in section (4) of this rule. Electronic reports must be submitted in text-searchable Excel and PDF formats. Utilities shall include zip-code level data within the accompanying Excel files.
(a) For quarterly reporting purposes, the following four time periods apply: January 1 to March 31, April 1 to June 30, July 1 to September 30, and October 1 to December 31.
(b) Each energy utility must file its initial quarterly report following the first full quarter after the effective date of this rule, unless an alternative initial reporting date is set for the utility by Commission Staff.
(c) The energy utility must file a quarterly report as required under this rule within 45 days of the end of each reporting period.
(3) If errors or omissions are discovered after a report has been submitted, utilities must submit a revised report within 30 days of identifying the discrepancy.
(4) The quarterly report must provide the following data points for each month within the quarter on an Oregon basis:
(a) Total number of residential customers with arrearage balances segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+days in arrears. Each residential customer should only be counted in one group, based on their oldest arrearage balance;
(b) Total residential arrearage balances segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears;
(c) Total number of customers enrolled in Time Payment Arrangements (TPA) or other extended payment plans. This includes all residential customer who are actively enrolled in a TPA or any other extended payment plan offered by the utility as of the reporting period;
(d) Number of active residential accounts;
(e) Number of service disconnections for non-payment;
(f) Total number of disconnection notices sent to residential customers;
(g) Percentage of accounts with service disconnections for non-payment. This includes the proportion of active residential accounts that experienced a service disconnection for non-payment during the reporting period. This percentage id determined by dividing the total number of service disconnections for non-payment by the total number of active residential accounts and multiplying by 100;
(h) Total number of bill discount recipient service disconnections for non-payment;

(i) Total number of service disconnections for non-payment on energy assistance recipient accounts;
(j) Total number of service disconnections for non-payment on medical certificate holder accounts;
(k) Number of service reconnections following a disconnection for non-payment on the same day or next calendar day following disconnection (Days 0-1), and;
(l) Number of service reconnections following a disconnection for non-payment that occur more than one day and within 7 calendar days following disconnection (Days 2-7);
(m) Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather per OAR 860-021-0407 (Severe Weather Moratorium on Involuntary Disconnection of Residential Electric or Gas Utility Service);
(n) Total residential usage during the reporting period;
(o) Average residential usage during the reporting period. This data point should be calculated by dividing the total residential usage by the total number of residential customers billed during the same reporting period;
(p) Average residential bill during the reporting period. This data point should be calculated by dividing the total amount billed to all residential customers by the total number of residential customers billed during the same reporting period.
(q) Total number of residential customers that received a bill discount, by discount tier;
(r) Total dollars provided to bill discount program participants, by discount tier;
(s) Total bill discount program costs divided into two distinct categories: incremental administrative costs and applied credits;
(t) Total number of new enrollments;
(u) Total number of disenrollments;
(v) Average bill discount program participant usage categorized by bill discount tier;
(w) Pre-discount average bill discount program participant bill, categorized by bill discount by tier;
(x) Post-discount average bill discount program participant bill, categorized by bill discount by tier;
(y) The number of bill discount program participants with an arrearage balance segmented into three groups based on the age of the arrearage: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears. Each program participant should only be counted in one group, based on their oldest arrearage balance, and
(z) Total arrears balance of bill discount program participants segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears.
(5) For annual reporting purposes, the following time period applies: January 1 to December 31.
(6) The energy utility must file an annual report as required under this rule within 60 days of the end of each reporting period.
(7) Each utility, in addition to the quarterly reporting requirements, shall submit an annual supplement report which provides the following information for each month within the year:
(a) The number of high-usage customers;
(b) Average usage of high-usage customers;
(c) Average bill of high-usage customers;
(d) Number of high-usage customers with an arrearage balance at the end of each month, segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears. Each residential customer should only be counted in one group, based on their oldest arrearage balance;
(e) Total arrears balance of high-usage customers at the end of each month, segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears; and
(f) Total number of high-usage customers who experienced a service disconnection for non-payment.
(8) Each utility must provide the information in section (4), subsections (a) - (m), (o) - (r), and (t) - (x) by zip code.
(9) The Commission will review the reporting metrics outlined in this rule every two years. In doing so, the Commission may engage stakeholders to ensure the relevance of data for addressing energy burden.

STATUTORY/OTHER AUTHORITY: ORS 756.060

STATUTES/OTHER IMPLEMENTED: ORS 756.040

AMEND: 860-021-0410

RULE TITLE: Emergency Medical Certificate for Residential Electric and Gas Service

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: The rule changes update certain timeframes related to medical certificates.

RULE TEXT:

(1) An energy utility shall not disconnect residential service if the customer submits certification from a qualified medical professional or self-certifies that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. For the purposes of this rule, "Qualified medical professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

(2) Any oral certification by a qualified medical professional and any residential customer's initial self-certification to the utility must be confirmed in writing within 60 days by a qualified medical professional prescribing medical care. Written Certifications must include:

(a) The name of the person to whom the certificate applies and relationship to the customer;

(b) A complete description of the health conditions;

(c) An explanation of how the person's health will be significantly endangered by terminating the service;

(d) A statement indicating how long the health condition is expected to last;

(e) A statement specifying the particular type of utility service required (for example, electricity for respirator); and

(f) The signature of the qualified medical professional prescribing medical care.

(3) If a medical certificate is not submitted in compliance with sections (1) and (2) of this rule, the energy utility may disconnect service after providing a five-day notice to the customer. The notice shall comply with the requirements of OAR 860-021-0405, except subsection (1)(b), subsection (2)(e), and section (4) of this rule shall not be applicable.

(4) An emergency medical certificate shall be valid only for the length of time the health endangerment is certified to exist, but no longer than six months without renewal for certificates not specifying chronic illnesses and no longer than twenty-four months for certificates specifying illnesses identified as chronic by a "Qualified Medical Professional" as defined in this rule. At least 15 days before the certificate's expiration date, an energy utility will give the customer written notice of the date the certificate expires unless it is renewed with the utility before that day arrives.

(5) A customer submitting a medical certificate is not excused from paying for electric or gas service:

(a) Customers are required to enter into a written time-payment agreement with the energy utility when an overdue balance exists. Terms of the time-payment agreement shall be those in OAR 860-021-0415 or such other terms as the parties agree upon in writing;

(b) When financial hardship can be shown, a customer with a medical certificate may renegotiate the terms of a time-payment agreement with the energy utility; and

(c) Time-payment arrangements in effect when a medical certificate terminates remain in effect for the balance then owing. If a customer fails to pay charges incurred after the certificate terminates, the provisions of OAR 860-021-0415 (standard time-payment provisions) shall apply to payment of the arrearage incurred after the medical certificate expires. The terms of the medical certificate time-payment plan continue to apply to the arrearage accrued during the disability.

(6) If a medical certificate customer fails to enter into a written time-payment agreement within 20 days of filing the certificate, or to abide by its terms, the energy utility shall notify the Commission's Consumer Services Division of its intent to disconnect service and the reason for the disconnection. The energy utility may disconnect service after providing a notice 20 days in advance of disconnection for nonpayment, or five days before disconnection for failure to enter into a written time-payment agreement. The notice shall comply with the requirements of OAR 860-021-0405, except paragraph (2)(d)(C) shall not be applicable. A hearing may thereafter be held to determine whether the energy utility should be permitted to disconnect service to the customer.

(7) An energy utility may verify the accuracy of a medical certificate. If the energy utility believes a customer does not

qualify, or no longer qualifies for a medical certificate, the utility may apply to the Commission to terminate the service of the customer.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757, OL 1987, Ch. 290

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.750, ORS 757.755, ORS 757.760

AMEND: 860-021-0420

RULE TITLE: Field Visit Charge

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This rule change updates "low-income" to "income-qualified."

RULE TEXT:

A Commission approved fee may be charged whenever an energy utility visits a residential service address intending to reconnect or disconnect service, but due to customer action, the energy utility is unable to complete the reconnection or disconnection at the time of the visit. An energy utility shall waive the first field visit charge within a 12-month window to income-qualified residential customers.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756, ORS 757

STATUTES/OTHER IMPLEMENTED: ORS 756.040, ORS 757.225

ADOPT: 860-021-0520

RULE TITLE: Energy Utility Notification of Enhanced Protections

NOTICE FILED DATE: 10/30/2025

RULE SUMMARY: This new rule sets forth the notification requirements of energy utilities regarding enhanced protections for residential customers.

RULE TEXT:
(1) Electric utilities must provide information to residential customers of disconnection protections and of reconnection request and waiver options. The notice must be included in a monthly bill insert or in other materials distributed to all residential customers. At a minimum, such notice must be provided in May and October of each year.
(2) Natural gas utilities must provide notice to residential customers of disconnection protections and of reconnection request and waiver options. The notice must be included in a monthly bill insert or in other materials distributed to all residential customers. At a minimum, such notice must be provided in October of each year.
(3) Energy utilities must:
(a) Notify partnering community action agencies of available residential customer protections for qualifying customers and provide digital or paper reference materials to assist with outreach efforts. Such notice must be provided at least once annually.
(b) Include accessible, up-to-date information on their websites regarding the availability and terms of disconnection protections and other related programs.

(c) Train its customer service representatives on all existing disconnection protections.

STATUTORY/OTHER AUTHORITY: ORS 183, ORS 756.040, ORS 756.060, ORS 757.035

STATUTES/OTHER IMPLEMENTED: ORS 757.035, ORS 757.230, ORS 757.695