

ORDER NO. 03-743

ENTERED: DEC 15 2003

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BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

AR 452

In the Matter of a Rulemaking to Amend)
OAR Chapter 860, Divisions 021, 034,)
036 and 037.)

ORDER

DISPOSITION: APPLICATIONS GRANTED

Portland General Electric (PGE), Northwest Natural Gas Company (NW Natural) and Idaho Power Company (Idaho Power) separately filed requests for an extension of time in which to implement rule changes adopted in Order No. 03-550. The companies state that it has been difficult to implement the numerous changes relating to customer service during this time of the year. They explain that training has been difficult, as their respective customer service representatives are busy responding to calls related to storm related outages and increased usage during the winter heating season. PGE, NW Natural and Idaho Power seek an extension of time until April 1, 2004.

The Commission considers the requests as applications for a waiver of obligations under the new rules filed pursuant to OAR 860-021-0005. No rulemaking participant has filed any opposition to their requests. After consideration, the Commission finds the utilities' requests to be reasonable, and grants them.

ORDER

IT IS ORDERED that Portland General Electric, Northwest Natural Gas Company and Idaho Power Company are relieved of obligations imposed by the rule changes adopted in Order No. 03-550, until April 1, 2004.

Made, entered, and effective _____.

Lee Beyer
Chairman

John Savage
Commissioner

Ray Baum
Commissioner

ORDER NO.

A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order to a court pursuant to applicable law.

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