



# Oregon

Kate Brown, Governor

## Public Utility Commission

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August 28, 2019



BY EMAIL

Robyn Crichton

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RE: Advice No. 19-03

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as ADV 976. A receipted copy of the acknowledged sheet in your advice filing is attached.

/s/ Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

(503) 378-3098

**RULES AND REGULATIONS**

- NON-SUFFICIENT FUND CHECKS

A service charge will be applied to the customer's bill for each check returned by a bank to the Company for the reason of non-sufficient funds. See Section 3 of the Price List (Service Connection/ Nonrecurring Charges).

A non-sufficient funds check will not be accepted as payment of a customer's bill.

- ADJUSTMENT OF BILLS

When an under or over-billing occurs, the Company will provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. If the date of the error is known, the over or undercharge shall be computed back to that date. If the date is not known, the Company will refund the overcharge or rebill the undercharge for no more than six months' usage. In no event will an over or under-billing be for more than three years' usage.

- LATE PAYMENT CHARGE

A late payment charge **will** be applied to **any amounts** on a customer's bill **not paid and carried over to the next bill.**

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The late payment rate will be established by the Oregon Public Utility Commission in accordance with Oregon Administrative Rule (OAR) 860-021-0126.

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- TRANSFER BILLINGS

If the Company identifies a balance a customer owes the Company from the customer's prior account for Oregon service, the Company may transfer the amount to the customer's current account after giving the customer notice of the transfer, the amount due under the prior account, the period of time during which the balance was incurred. If the bill is identified at the time the customer changes residences, the provisions of this rule apply.

Received by OPUC

Advice No. OR 19-03  
Issued: May 31, 2019  
Issued by United Telephone Company of the Northwest

Filing Center  
05/31/2019

Effective: July 3, 2019