

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UCB 66

Renee Willer  
FRONTIER COMMUNICATIONS NORTHWEST INC.  
20575 NW Von Neumann Dr MC OR030156  
Hillsboro, Oregon 97006

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SOUTHWESTERN OREGON COMMUNITY COLLEGE,

Complainant,

vs.

FRONTIER COMMUNICATIONS NORTHWEST INC.,

Defendant.

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A copy of a complaint filed against Frontier Communications Northwest Inc., is attached. The Public Utility Commission must receive an Answer from the defendant or its attorneys by November 18, 2014. A copy should also be served on the complainant.

On the bottom of page two, Complainant asks that the Commission consider the informal case record in resolving this complaint. This information, which is comprised of case notes taken by the Consumers Service Division, will be served on defendant when an Administrative Law Judge takes official notice of the informal case record and accepts it into the record.

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker  
Administrative Specialist 2  
Administrative Hearings Division

Served electronically at Salem, Oregon, November 3, 2014, to: [renee.willer@ftr.com](mailto:renee.willer@ftr.com)

Attachments: Complaint  
Notice of Contested Case Rights and Procedures



# Oregon

John A. Kitzhaber, MD, Governor

## Public Utility Commission

3930 Fairview Industrial Dr SE

Salem, OR 97302-1166

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

October 24, 2014

SW COMMUNITY COLLEGE  
1988 NEWMARK AVE  
COOS BAY OR 97420

SENT VIA EMAIL ONLY: [RLAVOIE@SOCC.EDU](mailto:RLAVOIE@SOCC.EDU)

Enclosed are the formal complaint form and an explanation of the formal procedure you have requested. I have also included a copy of your informal complaint record.

The formal complaint should be legibly written or typed. If you need more space to respond to the questions, please attach additional pages to the complaint form.

If you have any questions regarding the filing of your complaint, you may call our office at 1-800-522-2404 or 1-800-735-2900 (Oregon Relay). If calling from the Salem area, please dial 503-378-6600.

Mail the completed form to:

Public Utility Commission of Oregon  
Filing Center  
PO Box 1088  
Salem OR 97308-1088

You may fax the form to 503-378-6163. **However, the original with signature must be received within ten (10) days of the fax or the Commission will assume that you do not want to pursue this matter and will dismiss your complaint.**

  
Kelli Busby  
Consumer Specialist  
Consumer Services Section

Enclosures

# Filing a Formal Complaint



## ***When do I file a formal complaint?***

You may file a formal complaint with the PUC's Filing Center if you cannot resolve your billing or service dispute on your own or with the assistance of our Consumer Services Section.

## ***How do I file a formal complaint?***

Call the Consumer Services Section at 1-800-522-2404 and ask for a formal complaint form. Fill it out and send the completed form to the Filing Center at the address shown below.

## ***What happens after I file a formal complaint?***

After we receive your complaint it will be given a docket number, and a copy of the complaint will be sent to the utility. The utility has 15 days to respond, and you will receive a copy of their response.

If the utility has or intends to disconnect your service, you may ask for our help. Depending on the circumstances, the PUC may direct the utility to continue or restore your service until your complaint is resolved.

After the utility responds to your complaint, an Administrative Law Judge (ALJ) will schedule a telephone conference with you and the utility. The ALJ will clarify issues, determine whether a settlement can be reached, and if necessary schedule a date for hearing. You will receive a written notice that includes the time, date, and place of any hearing.

## ***Who's who in a formal complaint case?***

Parties – you and the utility are called parties. You are the complainant; the utility is the defendant. At the hearing each party may present evidence, ask questions of witnesses, object to evidence, and present argument.

The utility may be represented by an attorney. You may hire an attorney to represent you, but you are not required to. If you decide during the hearing that you need an attorney, you may ask the ALJ for a continuance to obtain legal counsel. A continuance is not normally granted during the hearing unless you have a good reason for not hiring an attorney before the hearing.

## ***How do I prepare for the hearing?***

You may request information from the utility on issues in your complaint. You may subpoena witnesses. You may also ask the ALJ how to request information.

The hearing is similar to a trial before a judge without a jury. *See* ORS 756.518 to 756.610.

## ***What happens at the hearing?***

At the hearing, you and the utility will call witnesses and present evidence (orally or in writing) on all issues relating to your complaint. If you want to use documents (such as bills, receipts, letters or other papers), bring the original and three copies to the hearing. The hearing will not be postponed to give you more time to obtain additional evidence unless you show that you could not have produced the evidence at the hearing. As the

# Filing a Formal Complaint (Cont.)



Testimony is given under oath. Witnesses may be asked questions. You may request that our witnesses be ordered to appear at the hearing. You should request subpoenas in writing to the ALJ at least 20 days before the hearing. The ALJ will resolve disputes regarding witnesses.

The ALJ may ask questions of you, the utility company or the witnesses. The ALJ will rule on any objections or motions made, and will admit evidence into the official case record. Both parties may object to the admission of evidence. If your evidence is not admitted, you may appeal the ruling. You may make an "offer of proof" of any evidence that is excluded if you would like to challenge the ALJ's ruling to exclude the evidence. Only evidence that is admitted will be used by the PUC to reach a decision.

After the evidence is offered, each party may give a closing argument. You should tell the PUC how the facts apply to the law. You present our case first, then the utility. You then may respond to the utility's argument.

The hearing will be recorded to make an official record of the proceedings. The record of the hearing may be used to assist the parties in filing written legal arguments, the Commissioners in deciding the complaint, or the court in reviewing the PUC's decision, if necessary.

The hearing will either be recorded by the ALJ via an audio recording, or by a court reporter. You may obtain a copy of an audio recording by paying the amount established in the PUC's Administrative Rules. *See* OAR 860-001-0060.

If a court reporter recorded the hearing, you may request a word-for-word written transcript of the hearing. You must pay the court reporter for the cost of preparing the transcript. If you cannot afford to pay for the copy of the transcript, you must provide a statement called an "Affidavit of Indigency," explaining why you cannot afford to pay. Request the "Affidavit of Indigency" from Administrative Hearings Division and provide it at the time you request the free copy.

## ***What happens after the hearing?***

The ALJ makes recommendations to the three PUC Commissioners. You will not have the opportunity to comment on the ALJ's recommendation.

The Commissioners may accept, reject or modify the ALJ's recommendation. The final order is always issued by the Commissioners. You will receive a copy of the final order.

The final order will include information about how to appeal the decision. You have 60 days from the date of service of the final order to appeal it. You may ask for reconsideration by the PUC or file an appeal to the court. By law, appeals go to the Court of Appeals, and then possibly to the Supreme Court. *See* ORS 756.610. ***The PUC cannot grant money damages or attorney fees.***

If you have questions about the process, call the Consumer Services Section at (800) 522-2404 before filing a formal complaint, or the Administrative Hearings Division at (503) 378-6678 after filing a formal complaint. TTY users should call the Oregon Relay at 7-1-1.

Public Utility Commission of Oregon  
Administrative Hearings Division



FORMAL CONSUMER COMPLAINT

**Instructions:** Complete this form to file a formal complaint against a utility. Complete all relevant parts and provide as much information as possible. Please attach additional pages if necessary. To assist you, we have provided a copy of rules on dispute resolution. We will serve your complaint on the utility and notify you of future events. Your complaint will be assigned a docket number and will be a public record. **If your service is disconnected or you received a notice of disconnection, you may be entitled to restored or continued service while we review your complaint. See Section 3.**

**Section 1: Complainant and Utility Information**

Name: Southwestern Oregon Community College

Address: 1988 Newmark Avenue

City: Coos Bay

State: Oregon

Zip Code:  
97420

Home phone: 541-888-2525

Cell Phone:

Work Phone: 541-888-7425

Email Address: rlavoie

Utility: Frontier Communications / Verizon

Account # (if known)  
541-888-5565-111696-5

**Section 2: Complaint**

1. What is your complaint? What did the utility company do or not do that caused the problem? Be specific. (Attach additional pages if necessary.)

Verizon on or about June 2007, started charging the college for a service that was not ordered, used or needed. The college had switched from DCS trunks to PRI trunks. Verizon started billing the college for one of the old DCS lines and a centrex service. The college maintained their own PBX and did not need centrex service. The college business department did not know

*(Please continue on next page)*

**Mailing Address:**  
PO Box 1088  
Salem, OR 97308-1088

**Street Address:**  
3930 Fairview Industrial Drive SE  
Salem, OR 97302

**Telephone:** (503) 378-6678

**Web Site:** <http://www.puc.state.or.us>

**Filing Center Email Address:** [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us)

**Section 2: Complaint (continued)**

the charge was an error, and paid the bill as presented. This practice was continued when Frontier bought the Verizon territory. The ITS department, researching better PRI rates, first discovered the error in May 2014. The college used NEC pbx consultants to confirm these services were not being used. Correspondence with Frontier representative confirms the services were not being used and had not been used. After the switch from DSC to PRI, Verizon mistakenly started billing the college for centrex service, using one of the old DCS lines as a billing telephone number. The college can supply correspondence confirming the disconnect request for all old DCS lines. The college has asked that public money spent on these erroneous charges be refunded. Frontier has refused.

2. If you know, please list the statutes, rules, or tariffs that you believe the utility violated.

3. What do you want the utility or Commission to do to resolve your complaint? *(The Commission has authority to order refunds where appropriate, but cannot grant money damages.)*

Refund erroneous charges for incorrect billing for services never ordered, needed or used.

4. Consumer Services provided you with a copy of your informal case record. Do you want the Commission to consider this case record in resolving your formal complaint?

Yes       No

*Please see next page*

**Section 3: Continued or Restored Service**

Has your utility service been disconnected, or have you received a disconnection notice? If so, you may be entitled to restored or continued service while we review your complaint. You may also be eligible for an expedited process to determine this eligibility. **If you have not been disconnected or have not received a disconnection notice, please skip to Section 4.**

**Please answer all questions below completely.** If you meet certain criteria, we will schedule a telephone hearing within three business days to determine whether you are entitled to continued or restored service. You and the utility will both be invited to participate.

1. Please check one:

- I received a notice that my service will be disconnected on \_\_\_\_\_, but I have not yet been disconnected.
- I was disconnected on \_\_\_\_\_.
- I have been refused an application for new service.

2. The utility claims that it is disconnecting/refusing service because:

- I did not pay my bill.
- I did not establish credit.
- Other (Please explain):

\_\_\_\_\_  
\_\_\_\_\_

3. Have you provided the utility with a deposit?

- Yes       No

If so, what is the amount of the deposit? \_\_\_\_\_

4. Is the utility disconnecting your service or refusing to serve you for failure to pay your bill?

- Yes       No

If you answered yes, you may be entitled to continued service if you make financial arrangements to protect the utility from future losses. This is usually done by paying all undisputed charges while your complaint is being resolved.

a. Are you willing to pay all undisputed charges while your complaint is being resolved?

- Yes       No

*Please see next page*

**Section 3: Continued or Restored Service (continued)**

- b. Have you made, or are you willing to make, other financial arrangements with the utility company? If so, please describe the financial arrangements. Be specific.  
N/A - Seeking refund of incorrect billing.

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**Section 4: Additional Documents**

To help us review your complaint, please attach a copy of your utility bill and any disconnection notice(s) you received. Also include any additional documents that may be helpful in resolving your complaint.

*Please blacken out any drivers' license numbers, social security numbers, bank routing numbers and bank account numbers before sending your documents to the Commission.*

**Section 5: Signature and Date**

	10/31/2014
_____	_____
Complainant Signature (required)	Date
Rocky Lavoie	
_____	
Print Name	

*Please see filing options on next page*

## Section 6: Filing Options

Are you able to put your complaint and any documents you wish to attach into Word or text-searchable .pdf format and email them to the Commission?

- Yes. You must use Filing Method 1 (Electronic Filing Plus Mail).
- No. You may use either Filing Method 2 (Mail) or Filing Method 3 (Fax Plus Mail).

### Filing Method 1: Electronic Filing Plus Mail

Our rules require electronic filing. If you are able to put your documents into Word or text-searchable .pdf format and email them to the Commission, use this method of filing.

**Step 1: Send Email.** Send your complaint (and any additional documents you wish to add) as an attachment to your email to this address: [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us).

The *subject line* of the email must read: "Formal Complaint, [your name], [date]".

Please note: The Commission's electronic filing system can accept only the attachments to the email. Do not include information about your complaint in the body of the email itself.

**Step 2: Mail Paper Documents.** On the same day that you email your document(s), *you must also mail* the signed and dated *original paper documents* to the mailing address at the bottom of page one.

### Filing Method 2: Mail

Mail the signed and dated original paper documents to the mailing address at the bottom of page one.

### Filing Method 3: Fax Plus Mail

You may fax your complaint (and any attachments) to (503) 378-6163. On the same day that you fax your documents, you must *also mail* the signed and dated *original paper documents* to the mailing address at the bottom of page one.

#### *Please Note:*

As explained above, emailed and faxed documents will be accepted only if you also mail the signed and dated original paper documents.

**If we do not receive the signed and dated original paper complaint within ten (10) days from the date of the email or fax, the Commission will dismiss your complaint.**

**OREGON ADMINISTRATIVE RULES  
CHAPTER 860, DIVISION 21  
PUBLIC UTILITY COMMISSION**

**Regulation of Energy and Large Telecommunications Utilities**

**860-021-0015**

**Dispute Resolution**

(1) When a dispute occurs between a customer or applicant and a utility about any bill, charge, or service, the utility shall thoroughly investigate the matter and promptly report the results of its investigation to the customer or applicant. Each utility shall prepare a written record showing the name and address of the customer or applicant involved, the date and character of the dispute, and the disposition of the matter. The utility shall retain records of the dispute pursuant to OAR 860-028-0010.

(2) The utility shall inform the customer or applicant of the right to supervisory review of any dispute, including but not limited to, establishment of credit and termination of service. If a dispute is not resolved, the utility shall notify the customer or applicant of the Commission's dispute resolution procedure and its toll-free telephone number.

(3) A customer or applicant may request the Commission's assistance in resolving the dispute by contacting the Commission's Consumer Services Division. The Commission shall notify the utility upon receipt of such a request.

(4) The Commission's Consumer Services Division shall assist the complainant and the utility in an effort to reach an informal resolution of the dispute.

(5) If a registered dispute cannot be resolved informally, the Commission's Consumer Services Division shall advise the complainant of the right to file a formal written complaint with the Commission. The complaint shall state the facts of the dispute and the relief requested. The utility shall answer the complaint within 15 days of service of the complaint. The matter shall then be set for expedited hearing. A hearing may be held on less than ten days' notice when good cause is shown.

(6) Pending resolution of the dispute, the complainant's obligation to pay undisputed amounts continues.

(7) A customer or applicant who has a registered dispute or formal complaint pending with the Commission shall be entitled to continued or restored service provided:

(a) Service was not terminated for theft of service or failure to establish credit;

(b) A bona fide dispute exists in which the facts asserted by the customer or applicant entitle the customer or applicant to service;

(c) When termination is based on nonpayment, the customer or applicant makes adequate arrangement to avoid future loss to the utility, such as prepaying estimated monthly utility charges; and

(d) The customer or applicant diligently pursues conflict resolution under the Commission's rules.

(8) If the conditions in section (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 (7)(c) or (7)(d) of this rule shall 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 Division. In deciding whether the conditions are met, the utility shall consult with the Commission's Consumer Services Division. A customer or applicant who has filed a formal complaint, the utility, or the Commission's Consumer Services Division may ask the Commission for a hearing to decide if the conditions are met. Unless extraordinary circumstances exist, the hearing will be conducted by telephone conference within three business days from the date requested. Notice of hearing will be given to the customer, the utility, and the Commission's Consumer Services Division at least 12 hours before the date and time of the hearing. Notice is effective when given in person, by telephone, or in writing delivered to the party's last known address. Mailed notice is effective two days after deposit in the U.S. mail, excluding Sundays and holidays.

Stat. Auth.: ORS 183, ORS 756, ORS 757 & ORS 759

Stats. Implemented: ORS 756.040, ORS 756.500 & ORS 756.512

Hist.: PUC 164, f. 4-18-74. ef. 5-11-74 (Order No. 74-307); PUC 5-1983, f. 5-31-83, ef. 6-1-83 (Order No. 83-284); PUC 12-1983, f. & ef. 10-7-83 (Order No. 83-623); PUC 1-1985, f. & ef. 2-1-85 (Order No. 85-075); PUC 4-1985, f. & ef. 4-22-85 (Order No. 85-350); PUC 5-1987, f. & ef. 7-2-87 (Order No. 87-723); PUC 16-1990, f. 9-28-90, cert. ef. 10-1-90 (Order No. 90-1105); PUC 11-1998, f. & ef. 5-7-98 (Order No. 98-188); PUC 8-1999, f. & cert. ef. 10-18-99; PUC 19-2001, f. & cert. ef. 6-21-01; PUC 11-2003, f. & cert. ef. 7-3-03



# Oregon

John A. Kitzhaber, MD, Governor

## Public Utility Commission

3930 Fairview Industrial Dr SE

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

November 3, 2014

ELECTRONIC SERVICE TO: rlavoie@socc.edu

Southwestern Oregon Community College

Attention: Rocky Lavoie

1988 Newmark Avenue

Coos Bay, Oregon 97420

RE: UCB 66, Southwestern Oregon Community College, Complainant  
v. Frontier Communications Northwest Inc., Defendant

The Commission has assigned docket number UCB 66 to the above-referenced formal complaint against the defendant. You should use this number whenever you refer to this case.

The Commission has served a copy of your complaint on the defendant, and an answer must be filed by November 18, 2014. If the matter is not resolved, the case will be set for hearing and you will be notified of the time and place.

Your complaint was received electronically. In order for the Commission to continue to process your complaint, you must also mail in the signed original complaint. If we do not receive the signed original complaint within ten (10) days from the date of this letter, the Commission will assume that you do not want to pursue this matter and will dismiss your complaint.

Below are the requirements for an acceptable "filing." You must submit **future filings** both electronically and physically to the Commission, and serve a copy on defendant. I have included a link to our administrative rules in effect for your convenience at [http://arcweb.sos.state.or.us/pages/rules/oars\\_800/oar\\_860/860\\_tofc.html](http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_860/860_tofc.html).

Filing with the Commission:

- Electronic - Create or convert your documents to Word or text-searchable pdf format so that you can attach them to an email. Send an email with your documents attached to the Commission's Filing Center at [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us), using "[document name], [your name], [date]" in the Subject Line, with your document attached. (Note: The email itself is not a filing and should not contain any substantive information—only the attachments to the email are filed and considered.) For more information, please see our website <http://www.oregon.gov/PUC/eFiling/fcindex.shtml>, and



Southwestern Oregon Community College

Attn.: Rocky Lavoie

Page Two

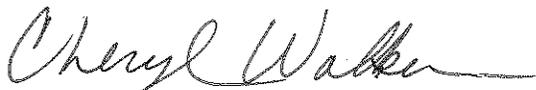
- Original Paper Documents –
  - The original signed and dated document, must meet *all* of the requirements under OAR 860-001-0170, together with
  - An original signed Certificate of Service (OAR 860-001-0180(5)). This must be filed with every document, and must contain the following information: “On [Month, Day, Year], I served a copy of [document name] to Renee Willer, Frontier Communications Northwest Inc., by electronic service [renee.willer@ftr.com](mailto:renee.willer@ftr.com) or physical address served to 20575 NW Von Neumann Dr MC OR030156, Hillsboro, OR 97006, [Your signature]” (Please fill in bracketed information), and
- The necessary paper copies of your filing – 1 copies (OAR 860-001-0170(3)), and
- On the date you email the electronic copy of the document, you must mail the signed and dated original paper documents to: Public Utility Commission of Oregon, Administrative Hearings Division, PO Box 1088, Salem, OR 97308-1088.

Serving the Other Party:

- Service – You must serve the other party to the docket a copy of your filing by electronic mail (OAR 860-001-0180). Please note there are certain restrictions regarding documents containing confidential information. Service is timely if the email is sent on the day the document is filed.

*If you do not have access to email or a way to create or convert your documents so that you can attach them to an email, please mail the signed and dated original paper documents to the Commission. Sign, date, and send as a separate document a motion to waive the requirement for electronic filing and service. The motion to waive the requirement for electronic filing and service needs to state that you do not have access to email or that you do not have a way to create or convert your documents to Word or text-searchable pdf documents to attach to an e-mail for electronic service. An original signed Certificate of Service must be filed with every document. Please see the above information for more specifics and the necessary paper copies of your filing.*

PUBLIC UTILITY COMMISSION OF OREGON



Cheryl Walker  
Administrative Specialist 2  
Administrative Hearings Division  
(503) 378-2849

Attachments: Filing a Formal Complaint Fact Sheet  
Notice of Contested Case Rights and Procedures

## NOTICE OF CONTESTED CASE RIGHTS AND PROCEDURES

Oregon law requires state agencies to provide parties written notice of contested case rights and procedures. Under ORS 183.413, you are entitled to be informed of the following:

**Hearing:** The time and place of any hearing held in these proceedings will be noticed separately. The Commission will hold the hearing under its general authority set forth in ORS 756.040 and use procedures set forth in ORS 756.518 through 756.610 and OAR Chapter 860, Division 001. Copies of these statutes and rules may be accessed via the Commission's website at [www.puc.state.or.us](http://www.puc.state.or.us). The Commission will hear issues as identified by the parties.

**Right to Attorney:** As a party to these proceedings, you may be represented by counsel. Should you desire counsel but cannot afford one, legal aid may be able to assist you; parties are ordinarily represented by counsel. The Commission Staff, if participating as a party in the case, will be represented by the Department of Justice. Generally, once a hearing has begun, you will not be allowed to postpone the hearing to obtain counsel.

**Administrative Law Judge:** The Commission has delegated the authority to preside over hearings to Administrative Law Judges (ALJs). The scope of an ALJ's authority is defined in OAR 860-001-0090. The ALJs make evidentiary and other procedural rulings, analyze the contested issues, and present legal and policy recommendations to the Commission.

**Hearing Rights:** You have the right to respond to all issues identified and present evidence and witnesses on those issues. *See* OAR 860-001-0450 through OAR 860-001-0490. You may obtain discovery from other parties through depositions, subpoenas, and data requests. *See* ORS 756.538 and 756.543; OAR 860-001-0500 through 860-001-0540.

**Evidence:** Evidence is generally admissible if it is of a type relied upon by reasonable persons in the conduct of their serious affairs. *See* OAR 860-001-0450. Objections to the admissibility of evidence must be made at the time the evidence is offered. Objections are generally made on grounds that the evidence is unreliable, irrelevant, repetitious, or because its probative value is outweighed by the danger of unfair prejudice, confusion of the issues, or undue delay. The order of presenting evidence is determined by the ALJ. The burden of presenting evidence to support an allegation rests with the person raising the allegation. Generally, once a hearing is completed, the ALJ will not allow the introduction of additional evidence without good cause.

**Record:** The hearing will be recorded, either by a court reporter or by audio digital recording, to preserve the testimony and other evidence presented. Parties may contact the court reporter about ordering a transcript or request, if available, a copy of the audio recording from the Commission for a fee set forth in OAR 860-001-0060. The hearing record will be made part of the evidentiary record that serves as the basis for the Commission's decision and, if necessary, the record on any judicial appeal.

**Final Order and Appeal:** After the hearing, the ALJ will prepare a draft order resolving all issues and present it to the Commission. The draft order is not open to party comment. The Commission will make the final decision in the case and may adopt, modify, or reject the ALJ's recommendation. If you disagree with the Commission's decision, you may request reconsideration of the final order within 60 days from the date of service of the order. *See* ORS 756.561 and OAR 860-001-0720. You may also file a petition for review with the Court of Appeals within 60 days from the date of service of the order. *See* ORS 756.610.

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The hearing will be recorded to make an official record of the proceedings. The record of the hearing may be used to assist the parties in filing written legal arguments, the Commissioners in deciding the complaint, or the court in reviewing the PUC’s decision, if necessary.

The hearing will either be recorded by the ALJ via an audio recording, or by a court reporter. You may obtain a copy of an audio recording by paying the amount established in the PUC’s Administrative Rules. *See* OAR 860-001-0060.

If a court reporter recorded the hearing, you may request a word-for-word written transcript of the hearing. You must pay the court reporter for the cost of preparing the transcript. If you cannot afford to pay for the copy of the transcript, you must provide a statement called an “Affidavit of Indigency,” explaining why you cannot afford to pay. Request the “Affidavit of Indigency” from Administrative Hearings Division and provide it at the time you request the free copy.

## ***What happens after the hearing?***

The ALJ makes recommendations to the three PUC Commissioners. You will not have the opportunity to comment on the ALJ’s recommendation.

The Commissioners may accept, reject or modify the ALJ’s recommendation. The final order is always issued by the Commissioners. You will receive a copy of the final order.

The final order will include information about how to appeal the decision. You have 60 days from the date of service of the final order to appeal it. You may ask for reconsideration by the PUC or file an appeal to the court. By law, appeals go to the Court of Appeals, and then possibly to the Supreme Court. *See* ORS 756.610.

***The PUC cannot grant money damages or attorney fees.***

If you have questions about the process, call the Consumer Services Section at (800) 522-2404 before filing a formal complaint, or the Administrative Hearings Division at (503) 378-6678 after filing a formal complaint. TTY users should call the Oregon Relay at 7-1-1.