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PERMANENT ADMINISTRATIVE ORDER

PUC 8-2026

CHAPTER 860
PUBLIC UTILITY COMMISSION

FILED: 06/24/2026 5:30 PM
ARCHIVES DIVISION SECRETARY OF STATE & LEGISLATIVE COUNSEL

FILING CAPTION: In the Matter of Changes to Alternative Dispute Resolution Rule

EFFECTIVE DATE: 06/25/2026

AGENCY APPROVED DATE: 06/23/2026

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RULES:
860-002-0000, 860-002-0010, 860-002-0020, 860-002-0030, 860-002-0040, 860-002-0050, 860-002-0060, 860-002-0070, 860-002-0080, 860-002-0090, 860-021-0015, 860-034-0060, 860-036-1150, 860-037-0025

AMEND: 860-002-0000

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: To explain how parties may request alternative dispute resolution (ADR) to resolve disputes.

CHANGES TO RULE:

860-002-0000
Applicability of Division 002
(1) The rules in this division apply to a complaint ~~subject to~~filed under ORS 756.500 ~~or OAR 860-029-0100 or OAR 860-082-0085 or a petition for declaratory ruling subject to ORS 756.450. These provisions supplement the generally applicable filing and contested case procedures contained in OAR chapter 860, division 001, division 029, and div~~that is not a consumer complaint filed under OAR chapter 860 divisions 021, 034, 036, or 037 and are intended to facilitate informal resolution of disputes and to provide fair, timely, and confidential settlement of issues to reduce litigation before the Commission~~082~~.¶
(2) Upon request or its own motion, the Commission may waive any of the division 002 rules for good cause shown. ¶

(3) Upon the filing of a ~~petition~~joint request for alternative dispute resolution ~~consistent with these rules~~(ADR), all procedural deadlines associated with a~~ related complaint or petition for declaratory ruling are stayed. A complaint or petition for declaratory ruling is related to the alternative dispute resolution if it raises the same dispute or concerns the same underlying circumstances, or both, and concerns~~ny complaint that raises the same disputed facts and issues between the same parties are stayed. The stay is lifted upon the conclusion of the ~~alternative dispute resolution~~ADR process.
Statutory/Other Authority: ORS 756.040, ORS 756.060
Statutes/Other Implemented: ORS 183.502

REPEAL: 860-002-0010

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0010~~
~~Purpose of Division 002~~
~~(1) OAR chapter 860, division 002 is intended to facilitate informal resolution of disputes, prevent litigation, and save time and resources for electric companies, qualifying facilities, and the Commission. ¶~~
~~(2) These rules are intended to provide for fair, timely, and confidential dispute resolution that will aid parties in reducing the issues presented to the Commission.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0020

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0020~~
~~Definitions~~
~~(1) "Mediator" refers to the person or persons appointed by the Chief Administrative Law Judge to serve as the Commission's representative to facilitate the alternative dispute resolution process.¶~~
~~(2) "Party" refers to either the petitioner or respondent identified in the petition for alternative dispute resolution. ¶~~
~~(3) "Petitioner" refers to the party that files a petition for alternative dispute resolution under these rules. ¶~~
~~(4) "Respondent" refers to the adverse party named in a petition for alternative dispute resolution under these rules, a complaint under ORS 756.500 or OAR 860-029-0100 or OAR 860-082-0085, or a petition for declaratory ruling filed pursuant to ORS 756.450.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

AMEND: 860-002-0030

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule sets forth the process and timeline of the ADR process contemplated in the division 002 rules.

CHANGES TO RULE:

860-002-0030
Initiation of Alternative Dispute Resolution Process
(1) At any time or concurrent with the filing of a complaint ~~or a petition for declaratory ruling in a dispute, either~~under ORS 756.500 that is not a consumer complaint filed under OAR chapter 860 divisions 021, 034, 036, or 037 disputing part~~y~~ies may ~~petition for alternative dispute resolution with the Commission. Before filing such a petition, the petitioner must first provide a~~jointly request on a form provided by the Commission the use of ADR to facilitate the informal resolution of a dispute. A request for ADR may be filed at any time. ¶
(2) Upon receipt of a request for ADR, an Administrative Law Judge will be appointed to serve as facilitator as workload constraints allow. The parties may agree to hire an outside facilitator rather than seek ADR w~~rit~~~~ten request to the non-petitioning party to participate in the alternative dispute resolution process before the Commission and the non-petitioning party must confirm in writing its agreement to participate in the alternative dispute resolution process. Once both parties confirm in writing their agreement to participate in the alternative dispute resolution process, the Commission will provide mediation servic~~h the Commission. The parties must share equally the costs of an outside facilitator unless they mutually agree to a different payment arrangement. If an outside facilitator is used by the parties, the parties may decide to use rules governing the ADR process that are different than those contained in OAR chapter 860 division 002.¶
(3) Within seven business days of written notification that a facilitator has been appointed, each party must file directly with the facilitator and other party supporting materials. Supporting materials must not exceed five pages in length, unless otherwise agreed to by both parties, and must¶
(a) Explain the core issues in the dispute and provide a summary of background information, and¶
(b) Be accompanied by reference materials intended to aid the facilitator's understanding of the issues. Reference materials, such as an interconnection agreement or draft or partially executed power purchase agreements, will not count towards the five-page limit, and¶
(c) Provide the parties' availability over the next 21 business days to participate in an ADR session. ¶
(4) The facilitator will make best efforts to schedule an ADR session to be held within 15 business days after receiving the supporting materials. Subsequent ADR sessions may be scheduled, if both parties agree.¶
(5) Except as provided by subsection (b), only the parties ~~u~~and~~er these rules.~~ the facilitator may attend the ADR session.¶
(~~2~~a) ~~In the event a party files a complaint or petiti~~Unless otherwise agreed to by the parties, no more than four persons for ~~declaratory ruling but does not petition for alternative dispute resolution, the respondent nam~~each party may attend ADR sessions.¶
(b) Parties may jointly request that Commission Staff participate in the ADR process. If appointed to participate, any selected Staff may not participate in adjudication of any subsequent proceedings following ADR related ~~in~~to the complaint~~or petition for declaratory ruling may file a petition for alternative disput~~. Commission Support Staff may also attend as necessary for the purpose of hosting remote meetings.¶
(6) The ADR session is led by the facilitator, who will begin the ~~r~~se~~solution under these rules. Before filing such a petition, the respondent must first provide written consent to the petitioner to participate in the alternative dispute resolution process before the Commission and petitioner must confirm in writing its agreement to participate in the alternative dispute resolution process. Once both parties confirm their agreement to participate in the alternative dispute resolution process, the Commission will provide mediation services under these rules.~~ sion by introducing parties, reviewing the protocol for the session, and stating the goals for the session. At the outset of the ADR session, each party will be given time to present their view of the dispute without interruption.¶
(a) Where appropriate, the facilitator may lead settlement discussions, engage in shuttle diplomacy between parties, or develop proposed settlement concepts after the ADR session for presentation at a subsequent ADR session.¶
(b) If an agreement in principle is reached, the parties may request the facilitator to work with the parties to help resolve any disputes that may arise in drafting a final written settlement agreement.¶
(7) Unless otherwise agreed to in writing by the ADR participants, all written or oral communications made in preparation for or during the ADR process, including but not limited to offers of settlement, must be kept confidential by all ADR participants and may not be used for any purpose other than participation in the ADR

process.¶
(8) For purposes of ORS 192.355(4), the Commission obligates itself to protect from disclosure any document submitted in confidence during the ADR process.¶
(~~3~~9) ~~A party receiving a written request to participate in the alternative dispute resolution process under section (1) or (2) above must promptly advise in writing whether or not it agrees to participate in the alternative dispute resolution process under~~If the parties are unable to reach informal resolution, then the facilitator will promptly file a statement with the Commission concluding the ADR. If an Administrative Law Judge serves as facilitator, that same Administrative Law Judge may not preside over any related complaint and may not discuss the merits of the dispute with other Commission employees.¶
(10) A party to an ADR process may request the facilitator provide an independent assessment of the issues and potential outcome of the~~se rules. After the party consents to alternative dispute resolution, the petitioning party will promptly file its petition for alternative dispute resolution as provided in these rules~~ case. If the facilitator agrees, the independent assessment may be provided orally or in writing and treated as privileged information that only the party requesting the assessment may disclose to others. If provided, the independent assessment reflects only the opinion of the facilitator, and it is not binding on the Commission.
Statutory/Other Authority: ORS 756.040, ORS 756.060
Statutes/Other Implemented: ORS 183.502

REPEAL: 860-002-0040

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0040~~
~~Process and Timeline for Alternative Dispute Resolution~~
~~(1) A petition for alternative dispute resolution under these rules will be filed with the Commission and will state the names of the parties and an affirmation that the non-petitioning party has agreed to participate in an alternative dispute resolution process. ¶~~
~~(2) Within one business day of the filing of a petition for alternative dispute resolution, the Commission will contact the parties to inform them that a mediator has been appointed and to schedule the first mediation session.¶~~
~~(3) Within one business day of the appointment of a mediator, the petitioner will serve upon the non-petitioning party and the mediator the supporting materials described in OAR 860-002-0050. ¶~~
~~(4) Within seven business days of receiving supporting materials, the non-petitioning party will serve a response on the petitioner and the mediator. ¶~~
~~(5) A mediation session will be held within 14 business days after the initial petition is filed. Subsequent mediation sessions may be scheduled, if both parties agree. ¶~~
~~(6) If no agreement is reached in the mediation session and the parties do not request additional mediation sessions, then, no later than three business days following the mediation session, the mediator will file a statement with the Commission indicating that no agreement was reached. ¶~~
~~(7) Upon being informed that no agreement was reached, the Commission's Administrative Hearings Division will provide notice in any associated complaint or declaratory ruling docket that the stay on procedural deadlines is lifted. ¶~~
~~(8) After the notice is provided, if the parties would like to continue discussions outside of the mediation process, the parties may jointly file a motion to stay further complaint proceedings to facilitate further settlement discussion. Thereafter, either party may provide notice that will end the stay.¶~~
~~(9) Any deadline in this rule may be modified by the agreement of the parties.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0050

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0050~~
~~Contents of a Petition for Alternative Dispute Resolution, Supporting Materials, and Response Requirements~~
~~(1) A petition for alternative dispute resolution under these rules will be filed using a form made available by the Commission. The petition will include the names of the parties, the docket number of the related complaint or petition for declaratory ruling (if applicable), and an affirmation that the non-petitioning party has agreed to participate in alternative dispute resolution.¶~~
~~(2) Supporting materials for a petition for alternative dispute resolution will not be filed with the Commission but instead will be exchanged by the parties in accordance with OAR 860-002-0040. Supporting materials must not exceed five in length, unless otherwise agreed to by both parties, and ¶~~
~~(a) Must explain the core issues in the dispute and provide a summary of background information, and ¶~~
~~(b) May be accompanied by reference material intended to aid the mediator's understanding of the issues. Petitioners are particularly encouraged to attach draft or partially-executed power purchase agreements to disputes related to a power purchase agreement. Reference material will not count towards the five-page limitation but should be limited in nature. ¶~~
~~(3) The non-petitioning party's statement should not exceed five pages in length, unless otherwise agreed to by both parties, and ¶~~
~~(a) The response must address the core issues in the dispute and provide a summary of background information. ¶~~
~~(b) May be accompanied by reference material intended to aid the mediator's understanding of the issues. Non-petitioning parties are particularly encouraged to attach draft or partially-executed power purchase agreements to complaints related to a power purchase agreement. Reference material will not count towards the five-page limitation but should be limited in nature.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0060

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0060~~
~~Assignment of a Mediator~~
~~(1) For each request for alternative dispute resolution, the Chief Administrative Law Judge must appoint a mediator to facilitate the process. ¶~~
~~(2) The Chief Administrative Law Judge may appoint an Administrative Law Judge trained in mediation, a mediation expert contracted to provide services to the Commission, or a mediator that has been suggested by both parties. ¶~~
~~(a) If the Chief Administrative Law Judge appoints an Administrative Law Judge as mediator, that same Administrative Law Judge will not be appointed to preside over any related complaint or petition for declaratory ruling. ¶~~
~~(b) An Administrative Law Judge that acts as mediator for a dispute is not permitted to disclose any aspect of the parties' positions, statements, or proposals with anyone (other than the parties), including but not limited to the Administrative Law Judge assigned to the related complaint or petition for declaratory ruling, Commissioners, Commission Staff, or Commission Advisors. ¶~~
~~(c) The mediator must maintain confidentiality with respect to the mediation proceedings, and may disclose only whether an agreement was reached and if so, may disclose terms of the agreement if authorized by both parties.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0070

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0070~~
~~Confidentiality and Use of Statements, Proposals, or Materials in Alternative Dispute Resolution~~
~~(1) Unless otherwise agreed to by the parties in writing, all written or oral communications made by the parties in preparation for or during the mediation session(s) including but not limited to offers of settlement must be kept confidential by the parties and the mediator, may not be used by the non-disclosing party for any purpose other than participation in the mediation process, and may not be released to any third party or be offered into evidence in any legal proceeding unless agreed to in writing by both parties. Confidentiality obligations in this section apply to each party's employees and representatives (including each party's counsel). ¶~~
~~(2) For purposes of ORS 192.502(4), the Commission obligates itself to protect from disclosure any document submitted in confidence during settlement discussions.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0080

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0080~~
~~Alternative Dispute Resolution Mediation Session~~
~~(1) Unless otherwise agreed to by the parties, no more than four persons for each party may attend the mediation session. Only the parties and the mediator may attend the mediation session, except as provided in section 2 of this rule.¶~~
~~(2) If agreed, parties may request that Commission Staff participate in a mediation. The Administrative Hearings Division will assess whether or not it is possible for Commission Staff to participate in an individual mediation. Any appointed Staff is not permitted to participate in any related complaint or petition for declaratory ruling proceedings, and is not permitted to disclose any aspect of the parties' positions, statements, or proposals with anyone (other than the parties), including but not limited to the Administrative Law Judge or Commission Staff assigned to the related complaint or petition for declaratory ruling, Commissioners, or Commission Advisors. ¶~~
~~(3) The mediation session is led by the mediator. The mediator will begin the session by introducing parties, reviewing the protocol for the session, and stating the goals for the session. At the outset of the mediation, each party will be given time to present their view of the dispute without interruption. ¶~~
~~(4) Where appropriate, the session may result in a negotiation. The assigned mediator will be available to the parties to support the development of settlement proposals. ¶~~
~~(a) At the request of parties, the mediator may lead a settlement discussion, engage in shuttle diplomacy between parties, or develop proposed settlement concepts after the mediation session for presentation at a subsequent mediation session. ¶~~
~~(b) If an agreement is reached, at the request of the parties, the mediator may continue to work with the parties under this rule in resolving any disputes that may arise in drafting a final written settlement agreement.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

REPEAL: 860-002-0090

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule is repealed; it is no longer needed due to reorganization of content.

CHANGES TO RULE:

~~860-002-0090~~
~~Mediator Evaluation~~
~~(1) The mediator may provide parties with an independent assessment of the issues and potential outcome of the case. ¶~~
~~(2) The mediator may provide the confidential assessment orally at the conclusion of a mediation session or, if requested by the parties, in writing to the parties following the session. ¶~~
~~(3) The confidential independent assessment will be provided only to the parties and will not be provided to any other person, including any other party at the Commission, including, but not limited to, the Administrative Law Judge presiding over any related complaint or petition for declaratory ruling, the Commissioners, Commission Staff, or Commission Advisors. The assessment may not be admitted into in any legal proceeding unless agreed to in writing by both parties.~~
~~Statutory/Other Authority: ORS 756.040, ORS 756.060~~
~~Statutes/Other Implemented: ORS 183.502~~

AMEND: 860-021-0015

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule explains Dispute Resolution Process for Consumer Complaints

CHANGES TO RULE:

860-021-0015
Dispute Resolution ¶

(1) When a dispute occurs between a customer or applicant and a utility about any charge or service, the utility must:¶
(a) Thoroughly investigate the matter;¶
(b) Promptly report the results of its investigation to the complainant;¶
(c) Inform the complainant of the right to have a utility supervisor review any dispute;¶
(d) Prepare a written record of the dispute including the name and address of the complainant involved, the date the complaint was received, the issues in dispute, and the disposition of the matter; and¶
(e) Retain records of the dispute for at least 36 months after the investigation is closed.¶
(2) If the utility and complainant cannot resolve the dispute, the utility must inform the complainant of the right to contact the Commission's Consumer Services Section and request assistance in resolving the dispute. The utility must provide the following contact information for the Commission's Consumer Services Section:¶
(a) Telephone: 503-378-6600; 1-800-522-2404; TTY 711;¶
(b) Mailing address: Public Utility Commission of Oregon, Consumer Services Section, PO Box 1088, Salem, Oregon 97308;¶
(c) Physical address: Public Utility Commission of Oregon, 201 High Street SE, Suite 100, Salem, Oregon 97301;¶
(d) Electronic mail address: puc.consumer@puc.oregon.gov; and¶
(e) Website: https://apps.puc.state.or.us/consumer/complaint.asp. ¶
(3) The Consumer Services Section will investigate any dispute upon request to determine whether it can be resolved as an informal complaint.¶
(4) If the Consumer Services Section cannot resolve the dispute the complainant may file a formal written complaint with the Commission under ORS 756.500. The formal complaint must be submitted on an approved form available from the Consumer Services Section.¶
(a) The complaint must be filed electronically with the Filing Center at PUC.FilingCenter@puc.oregon.gov; ¶
(b) If complainant does not have access to electronic mail; ¶
(A) The complaint may be mailed, faxed, or delivered to the Filing Center at the address set out in OAR 860-001-0140; and¶
(B) The complaint must include a request for waiver of electronic service and filing requirements. This request is included on the form available from the Commission's Consumer Services Section.¶
(c) The Commission will serve the complaint on the utility. The Commission may electronically serve the utility with the complaint if the electronic mail address is verified prior to service of the complaint and the delivery receipt is maintained in the official file; ¶
(d) The utility must answer the complaint within 15 days of service of the complaint by the Commission; and¶
(e) The Commission will determine a procedural schedule after the utility's answer is filed. The utility must serve a copy of its answer on the complainant: ¶
(A) If the utility files a motion to dismiss, the complainant may file a response within 15 days of the motion. If the complainant responds, the complainant must file the response with the Filing Center and send a copy to the utility. The Commission may make a decision on the formal complaint based on the information in the complaint, the utility's response and motion to dismiss, and the complainant's response to the utility's motion; or¶
(B) The Commission may set a procedural schedule for the complaint proceedings, including but not limited to, scheduling dates for receiving additional information from the parties, telephone conferences, or a hearing. A hearing may be held on less than 10 days' notice when good cause is shown.¶
(5) ~~Upon filing a formal complaint~~At the time of the filing of a formal consumer complaint, the complainant may indicate on the consumer complaint form that the complainant is interested in using mediation to explore informal resolution.¶
(a) Upon receipt of a complainant's interest in mediation, the Commission will direct the defendant utility to indicate, within five business days, whether it is willing to participate in mediation.¶
(b) If the utility agrees to mediation, the Commission will stay all procedural deadlines associated with the consumer complaint and expeditiously appoint an Administrative Law Judge to serve as mediator and schedule a

mediation session. The mediator may request the parties to provide additional information to help facilitate the mediation.¶
(c) If the parties do not agree to mediation, or the parties are unable to reach informal resolution through mediation, the Commission will appoint an Administrative Law Judge who did not serve as mediator to schedule the matter for hearing.¶
(6) Upon filing a formal complaint relating to a proposed or actual termination of service, the complainant may request a hearing to determine whether the complainant is entitled to continued or restored service pending the resolution of the complaint. Unless extraordinary circumstances exist, the Commission will conduct the hearing electronically within ~~3~~three business days. Notice of the hearing will be provided to the complainant and the utility at least 12 hours before the date and time of the hearing. Pending resolution of the dispute, the complainant's obligation to pay undisputed amounts continues.¶
(~~6~~7) A complainant who has a registered dispute or formal complaint pending with the Commission is entitled to continued or restored service when:¶
(a) Service was not terminated for tampering with utility property, stealing, diverting, or using unauthorized service, or failure to establish credit;¶
(b) A bona fide dispute exists in which the facts asserted entitle the complainant to service;¶
(c) Termination is based on nonpayment, and the customer agrees to pay undisputed charges; and¶
(d) The complainant diligently pursues conflict resolution under the Commission's rules.¶
(~~7~~8) If the conditions in section (~~6~~7) of this rule are not satisfied, the utility has no obligation to provide continued service. A utility discontinuing service because of a failure to meet the conditions of subsections (~~6~~7)(c) or (~~6~~7)(d) of this rule must give the customer five-day notice served in the same manner as provided by OAR 860-021-0405 or 860-021-0505, whichever applies, except the notice need only describe the defect in performance, the date and time when utility service will terminate, and the toll-free number of the Commission's Consumer Services Section.
Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759
Statutes/Other Implemented: ORS 756.040, ORS 756.500, ORS 756.512

AMEND: 860-034-0060

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule explains Dispute Resolution Process for Consumer Complaints.

CHANGES TO RULE:

860-034-0060
Dispute Resolution ¶

(1) When a dispute occurs between a customer or applicant and a small telecommunications utility about any charge or service, the utility must:¶
(a) Thoroughly investigate the matter;¶
(b) Promptly report the results of its investigation to the complainant;¶
(c) Inform the complainant of the right to have a small telecommunications utility supervisor review any dispute;¶
(d) Prepare a written record of the dispute including the name and address of the complainant involved, the date the complaint was received, the issues in dispute, and the disposition of the matter; and¶
(e) Retain records of the dispute for at least 36 months after the investigation is closed.¶
(2) If the utility and complainant cannot resolve the dispute, the small telecommunications utility must inform the complainant of the right to contact the Consumer Services Section and request assistance in resolving the dispute. The small telecommunications utility must provide the following contact information for the Consumer Services Section:¶
(a) Telephone: 503-378-6600; 1-800-522-2404; TTY 711;¶
(b) Mailing address: Public Utility Commission of Oregon, Consumer Services Section, PO Box 1088, Salem, Oregon 97308;¶
(c) Physical address: Public Utility Commission of Oregon, 201 High Street SE, Suite 100, Salem, Oregon 97301;¶
(d) Electronic mail address: puc.consumer@~~state.or.us~~puc.oregon.gov; and¶
(e) Website: http~~s~~://apps.puc.state.or.us/consumer/c~~ustomer%20(complaint%20process.pdf~~omplaint.asp.¶
(3) The Consumer Services Section will investigate any dispute upon request to determine whether it can be resolved as an informal complaint.¶
(4) If the Consumer Services Section cannot resolve the dispute, the complainant may file a formal written complaint with the Commission under ORS 756.500. The formal complaint must be submitted on an approved form available from the Consumer Services Section.¶
(a) The complaint must be filed electronically with the Filing Center at PUC.FilingCenter@~~state.or.us~~puc.oregon.gov.¶
(b) If the complainant does not have access to electronic mail,¶
(A) The complaint may be mailed or delivered to the Filing Center at the address set out in OAR 860-001-0140; and¶
(B) The complaint must include a request for waiver of electronic service and filing requirements. This request is included on the form available from the Commission's Consumer Services Division.¶
(c) The Commission will serve the complaint on the small telecommunications utility. The Commission may electronically serve the small telecommunications utility with the complaint if the electronic mail address is verified prior to service of the complaint and the delivery receipt is maintained in the official file.¶
(d) The small telecommunications utility must answer the complaint within 15 days of service of the complaint by the Commission.¶
(e) The Commission will determine a procedural schedule after the small telecommunications utility's answer is filed. The small telecommunications utility must serve a copy of its answer on the complainant.¶
(A) If the small telecommunications utility files a motion to dismiss, the complainant may file a response within 15 days of the motion. If the complainant responds, the complainant must file the response with the Filing Center and send a copy to the utility. The Commission may make a decision on the formal complaint based on the information in the complaint, the small telecommunications utility's response and motion to dismiss, and the complainant's response to the utility's motion; or¶
(B) The Commission may set a procedural schedule for the complaint proceedings, including, but not limited to, scheduling dates for receiving additional information from the parties, telephone conferences, or a hearing. A hearing may be held on less than 10 days' notice when good cause is shown.¶
(5) ~~Upon filing a formal complaint~~At the time of the filing of a formal consumer complaint, the complainant may indicate on the consumer complaint form that the complainant is interested in using mediation to explore informal resolution.¶

(a) Upon receipt of a complainant's interest in mediation, the Commission will direct the defendant utility to indicate, within five business days, whether it is willing to participate in mediation.¶
(b) If the utility agrees to mediation, the Commission will stay all procedural deadlines associated with the consumer complaint and expeditiously appoint an Administrative Law Judge to serve as mediator and schedule a mediation session. The mediator may request the parties to provide additional information to help facilitate the mediation.¶
(c) If the parties do not agree to mediation, or the parties are unable to reach informal resolution through mediation, the Commission will appoint an Administrative Law Judge who did not serve as mediator to schedule the matter for hearing.¶
(6) Upon filing a formal complaint relating to a proposed or actual termination of service, the complainant may request a hearing to determine whether the complainant is entitled to continued or restored service pending resolution of the complaint. Unless extraordinary circumstances exist, the Commission will conduct the hearing by telephone within ~~3~~three business days. Notice of the hearing will be provided to the complainant and the small telecommunications utility at least 12 hours before the date and time of the hearing. Pending resolution of the dispute, the complainant's obligation to pay undisputed amounts continues.¶
(~~6~~7) A complainant who has a registered dispute or formal complaint pending with the Commission is entitled to continued or restored service provided:¶
(a) Service was not terminated for tampering with utility property, stealing, diverting, or using unauthorized service or failure to establish credit;¶
(b) A bona fide dispute exists in which the facts asserted entitle the complainant to service;¶
(c) When termination is based on nonpayment, the complainant agrees to pay undisputed charges;¶
(d) The complainant diligently pursues conflict resolution under the Commission's rules.¶
(~~7~~8) If the conditions in section (~~6~~7) of this rule are not satisfied, the small telecommunications utility has no obligation to provide continued service. A small telecommunications utility discontinuing service because of a failure to meet the conditions of subsections (~~6~~7)(c) or (~~6~~7)(d) of this rule must give the customer five-day notice served in the same manner as provided by OAR 860-034-0260 except the notice need only describe the defect in performance, the date and time after which utility service will terminate, and the toll-free number of the Commission's Consumer Services Division.
Statutory/Other Authority: ORS 183, ~~756,~~ORS 756, ORS 759
Statutes/Other Implemented: ORS 756.040, ORS 759.045, ORS 759.500

AMEND: 860-036-1150

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule explains Dispute Resolution Process for Consumer Complaints.

CHANGES TO RULE:

860-036-1150
Dispute Resolution ¶

(1) When a dispute occurs between an applicant or a customer and a water utility regarding any charge or service, the water utility must:¶
(a) Thoroughly investigate the matter;¶
(b) Promptly report the results of its investigation to the complainant;¶
(c) Inform the complainant of the right to have a water utility supervisor review any dispute;¶
(d) Prepare a written record of the dispute including the name and address of the complainant involved, the date the complaint was received, the issues in dispute, a summary of the water utility's efforts to resolve the dispute, and the disposition of the matter; and¶
(e) Retain records of the dispute for at least 36 months after the investigation is closed.¶
(2) If the water utility and the complainant cannot resolve the dispute, the water utility must inform the complainant of the right to contact the Consumer Services Section and request assistance in resolving the dispute. The water utility must provide the complainant information about how to contact the Consumer Services Section.¶
(3) The Consumer Services Section will investigate any dispute upon request to determine whether it can be resolved as an informal complaint.¶
(4) If the Consumer Services Section cannot resolve the dispute, the complainant may file a formal written complaint with the Commission under ORS 756.500. The formal complaint must be submitted on an approved form available from the Consumer Services Section.¶
(a) The complaint must be filed electronically with the Filing Center at PUC.FilingCenter@~~state.or.us~~puc.oregon.gov.¶
(b) If the complainant does not have access to electronic mail,¶
(A) The complaint may be mailed, faxed, or delivered to the Filing Center at the address set out in OAR 860-001-0140; and¶
(B) The complaint must include a request for waiver of electronic service and filing requirements. This request is included on the form available from the Consumer Services Section.¶
(c) The Commission will serve the complaint on the water utility. The Commission may electronically serve the water utility with the complaint if the electronic mail address is verified prior to service of the complaint and the delivery receipt is maintained in the official file.¶
(d) The water utility must answer the complaint within 15 calendar days of service of the complaint by the Commission. The water utility must serve a copy of its answer on the complainant.¶
(A) If the water utility files a motion to dismiss, the complainant may file a response within 15 calendar days of the motion. If the complainant responds, the complainant must file the response with the Filing Center and send a copy to the utility. The Commission may make a decision on the formal complaint based on the information in the complaint, the utility's response and motion to dismiss, and the complainant's response to the utility's motion; or¶
(B) The Commission may set a procedural schedule for the complaint proceedings, including, but not limited to, scheduling dates for receiving additional information from the parties, telephone conferences, or a hearing. A hearing may be held on less than 10 calendar days' notice when good cause is shown.¶
(5) At the time of the filing of a formal consumer complaint, the complainant may indicate on the consumer complaint form that the complainant is interested in using mediation to explore informal resolution.¶
(a) Upon receipt of a complainant's interest in mediation, the Commission will direct the defendant utility to indicate, within five business days, whether it is willing to participate in mediation.¶
(b) If the utility agrees to mediation, the Commission will stay all procedural deadlines associated with the consumer complaint and expeditiously appoint an Administrative Law Judge to serve as mediator and schedule a mediation session. The mediator may request the parties to provide additional information to help facilitate the mediation.¶
(c) If the parties do not agree to mediation, or the parties are unable to reach informal resolution through mediation, the Commission will appoint an Administrative Law Judge who did not serve as mediator to schedule the matter for hearing.
Statutory/Other Authority: ORS 183, ~~756,~~ORS 756, ORS 757

Statutes/Other Implemented: ORS 756.040, ORS 756.500-558

AMEND: 860-037-0025

NOTICE FILED DATE: 04/30/2026

RULE SUMMARY: This rule explains Dispute Resolution Process for Consumer Complaints.

CHANGES TO RULE:

860-037-0025
Dispute Resolution ¶

(1) When a dispute occurs between a customer or applicant and a wastewater utility about any charge or service, the wastewater utility must:¶
(a) Thoroughly investigate the matter;¶
(b) Promptly report the results of its investigation to the complainant;¶
(c) Inform the complainant of the right to have a wastewater utility supervisor review any dispute;¶
(d) Prepare a written record of the dispute including the name and address of the complainant involved, the date the complaint was received, the issues in dispute, and the disposition of the matter; and¶
(e) Retain records of the dispute for at least 36 months after the investigation is closed.¶
(2) If the utility and complainant cannot resolve the dispute, the wastewater utility must inform the complainant of the right to contact the Consumer Services Section and request assistance in resolving the dispute. The wastewater utility must provide the following contact information for the Consumer Services Section:¶
(a) Telephone: 503-378-6600; 1-800-522-2404; TTY 711;¶
(b) Mailing address: Public Utility Commission of Oregon, Consumer Services Section, PO Box 1088, Salem, Oregon 97308;¶
(c) Physical address: Public Utility Commission of Oregon, 201 High Street SE, Suite 100, Salem, Oregon 97301;¶
(d) Electronic mail address: puc.consumer@~~state.or.us~~puc.oregon.gov; and¶
(e) Website: https://apps.puc.state.or.us/consumer/c~~ustomer%20(complaint%20process.pdf~~omplaint.asp.¶
(3) The Consumer Services Section will investigate any dispute upon request to determine whether it can be resolved as an informal complaint.¶
(4) If the Consumer Services Section cannot resolve the dispute, the complainant may file a formal written complaint with the Commission under ORS 756.500. The formal complaint must be submitted on an approved form available from the Consumer Services Section.¶
(a) The complaint must be filed electronically with the Filing Center ~~@~~at PUC.FilingCenter@~~state.or.us~~puc.oregon.gov.¶
(b) If the complainant does not have access to electronic mail,¶
(A) The complaint may be mailed or delivered to the Filing Center at the address set out in OAR 860-001-0140; and.¶
(B) The complaint must include a request for waiver of electronic service and filing requirements. This request is included on the form available from the Consumer Services Division.¶
(c) The Commission will serve the complaint on the wastewater utility. The Commission may electronically serve the utility with the complaint if the electronic mail address is verified prior to service of the complaint and the delivery receipt is maintained in the official file.¶
(d) The wastewater utility must answer the complaint within 15 days of service of the complaint by the Commission.¶
(e) The Commission will determine a procedural schedule after the wastewater utility's answer is filed. The wastewater utility must serve a copy of its answer on the complainant.¶
(A) If the wastewater utility files a motion to dismiss, the complainant may file a response within 15 days of the motion. If the complainant responds, the complainant must file the response with the Filing Center and send a copy to the utility. The Commission may make a decision the formal complaint based on the information in the complaint, the utility's response and motion to dismiss, and the complainant's response to the utility's motion; or¶
(B) The Commission may set a procedural schedule for the complaint proceedings, including, but not limited to, scheduling dates for receiving additional information from the parties, telephone conferences, or a hearing. A hearing may be held on less than 10 days' notice when good cause is shown.¶
(5) ~~Upon filing a formal complaint~~At the time of the filing of a formal consumer complaint, the complainant may indicate on the consumer complaint form that the complainant is interested in using mediation to explore informal resolution.¶
(a) Upon receipt of a complainant's interest in mediation, the Commission will direct the defendant utility to indicate, within five business days, whether it is willing to participate in mediation.¶

(b) If the utility agrees to mediation, the Commission will stay all procedural deadlines associated with the consumer complaint and expeditiously appoint an Administrative Law Judge to serve as mediator and schedule a mediation session. The mediator may request the parties to provide additional information to help facilitate the mediation.¶
(c) If the parties do not agree to mediation, or the parties are unable to reach informal resolution through mediation, the Commission will appoint an Administrative Law Judge who did not serve as mediator to schedule the matter for hearing.¶
(6) Upon filing a formal complaint relating to a proposed or actual termination of service, the complainant may request a hearing to determine whether the complainant is entitled to continued or restored service pending the resolution of the complaint. Unless extraordinary circumstances exist, the Commission will conduct the hearing by telephone within ~~3~~three business days. Notice of the hearing will be provided to the complainant and the wastewater utility at least 12 hours before the date and time of the hearing. Pending resolution of the dispute, the complainant's obligation to pay undisputed amounts continues.¶
(~~6~~7) A complainant who has a registered dispute or formal complaint pending with the Commission is entitled to continued or restored service provided:¶
(a) Service was not terminated for tampering with utility property, stealing, diverting, or using unauthorized service, or failure to establish credit;¶
(b) A bona fide dispute exists in which the facts asserted entitle the complainant to service;¶
(c) When termination of wastewater service is based on nonpayment, the customer agrees to pay undisputed charges; and¶
(d) The complainant diligently pursues conflict resolution under the Commission's rules.¶
(~~7~~8) If the conditions in section (~~6~~7) of this rule are not satisfied, the wastewater utility has no obligation to provide continued service. A wastewater utility discontinuing water service because of a customer's failure to meet the conditions of subsections (~~6~~7)(c) or (~~6~~7)(d) of this rule for wastewater utility service must give the customer a five-day disconnect notice. The notice must be served in the same manner as provided by OAR 860-037-0245, except that it need only describe the defect in performance, the date and time when water service will be disconnected in order to terminate wastewater service and the toll-free number of the Commission's Consumer Services Section.
Statutory/Other Authority: ORS 183, ~~756,~~ORS 756, ORS 757
Statutes/Other Implemented: ORS 756.040, ORS 756.500, ORS 756.512, ORS 757.005, ORS 757.061