



# Oregon Citizens' Utility Board

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Public Utility Commission of Oregon  
Filing Center  
201 High Street SE, Suite 100  
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Salem OR 97308-1088

**Re: AR 601 Severe Weather Moratorium on Involuntary Disconnection of Residential Electric or Gas Utility Service; CUB Comments on Final Rules**

CUB applauds Staff's commitment throughout this proceeding to embrace broad stakeholder input to develop matter-of-fact rules for involuntary service disconnections in the event of severe weather.

CUB also supports Staff's proposed modification to OAR 860-021-0407(3) or Section (8) of the rules. In particular, CUB wants to highlight Staff's intention to "review a utility's methods for communicating with the customers regarding any winter protection program available under proposed Section (8) to ensure eligible customers are aware of the option to enroll in a winter protection program if one is offered by a utility".

This step on the part of Staff is critical because a winter protection plan is only as good as the customer outreach supporting it. For such a program to meet its intended function and fulfill its potential, customers must have assurance and understanding of both the program's benefits and possible consequences.

Respectfully,

Samuel Pastrick  
Consumer Advocate  
Oregon Citizens' Utility Board