

ORDER NO. 25-411

ENTERED Oct 16 2025

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

AR 671

In the Matter of

Rulemaking Regarding Customer
Protections.

ORDER

DISPOSITION: STAFF'S RECOMMENDATIONS ADOPTED IN PART

This order memorializes our decision, made and effective at our October 14, 2025 Regular Public Meeting, to adopt Staff's recommendations in part. The Staff Report with the recommendations is attached as Appendix A.

First, we adopt Staff's recommendation to issue notice of proposed rulemaking for amendments to Oregon Administrative Rule (OAR) Chapter 860, Division 21, related to residential customer protections against disconnection set forth in Attachment A, but amended to expand the scope of the rulemaking to include customer protections related to wildfire events.

Second, we adopt the weekly reporting requirements and utilities are invited, in lieu of the weekly reports recommended by Staff, to affirm that they are continuing the protections afforded customers in the two prior emergency rule makings. Utilities may request any waivers where those protections contravene the existing permanent rules.

Finally, we adopt Staff's recommendation that Idaho Power Company, PacifiCorp, dba Pacific Power, and Portland General Electric file arrearage and bill relief programs by August 1, 2026.

Made, entered, and effective Oct 16 2025.



Letha Tawney
Chair



Les Perkins
Commissioner



Karin Power
Commissioner



A party may request rehearing or reconsideration of this order under 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 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal the reporting requirements of this order by filing a petition for review with the Circuit Court for Marion County in compliance with ORS 183.484.

ITEM NO. RM1

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: October 14, 2025

REGULAR	<u>x</u>	CONSENT	<u> </u>	EFFECTIVE DATE	<u> </u>	N/A
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DATE: October 8, 2025

TO: Public Utility Commission

FROM: Michelle Scala and Kate Ayres

THROUGH: Caroline Moore and Scott Gibbens **SIGNED**

SUBJECT: OREGON PUBLIC UTILITY COMMISSION STAFF:
(Docket No. AR 671)
Request to Open a Formal Rulemaking Related to Customer Protections
in Oregon Administrative Rule Chapter 860, Division 21.

STAFF RECOMMENDATION:

Staff recommends that the Oregon Public Utility Commission (Commission) issue a notice of proposed rulemaking for amendments to Oregon Administrative Rule (OAR) Chapter 860, Division 21, related to residential customer protections against disconnection in Attachment A.

Staff further recommends the Commission direct the utilities to:

- Begin engagement with Staff and interested UM 2211 stakeholders by January 31, 2026, on:
 - Arrearage and bill relief programs.
 - Noticing and outreach procedures.
 - Reporting metrics for Division 21 residential customer protections.
- File updates to existing deferrals for the incremental cost of the protections.
- Report weekly on disconnection data until the permanent rules are in place.

Staff further recommends the Commission direct Portland General Electric, PacifiCorp, and Idaho Power to file arrearage and bill relief programs by August 1, 2026.

DISCUSSION:

Issue

Whether the Commission should issue a notice of proposed rulemaking (NOPR) for Oregon Administrative Rules Chapter 860, Division 21; and further direct the Utilities to adhere to recommended guidance regarding the implementation of certain requirements adopted in the rulemaking.

Applicable Law

Oregon Revised Statute (ORS) 756.060 authorizes that Commission may adopt and amend reasonable and proper rules and regulations relative to all statutes administered by the Commission.

ORS 756.040(2) vests the Commission with power and jurisdiction to supervise and regulate every public utility in this state, and to do all things necessary and convenient in the exercise of such power and jurisdiction.

OAR 860-021 outlines the rules governing customer rights and utility responsibilities related to service disconnections, reconnections, billing, and customer protections in Oregon. It specifies conditions under which utilities may disconnect service for nonpayment, establishes timelines and notice requirements, and sets standards for reconnection, including fee limitations and exceptions. The rule also includes provisions for severe weather protections.

Analysis

Background

Legislative and Agency Background

Effective January 1, 2022, Oregon House Bill 2475 (HB 2475), known as the Energy Affordability Act, expanded language under ORS 757.230 to allow the Commission to consider “differential energy burdens on low-income customers and other economic, social equality or environmental justice factors that affect affordability for certain classes of utility customers” when establishing classifications, rates, and programs. Following the establishment of this authority, Commission Staff opened Docket No. UM 2211 and initiated a phased implementation effort of the Energy Affordability Act.

Docket No. UM 2211 Phase 1

In the first phase of implementation, Staff worked with utilities and stakeholders to develop interim income-qualified bill discount programs. The programs have been designated as interim due to the intentionally accelerated development and adoption, while subsequent phases allow for a slower paced, data-informed investigation into energy burden mitigation strategy more broadly. As of October 15, 2024, all of the

Oregon Investor-Owned utilities (IOUs) have implemented a bill discount program under the authority of HB 2475.

Docket No. UM 2211 Phase 2

Phase two of Staff's HB 2475 implementation effort focused on:

- Energy Burden Data collection.
 - Establishing a reporting framework (Energy Burden Metrics Report-EBMR).
 - Developing a proposal for permanent rules requiring the EBMR.¹
- Identifying near-term opportunities to improve Energy Trust of Oregon-administered low-income weatherization and energy efficiency programs.
- Addressing customer harms associated with arrearages and disconnections.
 - Investigating regulated utility arrearage and disconnection trends.
 - Developing a proposal for temporary rule amendments to Division 21 in advance of the 2024-2025 winter heating season.²

Docket No. UM 2211 Phase 3

UM 2211 is now in the final months of Phase three of implementation and has focused efforts on the following:

- Continued efforts to address customer harms associated with arrearages and disconnections.
 - Developing a proposal for temporary rule amendments to Division 21 in advance of the summer cooling season.
 - Developing a proposal for permanent rule amendments to Division 21, effective *no later than* January 1, 2026.
- Differential Rate Fact Finding.
- Procedural Equity Report.
- Continual progress with energy burden data reporting and transparency efforts.

Division 21 Rulemakings

As noted above, Staff maintained a focus area on revising OAR Division 21 to provide greater protections for residential customers against the risks associated with non-payment disconnection in both Phase 2 and 3 of the UM 2211 docket. In addition to building upon the learnings and feedback provided in 2021's Division 21 rulemaking, [AR 653](#), the UM 2211 vehicle produced the following rulemaking dockets:

- [AR 667](#), In the Matter of Rulemaking to Adopt Temporary Rules Related to Protections Against Disconnections.
 - *Resulting in Commission Order No. [24-446](#).*
- [AR 670](#), In the Matter of Temporary Summer Cooling Season Rules.
 - *Resulting in Order No. [25-206](#).*

¹ See AR 668, <https://apps.puc.state.or.us/edockets/DocketNoLayout.asp?DocketID=24354>.

² See AR 667, <https://apps.puc.state.or.us/edockets/DocketNoLayout.asp?DocketID=24347>.

- [AR 671](#), Rulemaking Regarding Customer Protections.
 - *Current docket before the Commission October 14, 2025.*

In AR 667 and AR 670, the Commission adopted temporary rule amendments focused on increasing disconnection protections triggered by severe weather and reducing financial burdens associated with disconnection for residential customers.

Commission Staff opened the permanent rulemaking docket, AR 671 on May 23, 2025. This was a planned and anticipated continuation of regulatory actions directed at addressing gaps in Division 21, residential customer protections, first announced formally in a Docket No. UM 2211 [August 6, 2024 filing](#). Between the August 2024 announcement and AR 671 opening, Staff worked with utility and non-utility UM 2211 stakeholders on proposed changes to utility practices surrounding residential disconnection for non-payment.

Staff noted in both AR 667 and AR 670, that in advance of the planned permanent rulemaking, the adopted short-term changes to Division 21 would ensure timely protections during periods of increased risk from seasonal conditions while also providing some opportunity to review the efficacy of proposed protections during their temporary status.

Participants

Discussion in the process has been robust, with individuals representing many stakeholders. Parties involved include all six investor-owned electric and gas utilities operating in Oregon; Idaho Power Company, PacifiCorp, Portland General Electric Company (PGE), Avista Utilities, Cascade Natural Gas, and Northwest Natural (NWN); collectively, the Joint Utilities (JU). Energy Advocates engaged included the Oregon Citizens' Utility Board, NW Energy Coalition, Verde, Multnomah County Office of Sustainability, Coalition of Communities of Color, Self Enhancement, Inc., Oregon Just Transition Alliance, and Community Energy Project. Other groups included Community Action Partnership of Oregon, Jackson County Fuel Committee, and members of the public.

Division 21 Workstream

As announced at the onset of this process, Staff's objectives for carrying the Division 21 residential customer protections discussion forward were and remain to:

1. Reduce harms in high-risk conditions.
2. Reduce financial barriers to getting and staying connected.
3. Provide broad customer protections to increase reach and efficacy of priorities 1 and 2.

Staff engaged with utility, advocate, and community-based stakeholders in an iterative and dynamic docket to strategize adjustments to the Division 21 OAR that would

address utility disconnection practices in the context of elevated risk conditions, both environmental and customer-specific. Throughout this collaborative process, participants have engaged with Staff across multiple workshops,³ Staff office hours,⁴ and six proposal refinements in AR 671 alone. Altogether, while there are still components of Staff's recommendation that do not have consensus across parties, Staff finds the stakeholder contributions of time, perspective, and input have nonetheless, played a significant role in developing the proposal outlined in this memo.

Elements of Staff Proposal

Staff's recommended adjustments and protections to be reflected in the OAR Division 21 redline (Attachment A) are categorized under the following topics:

- Eligibility and Definitions,
- Severe weather/Air Quality Protections,
- Reconnection Policies,
- Arrearage/Bill Relief,
- Noticing and Outreach, and
- Accessibility.

Staff's [initial proposal](#) in AR 671 was developed based on Staff's continued review of discussions, materials and input collected and considered in the AR 667 and AR 670 temporary rulemakings. Because of this approach, AR 671 engagement was primarily continuing to discuss outstanding issues from the temporary rulemakings and proposing refinements to previously contemplated Division 21 changes. The majority of the proposals outlined in the initial proposal through [version 2](#); [version 3](#); [version 4](#); [version 5](#); and [version 6](#) (current) were nearly identical to a temporary rule or reflective of adaptations based on current information, data, and stakeholder input available to Staff.

Table 1, beginning on page 6, provides summary details of Staff's proposal from which the redline is informed.

In addition to the recommended adjustments and protections in rule, Staff has included some recommendations regarding compliance and implementation for the Commission to consider providing utilities direction on. These "non-rule" recommendations include:

- **Arrearage/bill relief programs** timeline for implementation and Staff's key baseline evaluation criteria.
- **Noticing and outreach** engagement with utility community partners.
- **Reporting** engagement with UM 2211 stakeholders on metrics related to Division 21 rule changes.
- **Cost recovery** pathway via filings to update of existing utility HB 2475 deferrals.

³ Workshop 1 [slides](#) and [notes](#); Workshop 1.5 [notes](#); Workshop 2 [notes](#); Workshop 3 [notes](#); Workshop 4 [slides](#) and [notes](#).

⁴ [August 22 office hour notes](#); [September 11 office hour notes](#).

Table 1. Summary details of Staff proposal

Staff shared a more detailed version of the table below with AR 671 Stakeholders on [October 1, 2025](#), memorializing our final proposals. Redline was filed [October 6, 2025](#).

Proposed Customer Protections/Rule Changes	Relevant OAR	Eligibility Limits	Exempt
Eligibility/Definitions			
Replace definition and references to “low-income” with “income-qualified”	OAR 860-021-0008	N/A	N/A
Clarifies self-certification language for income-qualified status	OAR 860-021-0180(2)	N/A	N/A
Define “severe weather”	OAR 860-021-0008	N/A	N/A
Define “severe heat event”	OAR 860-021-0008	N/A	N/A
Define “severe on-season cold event”	OAR 860-021-0008	N/A	N/A
Define “severe off-season cold event”	OAR 860-021-0008	N/A	N/A
Define “severe air quality event”	OAR 860-021-0008	N/A	N/A
Severe Weather/ Air Quality Protections			
ALL OAR 860-021-0407 applicable moratorium			
Add automatic extension of post-event severe weather moratorium for IQ and MC accounts (extra 24 hours) Clarification: <i>The additional 24 hours are intended to extend beyond any adopted post-event moratorium period, therefore income qualified and medical certificate customers severe weather disconnection moratorium:</i> • For heat events, automatically includes the 48-hour period before a heat event where a notice has been issued, the period of the heat event, and the 48-hour period after the event has ended. • For forecasted AQI>100 events, automatically includes the period of the AQI event and the 48-hour period after the event has ended. • For cold events between November and April, automatically includes the 24-hour period before a cold event, the period of the cold event, and the 48-hour period after the event has ended.	OAR 860-021- 0407	Income-qualified; med-cert	Natural gas utilities are exempt from this extension for heat and AQI

• For cold events between May and October, automatically includes the period of the cold event, and the 24-hour period after the event has ended.			
Add upon request extension of post-event severe weather moratorium for residential customer (extra 24 hours). <i>The additional 24 hours are intended to extend beyond any adopted post-event moratorium period.</i>	OAR 860-021- 0407	NONE	Natural gas utilities are exempt from this extension for heat and AQI
Air			
Electric utilities may not disconnect residential customers for nonpayment at any time prior to 24 hours a severe air quality event has ended. <i>This is in addition to the day of severe air quality event moratorium as exists in current OAR. Note that natural gas utilities are <u>not</u> exempt from day of moratorium requirements.</i>	OAR 860-021-0407	NONE	Natural gas utilities
Heat			
No non-payment residential disconnections within 24-hours of a forecasted severe heat event when a qualified alert is posted or conditions exist.	OAR 860-021- 0407	NONE	Natural gas utilities
No non-payment residential disconnections of IQ or MC accounts within 48-hours of a forecasted severe heat event when a qualified alert is posted or conditions exist.	OAR 860-021- 0407	Income-qualified; med-cert	Natural gas utilities
No non-payment residential disconnections at any time prior to 24 hours after a severe heat event has ended.	OAR 860-021- 0407	NONE	Natural gas utilities
Cold			
No non-payment residential disconnections at any time in the 24 hours prior, during, and 24 hours after any day a severe on-season cold event has been forecast.	OAR 860-021-0407	NONE	NONE
No non-payment residential disconnections on any day a severe off-season cold event has been forecast through 8:00 am the following day.			

Reconnection Policies			
Required Reconnections			
For electric utilities, upon request from a residential customer who has been disconnected for nonpayment within the previous seven days of a severe weather event an electric utility must make best efforts to reconnect service. The utility may apply reconnection fees authorized in OAR 860-021-0330. <i>See prohibition of fee and balance collections as prerequisite for reconnection (below).</i>	OAR 860-021-0407(16)	NONE	N/A
For natural gas utilities, upon request from a residential customer who has been disconnected for nonpayment within the previous seven days of severe cold weather event a natural gas utility must make best efforts to reconnect service. The utility may apply reconnection fees authorized in OAR 860-021-0330. <i>See prohibition of fee and balance collections as prerequisite for connection (below).</i>	OAR 860-021-0407	NONE	N/A
Reconnection Fees			
No reconnections fees against residential customers participating in the energy utility's HB 2475 bill discount program. <i>Does not apply to after-hours reconnect.</i>	OAR 860-021-0330	Bill Discount participant	NONE
No reconnection fees against med-cert customers. <i>Does not apply to after-hours reconnect.</i>		Med-cert	NONE
No reconnection fees against residential customers with remote reconnect capable meters.	OAR 860-021-0330	Remote capable	NONE
No required collection of any fee(s) or balance payment(s) from residential customers as a prerequisite for reconnection under OAR 860-021-0407. <i>Allowable fees and/or balances may be assessed in a future billing period.</i>	OAR 860-021-0407(11)	NONE	NONE
Arrearage/Bill Relief			
Energy utilities must establish and operate an arrearage or bill relief program for at minimum , residential customers enrolled in the utility's HB 2475 bill discount program(s) earning between 0-15 percent SMI .	N/A	Bill Discount participant	NONE

Clarification on compliance timeline proposal (NOT IN OAR): Staff proposes to have utilities (PAC, PGE, and IPC): • Begin engagement and internal review of energy burden and arrearage data by January 31, 2026; • File a proposal with the Commission by August 1, 2026. Staff considers the following utilities already in compliance: • Avista, • Cascade, • NWN. Staff proposes that utilities, once in compliance, convene stakeholders to discuss program performance at least once per program year. Adjustments to program design may be considered if sufficiently warranted. Check-ins would not necessitate Commission action.			
Relief Program Key Baseline Evaluation Criteria (NOT IN OAR) Energy utility Arrearage/Bill Relief programs shall: • Establish eligibility by a customer's participation in the utility's HB 2475 bill discount program. Additional customer information or documentation shall not be required for initial eligibility. • Provide "no risk" relief grant. • Ensure that the customer portion of payment arrangements, where applicable, do not exceed a customer's ability to pay. ◦ Note: Utilities must work with Staff and UM 2211 stakeholders to determine implementation of these criteria. • Engage with state and/or local energy assistance administering partners and ETO* on a process for referrals or data sharing Energy utility Arrearage/Bill Relief programs may: ◦ Establish reenrollment/frequency limit (note: AMP terms may exceed 12-months to comply with bill impact requirements). ◦ Establish an annual benefit limit. ◦ Perform post enrollment verification on accounts not already verified by a recognized energy assistance partner *if applicable	N/A	Bill Discount participants	NONE
Noticing and Outreach			
Notify customers of Division 21 disconnection protections and reconnection request and waiver options in all disconnection notifications.	N/A	N/A	NONE

Clarification <i>This notification must cover all Division 21 disconnection relate protections, including “upon request” protections and accommodations.</i>			
Electric utilities must notify customers of Division 21 disconnection protections and reconnection request and waiver options in monthly bill insert or other residential customer-wide distributed materials in the months of May and October, at minimum. Natural gas utilities must notify customers of Division 21 disconnection protections and reconnection request and waiver options in monthly bill insert or other residential customer-wide distributed materials in the month of October, at minimum.	N/A	N/A	Natural gas utilities (limited)
Notify community partner organizations administering energy assistance programs of Division 21 disconnection protections and reconnection request and waiver options annually, at minimum. Clarification <i>Initial notification should occur within 30 days of Division 21 changes being adopted by the Secretary of State.</i>	N/A	N/A	NONE
Post information on disconnection protections and reconnection waivers on website.	N/A	N/A	NONE
Ensure customer service representatives are trained on all new and existing disconnection protections and reconnection fee waivers applicable to the utility.	N/A	N/A	NONE
Noticing and Outreach Evaluation Criteria (NOT IN OAR)			
<i>Staff recommends energy Utilities be required to work with a representative set of stakeholders including Staff, local CAP agencies, and UM 2211 stakeholders to evaluate or develop noticing and outreach accessibility and best practices. Follow-up with Commission not required.</i>	N/A	N/A	NONE
Accessibility			
Required Customer Information For Utility Service			
Include alternative identifications be accepted in lieu of a valid SSN or current valid Oregon driver license number.	OAR 860-021-0009	N/A	NONE
Include option to provide a valid (unexpired) passport in lieu of a current valid Oregon driver license number.	OAR 860-021-0009	N/A	NONE
Include option to provide a valid Consular identification card in lieu of a current valid Oregon driver license number.	OAR 860-021-0009	N/A	NONE

Disconnection Notice Language Requirements			
Include the option: "...or the five most used non-English languages in an energy utility's service territory" for language accessibility requirements.	OAR 860-021-011(1)	N/A	NONE
Medical Certificate			
Extend validity of oral certification for medical certificate from 30 to 60 days.	OAR 860-021-0410(2)	NONE	NONE
Extend term of chronic illness medical certificates from 12 to 24 months.	OAR 860-021-0410(4)	NONE	NONE
Reporting (NOT IN OAR)			
<i>Staff recommends utilities engage Staff and AR 671 stakeholders to determine reasonable reporting expectations for evaluating Division 21 changes.</i>	N/A	N/A	NONE
Cost Recovery (NOT IN OAR)			
<i>Staff recommends utilities file to include incremental costs associated with adopted changes to Division 21 rules in their respective HB 2475 deferrals for later ratemaking treatment.</i>	N/A	N/A	NONE

Justification for changes

Eligibility and Definitions

The changes proposed in this section of Staff rule are designed to provide clarity around self-attestation for income-qualified status, build in flexibility for future income-qualified program changes, and simplify severe-weather references for the purposes of this and future rulemaking.

- By clarifying that a utility *must* allow for self-certification of income qualified status while providing express language that this is for *initial* certification and post-enrollment verification (PEV) may still be required, customers are provided the intended level of accessibility for these protections while utilities are not unintentionally prohibited from including participants in PEV later or in other income-qualified programs.
- Adjusting the term “low-income” to “income-qualified” allows the relevant OAR to adapt with utility program changes around income-eligibility.
- Providing definitions for severe-weather events simplifies rules referencing these conditions in OAR 860-021-0407 and allows for a more simplified change to these terms in the future should the Commission contemplate new definitions of severe weather.

Severe weather/Air Quality Protections

Staff previously provided the Commission with justification surrounding the need for protections that address disproportionate energy insecurity among certain customer types and increased moratorium around severe weather events in the AR 667 and AR 670 temporary rulemakings. Those discussions still hold true today and provide support for the adoption of permanent rules. Regardless of environmental conditions or household characteristics, disconnection from power can mean that a household may lose the following:

Basic Needs and Health

- Access to clean and running water,
- Refrigeration for food and medicine,
- Cooking appliances,
- Safe interior temperatures,
- Air filtration and ventilation,
- Medical devices.

Safety and Security

- Lighting,
- Smoke and carbon monoxide detectors (if hardwired),
- Security systems and cameras,
- Phone charging.

Communication and Connectivity

- Internet access,
- Television and radio,
- Charging of communication devices.

Daily Functioning and Livelihood

- Laundry appliances,

- Hot water for bathing and cleaning,
- Remote work and education tools,
- Childcare equipment.

Further, the level of risk to human health and life in the periods of and immediately adjacent to severe weather are inherently higher than in average environmental conditions. Human bodies become more vulnerable to temperature extremes, dehydration, respiratory distress, and other acute health impacts when exposed to excessive heat or cold without adequate shelter or climate control. As cautioned by our state government partners, access to safe interior temperatures and conditions are crucial to mitigating health and safety risks during severe weather.⁵ Similarly, and in addition to elevated risk associated with environmental conditions, segments of the residential customer class, such as households that are low-income, medically vulnerable, with young children or elderly, or reside in old or poorly insulated homes, are disproportionately burdened by energy insecurity and the risks associated with disconnection. These populations often have fewer resources to adapt or recover, making uninterrupted access to utility service a critical component of public health and safety.

Extended severe-weather moratorium for IQ and MC

- Current rules miss critical pre- and post-event windows, leaving households vulnerable during prep and recovery.
- Disconnection before events prevents pre-heating/cooling, especially in manufactured and poorly insulated homes.
- Post-event disconnection risks food spoilage, unsafe temps, and worsened household instability.
- Low-income households (20 percent of population) make up 50 to 70 percent of disconnections (Oregon IOU^{6,7} & national data⁸).
 - These homes face higher energy burdens, inefficient systems, and unsafe indoor temps during extreme weather.
- Medically vulnerable customers face serious health risks from disconnection.
- Oregon DOE found manufactured/RV/public housing lack cooling and retain heat post-event.⁹

⁵ Oregon Health Authority, Health Threats from Extreme Heat: <https://www.oregon.gov/oha/ph/Preparedness/Prepare/Pages/PrepareForExtremeHeat.aspx#health>; Oregon.gov winter weather tips: <https://oregonhealthnews.oregon.gov/winter-weather-tips-and-resources-to-help-keep-you-warm-and-healthy/>; Oregon Department of Environmental Quality, Air Pollution Advisories: <https://www.oregon.gov/deq/aq/Pages/Air-Pollution-Advisories.aspx>.

⁶ See RO 16; RO 12.

⁷ IOUs provided responses to Staff issued information requests (IRs) as part of AR 671.

⁸ See Materials relied upon, in compliance with ORS 183.335(5)(d) in the Staff report for AR 670, Order No. [25-206](#), p.6.

⁹ Oregon Department of Energy, Oregon Cooling Needs Study, (2023), <https://www.oregon.gov/energy/Data-and-Reports/Documents/2023-Oregon-Cooling-Needs-Study.pdf>.

- OHA data links heat-related ER visits to ZIP codes with incomes < \$50K.¹⁰
- Extending post-event protections to 48 hours improves safety for low-income and medically vulnerable groups.

Clarifying severe heat event moratorium

- Moratorium should begin 24–48 hours before a forecasted heat event when an alert is issued.¹¹
- Pre-event coverage provided based on the timing of NWS alert issuance rather than day of conditions.
 - Allows preparatory actions wherever possible (e.g., pre-cooling, identifying local resources, relocation, etc.)

Severe off-season cold protection

- Current moratorium only applies November–April, leaving gaps during off-season cold events.
- Early fall/late spring cold snaps can still cause unsafe indoor temps, especially in poorly insulated or manufactured homes.
- This change closes a known gap and aligns protections with actual weather risk, not fixed dates.

Oregon DEQ Air Quality Advisories and forecasted AQI

- Prior rules relied only on same-day AQI, missing rapidly worsening wildfire smoke conditions.
- New triggers include forecasted AQI >100 and DEQ air quality advisories.
- DEQ holds open meeting by 8:30 AM, issues advisories by 11:00 AM, based on PM_{2.5} ≥ 35.5 µg/m³ (Unhealthy for Sensitive Groups).
- Morning AQI checks often missed deteriorating air later in the day.
- Feedback from DEQ, partners, and advocates supported a more proactive, predictive approach.
- Revised language ensures disconnection decisions use forecast data and public health guidance, not lagging indicators.

Reconnection Policies

- Staff's reconnection policy changes aim to increase energy security, especially during severe weather and for vulnerable households.
- Recommends eliminating reconnection fees for remote-capable meters due to minimal utility cost.
- Some utilities raised concerns about broad IQ/MC waivers, but Staff found these justified by energy burden disparities and utility reconnection data.
- Considered narrower rules and natural gas utility concerns, but found them too complex and counter to energy security goals.

¹⁰ Oregon Health Authority, Oregon Climate and Health Report, (2021-2022)
https://www.oregon.gov/oha/PH/HEALTHYENVIRONMENTS/CLIMATECHANGE/Documents/le-105251_23.pdf.

¹¹ Despite intended pre-event protection contemplated with temporary rule, utilities had only applied the moratorium on the alert days, not before, which meant no pre-event protections, despite advance notice.

- Chose a simpler, more equitable approach to reduce financial barriers and improve customer understanding.

Arrearage/Bill Relief Program

- Staff proposes a flexible arrearage/bill relief framework to support disconnection prevention.
- Rule language is intentionally flexible, requiring programs for bill discount customers at 0–15 percent SMI, at minimum.
- Baseline criteria are offered outside of rule to guide Commission review while preserving utility flexibility.
- No changes required for existing programs at NW Natural, Avista, and Cascade, including annual touchpoints.
- PGE, PacifiCorp, and IPCo given extended timeline to develop proposals with UM 2211 stakeholders.
- Staff notes elevated arrears and seasonal usage spikes correlate with disconnections across all utilities.
- A low-barrier relief program can reduce disconnection risk for disproportionately burdened customers.

Notification and Outreach

- Revised outreach rules aim to raise awareness of Division 21 protections without mandating rigid methods.
- Overly specific touchpoints from the temporary rule were removed to allow utility flexibility.
- Seasonal outreach (May/October for electric, October for gas) targets high-risk disconnection periods.
- Change responds to feedback on low community awareness during temporary rule implementation.
- A collaborative process with Staff, CAPs, and stakeholders supports effective, accessible outreach without requiring prescriptive rule language.

Accessibility

- Allows passports and consular IDs as alternatives to Oregon driver licenses.
- Removes SSNs as a required form of ID, enhancing privacy protections.
- Aligns with other Oregon agency practices and reduces barriers for undocumented and vulnerable populations.
- Utilities retain flexibility to accept SSNs or other documents voluntarily.
- Supports secure, equitable identity verification through multiple pathways.

Medical Certificate

- Extends oral medical certification validity from 30 to 60 days.
- Extends chronic illness certificates from 12 to 24 months.
- Reduces administrative burden for medically vulnerable customers and providers.
- Maintains safeguards against misuse.
- Reflects the ongoing nature of chronic conditions and supports disconnection prevention without frequent re-verification.

A list of materials relied upon, in compliance with ORS 183.335(5)(d) can be found in Attachment 2.

Staff Review

In developing the AR 671 proposals, Staff took a deliberate and balanced approach, one that threads the needle between narrowly prescriptive rulemaking and the need to reduce implementation, compliance, and communication burdens for both utilities and customers. Throughout this process, Staff remained focused on its core objectives while maintaining operational feasibility for utilities.

Rather than anchoring protections to complex household characteristics or regional indices as originally contemplated in the previous rulemakings, Staff responded to utility feedback by shifting toward broader, more flexible criteria. This allowed for a more scalable and understandable framework, while still targeting known vulnerabilities.

Staff also sought to balance the need for disconnection protections with concerns about arrearage accumulation. The pre- and post-event moratorium proposals reflect this balance: they are narrowly tailored to periods of heightened risk, not blanket bans on disconnection. Staff's proposal also acknowledges the concern that disconnection protections can contribute to arrears in its pivot from AR 667's date-based winter moratorium back to severe-weather condition triggers. However, Staff does not find that the risk of accumulated arrears during a severe weather moratorium outweighs the dangers of disconnection during or near severe weather. Utilities' concerns that these protections interfere with collections overlook the fact that disconnection during or near extreme weather can pose immediate and serious threats to health and safety. If the concern is that work is being delayed in the absence of severe weather, that may point to broader process rigidity that should be addressed separately. Additionally, if disconnection is seen as a necessary engagement tool, there is an opportunity to reimagine that engagement, through proactive outreach, flexible payment options, and coordination with assistance providers.

Staff would also like to respond to utility criticisms that the proposals are not "data-driven." This is inaccurate. The AR 671 recommendations are grounded in a multi-source, evidence-informed approach that includes:

- Public health data on the risks of extreme heat, cold, wildfire smoke, and poor air quality;
- Qualitative input from advisory groups, community-based organizations, and energy assistance agencies;
- Utility-reported data on disconnections, arrears, and bill discount participation;
- Commission-required filings, including RO 12 disconnection reports and RO 16 energy burden metrics.

While utility data is essential and has been thoroughly reviewed, it does not always capture the full scope of risk. Protections are designed to prevent harm, so when they work, the absence of disconnections is not evidence of low risk, but of effective

policy. Utility data often cannot reflect the hidden tradeoffs customers make to avoid shutoff, such as skipping meals or delaying medical care, realities well-documented by community partners. In addition to quantitative data and formal stakeholder input, Staff has reviewed extensive public comment, including firsthand accounts submitted by the Jackson County Fuel Committee and members of the public. These stories reflect consistent themes of financial hardship, medical vulnerability, and barriers to timely assistance. Some parties have characterized these accounts as anecdotal, however, Staff cautions against dismissing them. These experiences align with what Staff has heard throughout community engagement venues, including from advocacy organizations, CAP agencies, utility advisory groups, and through the Commission's Consumer Services Section. Staff believes this information is essential to understanding the real-world consequences of policy decisions and regards them as an integral part of the data used to develop this proposal.

Finally, Staff's approach was one of robust, thorough and iterative engagement. While utility stakeholders submitted several rounds of comments criticizing the pace and resources provided by Staff, this rulemaking included several iterations and supplemental filings to solicit input on the development of Staff's final proposal, and materials to support stakeholder comments, tracking feedback, and responding to concerns. Staff held office hours and workshops throughout the process and provided flexibility where requested around informational requests and comment periods. Further, given the significant nexus and influence of the 2024 AR 667 and 2025 AR 670 temporary rulemakings on AR 671 and Staff's proposal, the full timeline of engagement leading to this public meeting began in August of 2024, over a year from today. Staff respectfully disagrees that this process has been anything but robust and collaborative, and notes that its expeditiousness is in the interest of providing valuable customer protections during the upcoming winter months.

Other Issues

Grace Period for Compliance

Staff heard from utility stakeholders that certain elements of the proposal will require technical implementation steps that take some time. As utilities determine which of the adopted changes to rule this applies to, Staff indicated that where reasonable, Staff would be supportive of utilities bringing applications to waive certain requirements on an as-needed basis. Utilities did not object to this approach and agreed that several of the proposals were consistent with temporary rules they had previously implemented and shouldn't prove a challenge to carry forward. The waiver application approach also allows for timely adoption of the permanent rules as soon as practicable following the formal rulemaking procedure.

Staff recommendations for Commission decision outside of formal rulemaking

Staff recommends the Commission consider adopting the following recommendations to standardize implementation of certain proposals, not detailed in OAR. Alternatively, absent an order, Staff would support the Commission providing guidance to Staff and utilities regarding its expectations for compliance in the context of the proposed recommendations.

Arrearage and Bill Relief

Staff recommends the Commission direct utilities to begin engagement with Staff and interested UM 2211 stakeholders on arrearage and bill relief programs by January 31, 2026.

Staff recommends the Commission direct Idaho Power, PacifiCorp, and Portland General Electric to file arrearage management/bill relief programs by August 1, 2026.

Staff will review the filing with the following key baseline-evaluation criteria:

- Stakeholder engagement should:
 - Include review of energy burden and arrearage data.
 - Establish informal pre-filing engagement schedule with stakeholders.
- Energy utility Arrearage/Bill Relief programs should:
 - Establish eligibility by a customer's participation in the utility's HB 2475 bill discount program. Additional customer information or documentation shall not be required for initial eligibility.
 - Provide "no risk" relief grant.
 - Ensure that the customer portion of payment arrangements, where applicable, do not exceed a customer's ability to pay.
 - Note: Utilities must work with Staff and UM 2211 stakeholders to determine implementation of these criteria.
 - Engage with state and/or local energy assistance administering partners and ETO (if applicable) on a process for referrals or data sharing.
- Energy utility Arrearage/Bill Relief programs may:
 - Establish reenrollment/frequency limit (note: AMP terms may exceed 12-months to comply with bill impact requirements).
 - Establish an annual benefit limit.
 - Perform post enrollment verification on accounts not already verified by a recognized energy assistance partner.

Noticing and outreach

Staff recommends the Commission direct the utilities to engage Staff and interested UM 2211 stakeholders on noticing and outreach procedures to promote accessibility and best practices by January 31, 2026.

Reporting

Staff recommends the Commission direct the utilities to engage Staff and interested UM 2211 stakeholders to determine reasonable reporting expectations for evaluating Division 21 changes and informed by existing and ongoing reporting requirements in parallel Commission processes by January 31, 2026.

Cost Recovery

Staff acknowledges that the proposed protections will result in additional costs

to utilities. In addition to incremental costs associated with system upgrades and administrative resources, reconnection fee waivers, arrearage and bill relief programs, and other components of rule contribute to new expense and loss of existing revenues. Staff expects utilities make best efforts to track the incremental expense in a manner that can attribute costs to specific rule changes.

Staff recommends the Commission direct the utilities to file updates to existing HB 2475 deferrals to track the incremental costs of the Division 21 protections to be reviewed for prudent cost recovery in a later ratemaking.

Additional Considerations

PGE's proposal to consider Oregon Energy Assistance Program (OEAP) for Arrearage/Bill Relief Rule

Staff does not support PGE's proposal to use the Oregon Energy Assistance Program (OEAP) to meet the arrearage and bill relief requirement in the proposed rule. This position is based on feedback from OHCS, CAP agencies, CAPO, and advocates, all of whom expressed concerns about OEAP's current structure and limitations. OEAP is designed as a bill assistance program, not an arrearage management tool. Despite requests, it remains unclear how much OEAP funding is applied to arrears. Households often exhaust their OEAP benefit early in the year, leaving them without support during later seasonal spikes. A utility-run program would allow for more timely and flexible support aligned with customer need. Staff also has concerns about oversight and adaptability. OEAP is not regulated by the Commission, which limits our ability to ensure timely changes or consistent administration. In contrast, utility-run, tariffed programs can be adjusted more easily to meet policy goals and customer needs.

While OEAP's funding statute has adopted a significant increase, Staff does not believe this alone will resolve the structural issues that limit OEAP's effectiveness. Disconnection data shows that OEAP recipients continue to be shut off at higher rates than other residential customers, indicating gaps in coverage and impact. Staff has built flexibility into the rule to allow for future consideration of OEAP if the program evolves. However, at this time, Staff recommends that PGE continue developing a utility-administered solution and engage stakeholders if it wishes to revisit OEAP as a compliance option in the future.

Ongoing Division 21 gaps not addressed by Staff's proposal

Staff would note that certain proposals were brought forward by advocate stakeholders that Staff has not reflected in its recommendation to the Commission. These include, but are not limited to:

- Protections against disconnection associated with wildfire.
- Repayment requirements for customers under a utility's right to refuse service.

Regarding disconnection protections associated with wildfire, Staff agrees that there is reasonable cause to revisit OAR 860-021-0406, if at minimum, to align disconnection post-event moratorium and reconnection requests in proximity of a level 2 or level 3 evacuation with what Staff has proposed for severe-weather. However, for the purposes of AR 671, Staff was concerned that the necessary stakeholders to fully consider these and other wildfire related protections were not present. Staff notes that the wildfire advocates did provide comments in AR 671 following the debut of these proposals from Energy Advocates. However, other non-utility groups engaged in wildfire management dockets were not contributing to AR 671 and utility stakeholders expressed significant concern. As such, Staff declined to include any wildfire proposals in its recommendations out of concern for misalignment with scope and participants. Staff would defer to the Commission on its judgement as to whether this concern warrants exclusion of all wildfire proposals.

Regarding repayment requirements for customers under a utility's right to refuse service, Staff found this to be a scope and timing issue as parties may not have time to consider such a significant change. Specifically, under OAR 860-021-0335(2) a utility may refuse service where a residential customer has not paid at least one-half of a past-due balance and agrees to pay the remaining portion in full over the next two billing cycles. Advocates expressed this is likely untenable for some households, to which Staff agrees and would support an extended payment period for income-qualified and medical certificate accounts in the interest of our rulemaking objectives. Again, Staff concerns around scope and timing excluded this proposal from our recommendation, but Staff defers to the Commission on whether it is reasonable to confirm the nexus of this rule to this proceeding and include such an adjustment in the formal rulemaking.

AR 670 administrative error impacting sunset date

In AR 670, Order No. 25-06, May 27, 2025, the Commission adopted temporary rules in response to concerns about rising residential arrearages and disconnections. These rules were intended to remain in effect for the full 180-day period authorized by statute, from May 28 through November 24, 2025.

Due to a clerical error in the filing with the Secretary of State, the rules were instead set to expire on October 24, 2025. Some utilities have indicated a willingness to honor the full intended term, while others have stated they will adhere to the earlier expiration date unless directed otherwise by the Commission.

Staff implores the utilities to maintain these protections until permanent rule amendments are in effect. Doing so would provide some limited but valuable protections that bridge the unintended gap between the termination of temporary rules and adoption of permanent rules as Oregon enters its 2025 heating season and prior to the implementation of permanent rule changes in Division 21. Because agreement to voluntarily extend protections in the absence of permanent rules was not reached, Staff recommends that the Commission direct the utilities to report weekly on the following information until the permanent rules are in effect:

- 1) By customer segments: 1) Income Qualified (*further segmented by bill discount income tier*); 2) Medical certificate accounts; 3) Residential accounts (*excluding segments 1 and 2*):
 - a) Count of non-payment disconnections.
 - b) Average past-due balance of customer account at time of non-payment disconnection.
 - c) Count of non-payment disconnections that occur 1) the day before; 2) the two days after a severe weather/air quality moratorium is in effect by customer segments:
 - i) Income-qualified (*further segmented by bill discount income tier*); and
 - ii) Medical certificate accounts.
 - iii) Residential accounts (*excluding income-qualified and medical certificate accounts*)
 - d) Count of reconnection requests under Oregon Administrative Rule 860-021-0407, regarding non-payment disconnections within 72-hours of severe weather/air quality, by customer segments:
 - i) Income-qualified (*further segmented by bill discount income tier*); and
 - ii) Medical certificate accounts.
 - iii) Residential accounts (*excluding income-qualified and medical certificate accounts*)
 - e) The total and average payment (\$) collected from customers who were disconnected for non-payment, by customer segments:
 - i) Income-qualified (*further segmented by bill discount income tier*); and
 - ii) Medical certificate accounts.
 - iii) Residential accounts (*excluding income-qualified and medical certificate accounts*)

In the response for (e) please report reconnection fee and past due balance payments separately for each segment.
- 2) Count of unique severe weather moratorium; segmented by
 - a) Type of severe weather/air quality event
 - b) Duration

Conclusion

Staff finds that the proposed amendments discussed in this memo and outlined in Attachment A represent appropriate and necessary changes to existing customer protections against disconnection in OAR 860, Division 21. The proposal reflects Staff's thoughtful consideration of robust input provided across multiple rounds of engagement and comments with parties engaged in this docket. Staff appreciates the time and resources stakeholders have provided to this iterative process and finds that the collective and collaborative efforts of parties have contributed significantly to the durability and feasibility of the proposal. Staff believes, if adopted, these rules provide strategic and meaningful protections against disconnection for customers in elevated-risk conditions and support Staff's stated objective to:

1. Reduce harms in high-risk conditions.
2. Reduce financial barriers to getting and staying connected.
3. Provide broad customer protections to increase reach and efficacy of priorities 1 and 2.

As such, Staff recommends the Commission approve Staff's request to issue notice of proposed rulemaking for amendments to Oregon Administrative Rule (OAR) Chapter 860, Division 21, related to residential customer protections against disconnection.

PROPOSED COMMISSION MOTION:

Approve Staff's request to issue notice of proposed rulemaking for amendments to Oregon Administrative Rule (OAR) Chapter 860, Division 21, related to residential customer protections against disconnection in Attachment A.

Direct Avista, Cascade Natural Gas, Idaho Power, Northwest Natural, PacifiCorp and Portland General Electric to:

- Begin engagement with Staff and interested UM 2211 stakeholders by January 31, 2026, on:
 - Arrearage and bill relief programs.
 - Noticing and outreach procedures.
 - Reporting metrics for Division 21 residential customer protections.
- File updates to existing HB 2475 deferrals for the incremental cost of the Division 21 residential customer protections.
- File a weekly report on the following information until the permanent rules are in effect:

- 1) By customer segments 1) Income Qualified (*further segmented by bill discount income tier*); 2) Medical certificate accounts; 3) Residential accounts (*excluding segments 1 and 2*):
 - a) Count of non-payment disconnections.
 - b) Average past-due balance of customer account at time of non-payment disconnection.
 - c) Count of non-payment disconnections that occur 1) the day before; 2) the two days after a severe weather/air quality moratorium is in effect.
 - d) Count of reconnection requests under Oregon Administrative Rule 860-021-0407, regarding non-payment disconnections within 72-hours of severe weather/air quality, by customer segments:
 - e) The total and average payment (\$) collected from customers who were disconnected for non-payment.

In the response to (e), please report reconnection fee and past due balance payments separately for each segment.
- 2) Count of unique severe weather moratorium; segmented by
 - a) Type of severe weather/air quality event
 - b) Duration

Direct Idaho Power, PacifiCorp and Portland General Electric to file arrearage and bill relief programs by August 1, 2026.

Attachment 1

AR 671 Proposed Redline of Oregon Administrative Rules

RULES:

860-021-0008, 860-021-00109 860-021-0011, 860-021-0126, 860-021-0180, 860-021-0200, 860-021-0205, 860-021-0215, 860-021-0328, 860-021-0330, 860-021-0335, 860-021-0407, 860-021-0408, 860-021-0420, 860-021-XXXX, 860-021-XXXX

860-021-0008

RULE TITLE: Definitions for Regulation of Utility Services

RULE SUMMARY: This rule defines terms used in Division 21.

RULE TEXT:

(1) “Applicant” means a person who:

- (a) Applies for service with an energy or large telecommunications utility;
- (b) Reapplies for service at a new or existing location after service has been discontinued; or
- (c) Has not satisfied the requirements of OAR 860-021-0205 or 860-021-0335(2) within the required time period, if either rule is applicable.

(2) “Co-customer” means a person who meets the definition of “customer” and is jointly responsible with another person for utility service payments on an account with the energy or large telecommunications utility. If only one co-customer discontinues service in their name, the remaining co-customer shall only retain customer status if they reapply for service in their own name within 20 days of such discontinuance, provided the energy or large telecommunications utility contacts the remaining co-customer or sends the remaining co-customer a written request for an application within one business day of the discontinuance.

(3) “Customer” means a person who has applied for, been accepted, and is currently receiving service. Notwithstanding section (1) of this rule, a customer who voluntarily disconnects service and later requests service with the same utility at a new or existing location within 20 days after disconnection retains customer status.

(4) “Energy utility” has the meaning given to a public utility in ORS 757.005, except water and wastewater. An energy utility can be an “electric company,” “gas utility,” or “steam heat utility.”

(5) “Income qualified residential customer” means a customer or applicant whose eligibility has been verified under OAR 860-021-0180

(~~5~~6) “Large telecommunications utility” means any telecommunications utility, as defined in ORS 759.005, that is not partially exempt from regulation under ORS 759.040.

(~~6~~7) “Local exchange service” has the meaning given to “local exchange telecommunications service” in ORS 759.005(1)(c).

~~(6) “Low income residential customer” means a customer or applicant whose eligibility has been verified under OAR 860-021-0180.~~

~~(78)~~ “OTAP” has the meaning given to “Oregon Telephone Assistance Program” in OAR Chapter 860, Division 033.

~~(89)~~ “Registered dispute” means an unresolved issue between a customer or applicant and an energy or large telecommunications utility that is under investigation by the Commission’s Consumer Services Section but is not the subject of a formal complaint.

~~(910)~~ “Regulated charges” means charges for services delivered in Oregon and subject to the jurisdiction and approval of the Commission.

(11) “Severe air quality event” means any day on which the Department of Environmental Quality has issued an air quality advisory or the Air Quality Index (AQI) is forecasted to be at or above 100 as issued on the website AirNow.gov or a similar air quality reporting service that may be designated by the utility.

(12) “Severe heat event” means any day on which extreme heat warning, extreme heat watch, or heat advisory conditions are present as determined by the National Weather Service or other authorized weather reporting service.

(13) “Severe off-season cold event” means any day from May 1 through October 31 where a temperature of 25 degrees Fahrenheit is forecasted by the applicable weather reporting service or a winter storm warning indicating weather conditions pose a threat to life or property is issued by the applicable local, state, or national weather reporting service.

(14) “Severe on-season cold event” means any day from November 1 through April 30 where a temperature of 32 degrees Fahrenheit is forecasted by the applicable weather reporting service or a winter storm warning indicating weather conditions pose a threat to life or property is issued by the applicable local, state, or national weather reporting service.

(15) “Severe weather” means any day on which conditions as defined in sections (11), (12), (13), or (14) of this rule are present.

~~(4)~~~~(16)~~ “Utility” means all large telecommunications and energy utilities, as defined in sections (4) and ~~(56)~~ of this rule, except when a more limited scope is explicitly stated.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759

Statutes/Other Implemented: ORS 756.010, ORS 757.005, ORS 759.005, ORS 757.230

860-021-0009

Applications for Utility Service from an Energy or Large Telecommunications Utility

- (1) An application for energy or telecommunications utility service must be made when:
 - (a) Service is requested by a person who has not previously been served by the energy or large telecommunications utility;
 - (b) Service has been involuntarily discontinued in accordance with these rules, and the person later seeks to have service restored; or
 - (c) Service has been voluntarily discontinued, and a request to restore service has not been made within 20 days.
- (2) An application is a request for energy or telecommunications utility service. The energy or large telecommunications utility shall not accept an application for service until the applicant establishes credit as set forth in OAR 860-021-0200 and 860-021-0205. However, the energy or large telecommunications utility may refuse a service application under OAR 860-021-0335.
- (3) An energy or large telecommunications utility may require an applicant to provide the following information when applying for service:
 - (a) The name of person(s) responsible for payment on the account;
 - (b) The name to be used to identify the account, if different than the actual name;
 - (c) The birth date of person(s) responsible for payment on the account;
 - (d) The social security number of person(s) responsible for payment on the account;
 - (e) A current valid Oregon driver license number of the person(s) responsible for payment on the account;
 - (f) The service address;
 - (g) The billing address, if different than service address; and
 - (h) Any available telephone numbers where the applicant can be reached night and day.
- (4) In lieu of providing a **valid social security number or** current valid Oregon driver license number under section (3) of this rule, an applicant may provide:
 - (a) A valid state or federal identification containing name and photograph of the person(s) responsible for payment on the account;
 - (b) A current valid passport;**
 - (c) A current valid consular identification card;**
 - (d) A combination of:**
 - (A) An original or certified true copy of his or her birth certificate;
 - (B) A current identification from school or employer containing a photograph; and
 - (C) The name, address, and telephone number of a person who can verify the applicant's identity, such as a teacher, employer, or caseworker; or,
 - (ee) Other information deemed sufficient by the utility to establish an applicant's identification.**
- (5) If an applicant is denied service for failure to provide an acceptable form of identification, the applicant may pursue conflict resolution under the Commission's rules.
- (6) Upon request, the energy or large telecommunications utility shall protect the account from access by others through the use of a personalized password or other means acceptable to both the energy or large telecommunications utility and the customer.
- (7) A large telecommunications utility shall protect the identity of a customer at risk of domestic violence or other abuse. At its option, the large telecommunications utility shall provide the identity protection by allowing the customer to use a modified or alternative name for a directory listing or by providing, at no cost, a non-published listing in accordance with other applicable tariff provisions for the length of time the endangerment exists. A customer requesting a nonpublished listing under this section must provide:
 - (a) A copy of a court order that restrains another person from contact with the customer by reason of risk of domestic violence, as defined in ORS 135.230, or unwanted sexual contact, as defined in ORS 163.305, abuse, as defined by the Elderly and Disabled Person Abuse Prevention Act, ORS 124.005 et seq., or stalking, as defined by ORS 163.730 et seq.; and
 - (b) An affidavit, stating that the customer is financially unable to pay for the nonpublished listing.

Statutory/Other Authority: ORS 183, 756, 757 & 759
Statutes/Other Implemented: ORS 756.040

860-021-0011

RULE TITLE: Multilingual Notices

RULE SUMMARY: This rule provides the requirements for utilities to provide notices related to disconnection of service in multiple languages.

- (1) All energy utilities' and large telecommunications utilities' disconnect notices shall contain the following information translated into Spanish, Vietnamese, Cambodian, Laotian, and Russian **or the five most used non-English languages in an energy utility's service territory**: IMPORTANT NOTICE: Your (electric, gas, or telephone) services will be shut off due to an unpaid balance on your account. You must act immediately to avoid shutoff. Important information about how you can avoid shutoff is printed in English in the enclosed notice. If you cannot understand English, please find someone to translate the notice. If translation assistance is unavailable, please contact (name) at (phone number) who will try to help you. Information on customer's rights and responsibilities printed in this language is also available by calling that number. **YOU MUST ACT NOW TO AVOID SHUTOFF.**
- (2) The Commission will translate a customer's rights and responsibilities summary into the designated non-English languages and provide copies to utilities. The customer information published by an energy or large telecommunications utility pursuant to OAR 860-021-0010 shall prominently display the following information printed in the designated non-English languages, in boldface, at the beginning of the summary: A version of a customer rights and responsibilities summary printed in this language is available by calling (name of utility) at (phone number).
- (3) The energy or large telecommunications utility shall record all requests and promptly send the requested version of the summary to the customer.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759

Statutes/Other Implemented: ORS 756.040, OL 1987, Ch. 290

860-021-0126

RULE TITLE: Late-Payment Charge

RULE SUMMARY: This rule governs the circumstances under which utilities may charge fees for late payments.

- (1) Except as provided in section (2) of this rule, an energy or large telecommunications utility may apply a late-payment charge to customer accounts not paid in full each month, provided the utility has filed the late-payment charge in its rate schedule.
- (2) An energy utility shall not impose late-payment charges on residential customers unless:
 - (a) The energy utility offers residential customers a preferred billing date option under which the customer can select or change a bill date. Utilities shall not be required to change a customer's bill date more than once in any 12-month period;
 - (b) The energy utility's rate schedule provides that the late charge is not applied on residential balances less than \$200; or
 - (c) The charge is applied only to amounts carried forward for two consecutive months.
- (3) An energy utility shall not impose late-payment charges on the accounts of ~~low-income~~ **income-qualified** residential customers.
- (4) The charge will be based on a monthly late-payment rate applied to overdue account balances at the time of preparing the subsequent month's bill for residential accounts or by the bill due date for all other accounts. The late-payment charge may not be applied to time-payment or equal-payment accounts that are current. The Commission will determine the late-payment rate based on a survey of prevailing market rates for late-payment charges of commercial enterprises and will advise all utilities of the changes in the rate they may use to determine late-payment charges on overdue customer accounts as needed. The current late-payment rate and the conditions for its application to customer accounts shall be specified on the energy or large telecommunications utility bill.

Statutory/Other Authority: ORS 183, ORS 756

Statutes/Other Implemented: ORS 756.040, ORS 757.230

860-021-0180

RULE TITLE: Verification of Eligibility for ~~Low-Income~~ Income-Qualified Residential Customers

RULE SUMMARY: This rule establishes the requirements for a residential customer to qualify as an eligible ~~low-income~~ income-qualified residential customer.

(1) A residential customer shall qualify as an-eligible-~~low-income-residential~~ income-qualified customer for purposes of these Division 21 rules through the following methods:

- (a) The customer is a recipient of energy assistance within the past 12 months through the Low-Income Home Energy Assistance Program (LI HEAP) or the Oregon Energy Assistance Program (OEAP) or an energy assistance program offered by an energy utility; or
- (b) The customer is enrolled in any of the utility's income-qualified energy assistance programs or qualifies to enroll in any program offered by a utility to residential customers based on differential energy burdens based on factors that affect affordability pursuant to ORS 757.230(1).

(2) Except where a utility is authorized to verify or recertify an existing income-qualified residential customer's eligibility, an energy utility must allow a customer to self-certify as an income-qualified residential customer based on income that is at or below 60 percent of the Oregon state median income.

(3) An energy utility may require a ~~low-income~~ an income-qualified residential customer to verify or recertify eligibility as per section (1) of this rule on an annual basis if the customer is to remain an eligible ~~low-income~~ income-qualified residential customer.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759

Statutes/Other Implemented: ORS 757.230

860-021-0200

RULE TITLE: Establishing Credit for Residential Utility Service

RULE SUMMARY: This rule governs the requirements for customers to demonstrate satisfactory credit to establish new or continue service with a utility.

(1) An applicant or customer may demonstrate satisfactory credit for new or continuing service by showing any of the following, provided that a deposit is not required under section (2) of this rule:

(a) Received 12 months of continuous utility service of the same type applied for (energy or telecommunications) during the preceding 24 months and the utility can verify a prior service account in the customer or applicant's name, either by the applicant's account history with the utility or by contacting a former utility or through an authorized letter provided by the applicant or customer from the former utility on utility letterhead that includes the following:

- (A) Name(s) of the responsible person(s) on the account;
- (B) Date of service;
- (C) A statement that the customer was not disconnected for nonpayment during the final 12 months of service; and
- (D) A statement that the applicant or customer voluntarily terminated service and timely paid for all services rendered.

(b) Meets Commission approved minimum credit requirements based on a third party credit report score or the energy or large telecommunications utility's own credit scoring formula; or

(c) Proof of ability to pay by providing either:

- (A) Proof of employment during the entire 12 months previous to the application of service for person(s) responsible for payment on the account and a work telephone number to enable the energy or large telecommunications utility to verify employment; or
- (B) A statement or other documentation from the income provider or an authorized representative, that the energy or large telecommunications utility can verify, indicating that the applicant or customer receives a regular source of income.

(2) An applicant or customer who is not a ~~low-income~~ **income-qualified** residential customer may be required to pay a deposit at the time of application for new or continued service when:

- (a) The applicant or customer is unable to establish credit as defined in section (1) of this rule;
- (b) The applicant or customer received the same type of utility service from it or any Oregon energy or telecommunications utility, as defined in ORS 757.005 or ORS 759.005, within the preceding 24 months and owed an account balance that was not paid in full when service was terminated. This subsection does not apply to a customer who registered a dispute with the Commission within 60 days after service was terminated and who paid all undisputed or adjudicated amounts; or
- (c) The applicant or customer was previously terminated for theft of service by any Oregon utility as defined in ORS 757.005 or ORS 759.005, was found to have tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service.

(3) In lieu of paying a deposit, an applicant or customer may:

- (a) Provide the energy or large telecommunications utility a written surety agreement from a responsible party to secure payment in an amount equal to two months' average usage, which may be transferred to the responsible party's account as established in OAR 860-021-0334. For purposes of section (3) of this rule, a responsible party is a customer of the same utility that has maintained credit in good standing for the preceding 12 months without receiving a past due notice or incurring involuntary disconnection. The surety agreement obligation will automatically terminate should the responsible party no longer meet the conditions set forth herein. In the event a responsible party is subsequently found not to qualify, the applicant or customer will be required to either pay a deposit or obtain a written surety agreement from another responsible party. The surety obligation ceases when the customer establishes good credit; or
- (b) For energy utilities, elect to use demand limiter or "pay as you go" metering, if equipment is available.

(4) For energy utilities, a deposit required under this rule shall not exceed one-sixth the amount of reasonable estimated billing for 12 months at rates then in effect. This estimate shall be based upon actual use at the premises during the prior 12 months, if known, or will be estimated based upon the type and size of the equipment at the premises. Each deposit shall be rounded to the nearest whole dollar.

(5) For large telecommunication utilities, a deposit required under these rules shall be based upon two months' average or estimated bills for usage of the applicable telecommunications utility's tariff and price-listed services. Each deposit shall be rounded to the nearest whole dollar. For telecommunications service, applicants eligible for Oregon Telephone Assistance Program (OTAP) funding and who voluntarily elect to receive toll-blocked service, no deposit may be charged. The large telecommunications utility shall make toll blocking available at no charge to all applicants identified in OAR 860-033-0030.

(6) A new or additional deposit, calculated as provided by sections (4) and (5) of this rule with the most recent information available, may be required from a customer as a condition of continued service when:

- (a) The energy or large telecommunications utility discovers that the customer gave false information to establish an account and/or credit status;
- (b) The energy or large telecommunications utility discovers that the customer has stolen utility service, has tampered with the meter or other utility facilities, or was otherwise found to have diverted utility service;
- (c) For energy utilities, a customer moves and the anticipated bill at the new residence will be at least 20 percent greater than the basis of the existing deposit; or
- (d) For large telecommunications utilities, if service records for the customer indicates unbilled intraLATA toll activity under the utilities' tariff and price list is greater than the basis of the prior deposit.

(7) Paying a deposit does not excuse a customer from complying with the energy or large telecommunications utility's tariffs or other regulations on file with the Commission, such as the obligation to promptly pay bills.

(8) An energy or large telecommunications utility may file a tariff that contains less stringent deposit requirements than those specified in this rule.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290
Statutes/Other Implemented: ORS 756.040, OL 1987, Ch. 290, ORS 757.230

860-021-0205

RULE TITLE: Deposit Payment Arrangements for Residential Energy Utility Service

RULE SUMMARY: This rule establishes the requirements under which an energy utility may require a deposit for service.

- (1) Except as provided in OAR 860-021-0335(1) and (2), when an energy utility requires a deposit, the customer or applicant may pay the deposit in full or in three installments. The first installment is due immediately; the remaining installments are due with the subsequent two monthly bills after the first installment payment. Except for the last payment, installments shall be the greater of \$30 or one-third of the deposit. An energy utility shall not require an ~~low-income~~ **income-qualified** residential customer to pay a deposit.
- (2) When an installment payment or a deposit is made with a payment for energy utility service, the amount paid shall first be applied toward payment of the amount due for deposit.
- (3) When the energy utility requires the customer or applicant to pay an additional deposit, the customer shall pay one-third of the total deposit, or at least \$30, whichever is greater, within five days. The remainder of the deposit is due under the terms of section (1) of this rule. If the customer has an existing deposit installment agreement, the remaining installment payments will be adjusted to include the additional deposit; however, two installment payments cannot be required within the same billing period.
- (4) When a customer or applicant enters into an installment agreement for payment of a deposit under section (1) of this rule, the energy utility shall provide written notice explaining its deposit requirements. The notice shall specify that each installment payment shall be due with each of the subsequent two monthly bills for utility service and shall include a statement printed in bold-face type informing the customer or applicant that utility service will be disconnected if the energy utility does not receive the payment when due. The notice shall also set forth the name and telephone number of the appropriate unit within the Department of Human Services or other agencies which may be able to help the customer obtain financial aid.
- (5) If a customer fails to abide by the terms of a deposit installment agreement, the energy utility may disconnect service after a five-day notice. The notice shall contain the information set forth in OAR 860-021-0405(2)(a), (b), (c), (e), (f), and (g) and shall be served as required by 860-021-0405(5).
- (6) When good cause exists, the Commission or the energy utility may provide more liberal arrangements for payment of deposits than those set forth in this rule. The energy utility shall keep a written record of the reasons for such action.

- (7) If disconnection for nonpayment of a deposit occurs, the customer disconnected shall pay the full amount of the deposit, any applicable reconnection fee, late-payment fee, and one-half the past due amount before service is restored. The customer shall pay the balance of the past-due amount within 30 days of the date service is restored. A customer may continue with an existing time-payment agreement by paying all past-due installments, the full deposit, and other applicable fees.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, OL 1987, Ch. 290

Statutes/Other Implemented: ORS 756.040, OL 1987, Ch. 290

860-021-0215

RULE TITLE: Refund of Deposits for Residential and Nonresidential Utility Service

RULE SUMMARY: This rule establishes the circumstances under which a utility must return a customer deposit.

- (1) An energy or large telecommunications utility shall promptly refund a customer's deposit with accrued interest when service is terminated, provided a refund due shall first be applied to any unpaid balance on the customer's account.
- (2) Except as provided in section (6) of this rule, an energy or large telecommunications utility may continue holding a deposit until credit is satisfactorily established or reestablished. For purposes of this rule, credit shall be considered to be established or reestablished if one year after a deposit is made:
 - (a) The account is current;
 - (b) Not more than two five-day disconnection notices were issued to the customer during the previous 12 months; and
 - (c) The customer was not disconnected for nonpayment during the previous 12 months.
- (3) After satisfactory credit has been established or reestablished, the deposit plus any accrued interest shall be promptly refunded or credited to the customer's account. A customer shall be entitled to a refund upon request.
- (4) When the customer moves to a new address within the energy or large telecommunications utility's service area, the deposit and accrued interest will be transferred to the new account.
- (5) Deposits plus accrued interest may be refunded or credited, in whole or in part, to the customer's account at any time earlier than prescribed in this rule, provided the energy or large telecommunications utility's procedures are nondiscriminatory.
- (6) An energy utility that collects or has collected a deposit from an ~~an low-income~~ **income-qualified** residential customer must apply or return the deposit as outlined in this section. For an ~~an low-income~~ **income-qualified** residential customer, the energy utility will return the deposit within two billing cycles.
 - (a) The deposit will first be applied to any outstanding balance on an ~~an low-income~~ **income-qualified** residential customer's account. If there are any remaining funds, the funds will be applied to the customer's account or returned by electronic payment or check mailed to the last-known address.
 - (b) If an ~~an low-income~~ **income-qualified** residential customer account is current, the deposit will be applied to a customer's account or returned by electronic payment or check mailed to the last-known address.
 - (c) For an ~~an low-income~~ **income-qualified** residential customer that pays the deposit in installments as set forth in OAR 860-021-0205, the energy utility will return the deposit within two billing cycles, after the last installment payment is made.
- (7) Unless otherwise specified by the customer, an energy or large telecommunications utility shall mail

deposit refunds to the customer's last known address. The energy or large telecommunications utility shall promptly honor a valid claim for payment of refund if the request is received within one year of the date service is terminated. Funds held beyond one year will be disposed of in accordance with ORS 98.316.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch.

290 Statutes/Other Implemented: ORS 756.040, OL 1987, Ch. 290

860-021-0305

Grounds for Disconnecting Utility Service

- (1) Utility service may be disconnected by an energy utility or large telecommunications utility:
- (a1) When the applicant or customer fails to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement;
 - (b2) When the applicant or customer provides false identification to establish service, continue service, or verify identity;
 - (c3) When the customer fails to pay Oregon tariffed or price-listed charges due for services rendered;
 - (d4) When the customer fails to abide by the terms of a time-payment agreement;
 - (e5) When the customer requests the utility to disconnect service or close an account or when a co-customer fails to reapply for service within 20 calendar days after a joint account is closed by the other co-customer, so long as the utility has provided a notice of pending disconnection;
 - (f6) When the customer does not cooperate in providing access to the meter;
 - (g7) When facilities provided are unsafe or do not comply with state and municipal codes governing service or the utility's rules and regulations;
 - (h8) When there is evidence of meter-tampering, diverting service, or other theft of service;
 - (i9) When dangerous or emergency conditions exist at the service premises under OAR 860-021-0315;
 - (j10) When a customer fails to disclose reasonably accurate customer load information which results in damage to utility equipment; or
 - (k11) When the Commission approves the disconnection of service.
- (l12) An energy utility must make best efforts to perform service disconnections for nonpayment between the hours of 8:00 am and 2:00 pm to facilitate responsive, same-day reconnection of service.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759 & OL 1987, Ch. 290

Statutes/Other Implemented: ORS 756.040, ORS 757.035, ORS 757.225 & ORS 757.760

History:

[PUC 10-2022, amend filed 09/30/2022, effective 09/30/2022](#)

PUC 9-2009, f. & cert. ef. 8-25-09

PUC 6-1979, f. & ef. 10-6-79 (Order No. 79-680); PUC 5-1983, f. 5-31-83, ef. 6-1-83 (Order No. 83-284); Renumbered from 860-021-0075; PUC 8-1983, f. & ef. 8-15-83 (Order No. 83-502); PUC 3-1989, f. 2-6-89, cert. ef. 2-8-89 (Order No. 89-038); PUC 16-1990, f. 9-28-90, cert. ef. 10-1-90 (Order No. 90-1105); PUC 11-1995, f. & cert. ef. 11-27-95 (Order No. 95-1217); PUC 11-1998, f. & cert. ef. 5-7-98; PUC 16-2001, f. & cert. ef. 6-21-01

860-021-0328

RULE TITLE: Reconnection of Residential Energy Utility Service

RULE SUMMARY: This rule establishes the requirements for a customer to reconnect service after a disconnection.

(1) This rule applies to a service reconnection requested within 20 calendar days of the date of disconnection, after an applicant or customer has satisfied the requirements for service under all applicable rules and regulations, and requested reconnection.

(2) Each energy utility must provide a means by which an applicant or customer may contact the utility on a Business Day so that the applicant or customer may pay applicable charges, apply for verification as ~~an low-income~~ **income-qualified** residential customer under OAR 860-021-0180, submit any necessary credit information, and request reconnection of service. A Business Day is defined as Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding state- or utility-recognized holidays.

(3) For energy utility service that has been disconnected in accordance with OAR 860-021-0305(1), (2), (4), (5), (10), (11) or involuntarily disconnected for failure to pay Oregon tariff charges:

(a) An energy utility must reconnect service as soon as reasonably possible, within the normal course of business, after an applicant or customer has satisfied the requirements for and requested reconnection. At a minimum, service must be restored as follows:

- (A) For a request for reconnection received during the Business Day, Monday through Thursday, service must be restored by 5:00 p.m. the following day, except when the following day is a state- or utility-recognized holiday.
- (B) For a request for reconnection received on a Friday Business Day before 3:00 p.m., service must be restored by 5:00 p.m. the following day.
- (C) For a request for reconnection received on a Friday Business Day between 3:00 p.m. and 5:00 p.m., service must be restored by the end of the next Business Day.

(b) For a request for reconnection received anytime other than a Business Day, except as provided under section (6) of this rule, the request for reconnection must be treated as if it were received at 8:00 a.m. on the next Business Day and service must be restored in accordance with Subsection (3)(a)(A) of this rule.

(4) For energy utility service that has been involuntarily disconnected in accordance with OAR 860-021-0305(6) or (7), or due to meter tampering, diverting service, or theft of service, an energy utility must reconnect service as soon as reasonably possible, within the normal course of business, but no later than 5:00 p.m. of the next Business Day after the customer has satisfied the requirements for and requested reconnection.

(5) For energy utility service that has been involuntarily disconnected in accordance with OAR 860-021-0315, service will be reconnected in accordance with section (4) of this rule. If the necessity for emergency termination was through no fault of the customer, the energy utility will reconnect in accordance with section (3) of this rule, at no charge to the customer.

- (6) An applicant or customer may request reconnection that falls outside of the requirements of sections (3), (4), and (5) of this rule and, for purposes of this rule, such a request will be defined as an After Hours Reconnect. The tariff of each energy utility must specify the hours other than a Business Day when the energy utility will offer an After Hours Reconnect, the terms of the service, and the applicable charges.
- (a) At a minimum, an energy utility must:
- (A) Provide a means by which an applicant or customer may contact the utility Monday through Friday from 8:00 a.m. to 6:00 p.m., excluding state- or utility-recognized holidays, so that the applicant or customer may pay applicable charges, submit any necessary credit information and request an After Hours Reconnect.
- (B) Allow, for a customer request made in accordance with subsection (6)(a)(A) of this rule, an After Hours Reconnect on the same day as the request, or allow an After Hours Reconnect to be scheduled for any subsequent Monday through Friday, except for state- or utility-recognized holidays.
- (b) The utility must notify a customer verbally or in writing of the customer's right to an After Hours Reconnect. The notification must include information that the charges associated with a same day or a scheduled After Hours Reconnect exceed the utility's standard reconnection charge.
- (7) Except as provided in OAR 860-021-0330, utility fees for service reconnection must be charged as follows:
- (a) An applicant or customer must pay the utility's standard reconnection fee for a reconnection made under subsection (3)(a) or (3)(b) of this rule.
- (b) An applicant or customer must pay an After Hours Reconnect fee for any reconnection made under subsection (6)(a) of this rule. For an After Hours Reconnect that is completed the same day as the request, the reconnection fee may be higher than for an After Hours Reconnect scheduled for a subsequent day.
- (8) Reconnection of service following an interruption of service must comply with the requirements of OAR 860-0210021.
- (9) With Commission concurrence, the reconnection requirements under this rule may be temporarily waived for any cause not reasonably within the control of the utility including, but not limited to, the following:
- (a) A documented Force Majeure event;
- (b) An action or default by an applicant, customer, or other person outside of the utility's control, including a cancellation of the request made by the applicant or customer;
- (c) Major events, such as storms or system outages;
- (d) Safety-related issues that preclude the utility from reconnecting service;
- (e) The applicant's or customer's facilities cannot be accessed due to circumstances beyond the utility's control;

- (f) The utility's equipment or facilities prevent the reconnection from occurring; or
- (g) When the Commission approves a waiver.

Statutory/Other Authority: ORS 183, ORS 756

Statutes/Other Implemented: ORS 756.040

860-021-0330

RULE TITLE: Reconnection Fee for Utility Service

RULE SUMMARY: This rule establishes the circumstances under which a utility may charge a fee for the reconnection of service.

(1) When a utility service is disconnected pursuant to OAR 860-021-0305, the energy or large telecommunications utility may charge the reconnection fee in its tariff, except **when:**

(a) The utility is able to remotely reconnect the residential customer's service;

(b) The residential customer participates in the utility's income qualified bill discount program; or

(c) The residential customer has on file with the utility a medical certificate pursuant to OAR 860-021-0410, as provided below: that an

~~(1) For electric utilities that have the ability to perform remote reconnection, the electric utility may not assess a reconnection fee for low income residential customers for the first two reconnections in a calendar year.~~

~~(2) For electric utilities that do not have the ability to perform remote reconnection, the electric utility may not assess a reconnection fee for low income residential customers for the first reconnection in a calendar year.~~

~~(3) For natural gas utilities, the natural gas utility may not assess a reconnection fee for a low income residential customers for the first reconnection in a calendar year.~~

~~(4) (2) Sections (1)(a),(b), and (c) (2), and (3) above do not apply to After Hours Reconnect as described in OAR 860-021-0328(7)(b).~~

(3) An energy utility may not require residential customers to pay any outstanding balance or reconnection fee as a prerequisite for a reconnection that is requested pursuant to OAR 860-021-0407 section (15) and (16). The utility must restore service upon request. Any outstanding balance, reconnection fee, or portion thereof remains the responsibility of the customer and may be included in subsequent bills until paid in full.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759

Statutes/Other Implemented: ORS 756.040, ORS 757.225

AMEND: 860-021-0335

RULE TITLE: Refusal of Utility Service

RULE SUMMARY: This rule establishes the circumstances under which a utility may refuse to provide service to a customer or applicant.

(1) Except as provided in section (2) of this rule and OAR 860-021-0330, an energy utility may refuse to provide service to a customer or applicant until the utility receives full payment of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to an Oregon prior account.

(2) Except for a residential customer or applicant who was disconnected for theft of service, an energy utility shall provide service to a residential customer or applicant upon receiving payment equal to at least one-half of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account, except deposits which must be paid in full, provided the customer or applicant has made reasonable partial payment on the account during the time service has been discontinued. An energy utility may not require a deposit to be paid by ~~an low-income~~ **income-qualified** residential customer. The customer shall pay the balance of the amount owed to the energy utility within two subsequent billing cycles of the date service is initiated. Upon failure to pay, the energy utility may disconnect service after providing a five-day notice to the customer. The notice shall contain the information set forth in OAR 860-021-0405(2)(a), (b), (c), (d)(A) and (D) and shall be served as required by 860-021-0405(5). If a customer or applicant whose service was terminated applies for service within 20 days of the termination, the provisions of this rule apply.

(3) If electric or gas service is disconnected for a residential customer's failure to comply with the payment terms in section (2) of this rule, the utility may refuse to restore service until the utility receives full payment of any overdue obligation of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account, including any reconnection fee, late payment fee, and past due bill.

(4) Refusal of service by a large telecommunications utility:

- (a) A large telecommunications utility may refuse to provide service to a customer or applicant until the utility receives full payment of any overdue amount of an Oregon tariffed or price-listed charge and any other like obligation related to a prior account except for telecommunications service applicants who are eligible for OTAP.
- (b) A large telecommunications utility may refuse to provide service to a residential customer or applicant who is eligible for OTAP until the utility receives full payment of any overdue amount relating to a prior account for tariffed local exchange and price-listed services, excluding any toll charges.

(5) **Except as provided in OAR 860-021-0330**, ~~A~~**an** energy or large telecommunications utility may refuse to provide service until the utility receives payment when all the following circumstances exist:

- (a) An overdue balance has been incurred by a residential customer at a service address;
- (b) A residential applicant for service resided at the service address described in subsection (5)(a) of this rule during the time the overdue balance was incurred; and

(c) The residential customer described in subsection (5)(a) of this rule will reside at the location to be served under the new application.

(6) Any energy or large telecommunications utility shall refuse to provide service if a customer or applicant has not complied with state and city codes and regulations governing service and with the utility's rules and regulations.

(7) An energy or large telecommunications utility shall reject an application for service or materially change service to a customer or applicant if, in the best judgment of the utility, the utility lacks adequate facilities to render the service applied for or if the desired service is likely to unfavorably affect service to other customers.

(8) An energy or large telecommunications utility shall refuse to serve a customer or applicant, if, in the best judgment of the utility, the facilities of the customer or applicant cannot provide safe and satisfactory service.

(9) When an energy or large telecommunications utility refuses to provide service, the utility shall notify the customer or applicant of the reasons for refusal and of the Commission's complaint process

Statutory/Other Authority: ORS 183, ORS 756, ORS 757, ORS 759, OL 1987, Ch. 290

Statutes/Other Implemented: ORS 756.040, ORS 757.035, ORS 757.225, OL 1987, Ch. 290

860-021-0407

RULE TITLE: Severe Weather Moratorium on Involuntary Disconnection of Residential and Small Commercial Electric or Gas Utility Service for Nonpayment

RULE SUMMARY: This rule establishes protections for customers during severe weather conditions.

~~(1) Except as set forth in section (10) of this rule, an~~ An energy utility must put into effect a moratorium on the disconnection of residential service for nonpayment ~~from November through March~~ during the 24 hours before, day of, and 24 hours after ~~on any day on which a severe on-season cold event is forecast. a temperature of less than 32 degrees Fahrenheit is forecasted by the applicable weather reporting service or a winter storm warning indicating weather conditions pose a threat to life or property is issued by the applicable weather reporting service.~~

(2) An energy utility shall impose a moratorium on disconnection of residential service for nonpayment beginning the day of a severe off-season cold event and continuing through 8:00 a.m. the following day.

~~(2)~~(3) An electric utility must put into effect a moratorium on the disconnection of residential service for nonpayment during a qualifying extreme heat condition, and any moratorium activated under this section shall remain in effect until 24 hours after the expiration of the condition. For purposes of this rule, a qualifying heat condition exists: ~~on any day a local Heat Advisory is issued by the applicable weather reporting service.~~

(a) For residential customers: within 24 hours prior to the effective time of a forecasted severe heat event issued by an authorized local, state, or national weather reporting service;

(b) For income-qualified residential customers and medical certificate customers: within 48 hours prior to the effective time of a forecasted severe heat event issued by an authorized local, state, or national weather reporting service;

(c) When an alert or notice of a severe heat event issued fewer than 24 hours prior to the forecasted event, in which case the utility shall make best efforts to immediately suspend disconnections for nonpayment upon the posting of the alert or notice; or

(d) When a severe heat event is in effect, regardless of whether advance notice was issued.

~~(3)~~ (4) An energy utility must put into effect a moratorium on the disconnection of residential and small commercial service for nonpayment ~~when the Air Quality Index is at or above 100 as issued on the website AirNow.gov or a similar air quality reporting service that may be designated by the utility.~~ when severe air quality event conditions are present.

~~(4) Any moratorium activated as a result of section (1), (2), or (3) of this rule must remain in~~

~~effect at least through the start of the next business day.~~

(5) Any moratorium activated by an electric utility as a result of section (4) of this rule must remain in effect for at least 24 hours after the severe air quality event.

(6) Electric utilities may not disconnect income-qualified residential customers or medical certificate accounts in the first 24 hours after a severe weather-related moratorium implemented under section (1), (2), (3), or (4) of this rule has ended.

(7) Natural gas utilities may not disconnect income-qualified residential customers or medical certificate accounts in the first 24 hours after a severe weather-related moratorium implemented under section (1) or (2) of this rule has ended.

(8) Upon request from a residential customer, an electric utility shall not disconnect the customer in the first 24 hours after a severe weather-related moratorium implemented under section (1), (2), (3), or (4) of this rule has ended.

(9) Upon request from a residential customer, a natural gas utility shall not disconnect the customer in the first 24 hours after a severe weather-related moratorium implemented under section (1) or (2) of this rule has ended.

~~(5)~~ (10) For purposes of sections (1), ~~and~~ (2), ~~and~~ (3) of this rule, an energy utility must base the need for a moratorium on data available from the National Weather Service or another weather reporting service that may be designated by the utility.

~~(6)~~ (11) An energy utility need only apply a moratorium to the geographic area that meets the conditions in sections (1), (2), (3), ~~and~~ ~~to~~ (34) of this rule.

~~(7)~~ (12) ~~Except as may be necessary to determine the status of an air quality advisory issued by the Oregon Department of Environmental Quality,~~ ~~The~~ the energy utility must obtain the required forecast data no later than 8:00 a.m. each business day.

~~(8)~~ (13) Each energy utility must notify the Commission's Consumer Services Section which weather reporting service and air quality service it will utilize in each geographic area served by the utility in complying with the requirements of this rule; and the energy utility must notify the Commission's Consumer Services Section upon choosing a different weather reporting service.

(9) (14) Upon request from a **small commercial** customer ~~who~~ **that** has been disconnected for

nonpayment within the previous 72 hours of a ~~severe weather~~ or air quality condition outlined in sections ~~(1), (2), and (3)~~ (4) of this rule, an energy utility must make best efforts to reconnect service. The energy utility may apply reconnection fees authorized in OAR 860-021-0330 to any **small commercial service** reconnection.

(15) For electric utilities, upon request from a residential customer who has been disconnected for nonpayment within the previous seven calendar days of a severe weather condition outlined in sections (1), (2), (3), and (4) of this rule, the electric utility must make best efforts to reconnect service. The electric utility may apply reconnection fees authorized in OAR 860-021-0330 except where the customer qualifies for a waiver.

(16) For natural gas utilities, upon request from a residential customer who has been disconnected for nonpayment within the previous seven calendar days of a severe weather condition outlined in section (1) and (2) of this rule, the utility must make best efforts to reconnect service. The utility may apply reconnection fees authorized in OAR 860-021-0330 except where the customer qualifies for a waiver.

~~(10-17)~~ The temperature threshold specified in section (1) of this rule does not apply if an energy utility offers a Commission-approved winter protection program.

Statutory/Other Authority: ORS 756.060
Statutes/Other Implemented: ORS 756.040

860-021-0408

RULE TITLE: Arrearage and Disconnection Reporting Rule

RULE SUMMARY: This rule establishes a requirement for energy utilities to file a quarterly report with the Commission regarding arrearage and disconnections.

(1) As used in this rule:

(a) "Administrative costs" means all incremental expenses related to the management and operation of the bill discount program. This includes, but is not limited to, incremental costs for program design, staff salaries, data processing, customer outreach, eligibility verification, compliance, reporting, and any other overhead or indirect costs necessary to administer the program.

(b) "Applied credits" means the aggregate dollar value of discounts applied to the utility bills of residential customers that participate in the utility's bill discount program.

(c) "Arrearage balance" means any amount of money that a customer owes to the utility company for services provided which remain unpaid past the bill issuance date.

(d) "Average bill discount program participant usage" means the average monthly usage of residential customers enrolled in a utility-administered bill discount program.

(e) "Average bill of high-usage customer" means the average monthly dollar amount the utility billed all high-usage customers.

(f) "Average residential bill" means the average monthly bill for residential utility services within a utility's Oregon service territory.

(g) "Average residential usage" means the average monthly amount of energy billed per residential meter within a utility's Oregon service territory.

(h) "Average usage of high-usage customers" means the average monthly energy consumption of all customers classified as high usage.

(i) "Days in Arrears" means the number of days from the original bill issuance date a customer's arrearage balance remains unpaid. Days in arrears are divided into three categories:

(A) "31-69 days in arrears" means a customer's arrearage balance has been unpaid for a period of between 31 and 60 days from the original bill issuance date.

(B) "61-90 days in arrears" means a customer's arrearage balance has been unpaid for a period of between 61 and 90 days from the original bill issuance date.

(C) "91+ days in arrears" means a customer's arrearage balance has been unpaid for a period greater than 90 days from the original bill issuance date.

(j) "Disconnection notice" means any written or electronic notification issued by a utility to a customer in accordance with OAR 860-021-0405.

(k) "Disenrollments" means active residential customer who were enrolled in a utility's bill discount program as of the previous reporting period but are no longer participating as of the current reporting period. This includes customers who were removed from the program due to ineligibility or non-compliance.

(l) "Energy assistance recipient" means a residential customer who has received bill payment assistance with an energy bill from any federal, state, customer-funded bill payment assistance fund or program at least once within the past 12 months.

(m) "High-usage customer" means a residential customer participating in a utility-administered bill discount program whose energy consumption places them in the 90th percentile or above of all other bill discount program participants within the utility's service area.

- (n) "New enrollments" means residential customer enrolled in a utility's bill discount program for the first time within the current calendar year.
- (o) "Post-discount average bill discount program participant bill" means the average monthly utility bill amount for bill discount program participants after the application of their respective bill discount.
- (p) "Pre-discount average bill discount program participant bill" means the average monthly utility bill amount for bill discount program participants before the application of any bill discounts.
- (q) "Residential customer" means any individual or household that receives utility services for personal, non-commercial use. This includes all customers being served on a utility's residential service tariff.
- (r) "Service disconnection for non-payment" means instances where utility service to a residential account was terminated due the customer's failure to pay their utility bill.
- (s) "Total arrears balance of bill discount program participants" means the total dollar amount of outstanding balances owed by residential customers enrolled in a utility-administered bill discount program on their utility bills.
- (t) "Total arrears balance of high-usage customers" means the cumulative dollar amount of overdue balances of all high-usage customers in arrears during the reporting period.
- (u) "Total bill discount program costs" means the total expenditure incurred by a utility in administering its bill discount program for ~~low-income~~ **income-qualified** residential customers.
- (v) "Total dollars provided to bill discount program participants" means the aggregate dollar value of discounts applied to the utility bills of residential customer who participate in the utility's bill discount program.
- (w) "Total residential arrearage balances" means the total dollar amount of outstanding balances owed by residential customers on their utility bills.
- (x) "Total residential usage" means the total amount of energy billed for all residential customers within a utility's Oregon service territory.

(2) Each energy utility must submit electronic quarterly report containing the data described in section (4) of this rule. Electronic reports must be submitted in text-searchable Excel and PDF formats. Utilities shall include zip-code level data within the accompanying Excel files.

(a) For quarterly reporting purposes, the following four time periods apply: January 1 to March 31, April 1 to June 30, July 1 to September 30, and October 1 to December 31.

(b) Each energy utility must file its initial quarterly report following the first full quarter after the effective date of this rule, unless an alternative initial reporting date is set for the utility by Commission Staff.

(c) The energy utility must file a quarterly report as required under this rule within 45 days of the end of each reporting period.

(3) If errors or omissions are discovered after a report has been submitted, utilities must submit a revised report within 30 days of identifying the discrepancy.

(4) The quarterly report must provide the following data points for each month within the quarter on an Oregon basis:

(a) Total number of residential customers with arrearage balances segmented into three groups: 31-60

days in arrears, 61-90 days in arrears, and 91+days in arrears. Each residential customer should only be counted in one group, based on their oldest arrearage balance;

(b) Total residential arrearage balances segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears;

(c) Total number of customers enrolled in Time Payment Arrangements (TPA) or other extended payment plans. This includes all residential customer who are actively enrolled in a TPA or any other extended payment plan offered by the utility as of the reporting period;

(d) Number of active residential accounts;

(e) Number of service disconnections for non-payment;

(f) Total number of disconnection notices sent to residential customers;

(g) Percentage of accounts with service disconnections for non-payment. This includes the proportion of active residential accounts that experienced a service disconnection for non-payment during the reporting period. This percentage is determined by dividing the total number of service disconnections for non-payment by the total number of active residential accounts and multiplying by 100;

(h) Total number of bill discount recipient service disconnections for non-payment;

(i) Total number of service disconnections for non-payment on energy assistance recipient accounts;

(j) Total number of service disconnections for non-payment on medical certificate holder accounts;

(k) Number of service reconnections following a disconnection for non-payment on the same day or next calendar day following disconnection (Days 0-1), and;

(l) Number of service reconnections following a disconnection for non-payment that occur more than one day and within 7 calendar days following disconnection (Days 2-7);

(m) Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather per OAR 860-021-0407 (Severe Weather Moratorium on Involuntary Disconnection of Residential Electric or Gas Utility Service);

(n) Total residential usage during the reporting period;

(o) Average residential usage during the reporting period. This data point should be calculated by dividing the total residential usage by the total number of residential customers billed during the same reporting period;

(p) Average residential bill during the reporting period. This data point should be calculated by dividing the total amount billed to all residential customers by the total number of residential customers billed during the same reporting period.

(q) Total number of residential customers that received a bill discount, by discount tier;

(r) Total dollars provided to bill discount program participants, by discount tier;

(s) Total bill discount program costs divided into two distinct categories: incremental administrative costs and applied credits;

(t) Total number of new enrollments;

(u) Total number of disenrollments;

(v) Average bill discount program participant usage categorized by bill discount tier;

(w) Pre-discount average bill discount program participant bill, categorized by bill discount by tier;

(x) Post-discount average bill discount program participant bill, categorized by bill discount by tier;

(y) The number of bill discount program participants with an arrearage balance segmented into three

groups based on the age of the arrearage: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears. Each program participant should only be counted in one group, based on their oldest arrearage balance, and

(z) Total arrears balance of bill discount program participants segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears.

(5) For annual reporting purposes, the following time period applies: January 1 to December 31.

(6) The energy utility must file an annual report as required under this rule within 60 days of the end of each reporting period.

(7) Each utility, in addition to the quarterly reporting requirements, shall submit an annual supplement report which provides the following information for each month within the year:

(a) The number of high-usage customers;

(b) Average usage of high-usage customers;

(c) Average bill of high-usage customers;

(d) Number of high-usage customers with an arrearage balance at the end of each month, segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears. Each residential customer should only be counted in one group, based on their oldest arrearage balance;

(e) Total arrears balance of high-usage customers at the end of each month, segmented into three groups: 31-60 days in arrears, 61-90 days in arrears, and 91+ days in arrears; and

(f) Total number of high-usage customers who experienced a service disconnection for non-payment.

(8) Each utility must provide the information in section (4), subsections (a) - (m), (o) - (r), and (t) - (x) by zip code.

(9) The Commission will review the reporting metrics outlined in this rule every two years. In doing so, the Commission may engage stakeholders to ensure the relevance of data for addressing energy burden.

Statutory/Other Authority: ORS 756.060

Statutes/Other Implemented: ORS 756.040

860-021-0410

Emergency Medical Certificate for Residential Electric and Gas Service

(1) An energy utility shall not disconnect residential service if the customer submits certification from a qualified medical professional or self-certifies that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. For the purposes of this rule, "Qualified medical professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

(2) Any oral certification by a qualified medical professional and any residential customer's initial self certification to the utility must be confirmed in writing within ~~360~~ days by a qualified medical professional prescribing medical care. Written Certifications must include:

- (a) The name of the person to whom the certificate applies and relationship to the customer;
- (b) A complete description of the health conditions;
- (c) An explanation of how the person's health will be significantly endangered by terminating the service;
- (d) A statement indicating how long the health condition is expected to last;
- (e) A statement specifying the particular type of utility service required (for example, electricity for respirator); and
- (f) The signature of the qualified medical professional prescribing medical care.

(3) If a medical certificate is not submitted in compliance with sections (1) and (2) of this rule, the energy utility may disconnect service after providing a five-day notice to the customer. The notice shall comply with the requirements of OAR 860-021-0405, except subsection (1)(b), subsection (2)(e), and section (4) of this rule shall not be applicable.

(4) An emergency medical certificate shall be valid only for the length of time the health endangerment is certified to exist, but no longer than six months without renewal for certificates not specifying chronic illnesses and no longer than ~~twelve~~ **twenty-four** months for certificates specifying illnesses identified as chronic by a "Qualified Medical Professional" as defined in this rule. At least 15 days before the certificate's expiration date, an energy utility will give the customer written notice of the date the certificate expires unless it is renewed with the utility before that day arrives.

(5) A customer submitting a medical certificate is not excused from paying for electric or gas service:

- (a) Customers are required to enter into a written time-payment agreement with the energy utility when an overdue balance exists. Terms of the time-payment agreement shall be those in OAR 860-021-0415 or such other terms as the parties agree upon in writing;
- (b) When financial hardship can be shown, a customer with a medical certificate may renegotiate the terms of a time-payment agreement with the energy utility; and
- (c) Time-payment arrangements in effect when a medical certificate terminates remain in effect

for the balance then owing. If a customer fails to pay charges incurred after the certificate terminates, the provisions of OAR 860-021-0415 (standard time-payment provisions) shall apply to payment of the arrearage incurred after the medical certificate expires. The terms of the medical certificate time-payment plan continue to apply to the arrearage accrued during the disability.

(6) If a medical certificate customer fails to enter into a written time-payment agreement within 20 days of filing the certificate, or to abide by its terms, the energy utility shall notify the Commission's Consumer Services Division of its intent to disconnect service and the reason for the disconnection. The energy utility may disconnect service after providing a notice 20 days in advance of disconnection for nonpayment, or five days before disconnection for failure to enter into a written time-payment agreement. The notice shall comply with the requirements of OAR 860-021-0405, except paragraph (2)(d)(C) shall not be applicable. A hearing may thereafter be held to determine whether the energy utility should be permitted to disconnect service to the customer.

(7) An energy utility may verify the accuracy of a medical certificate. If the energy utility believes a customer does not qualify, or no longer qualifies for a medical certificate, the utility may apply to the Commission to terminate the service of the customer.

Statutory/Other Authority: ORS 183, ORS 756, ORS 757 & OL 1987, Ch. 290

Statutes/Other Implemented: ORS 756.040, ORS 757.750, ORS 757.755 & ORS 757.760

860-021-0420

RULE TITLE: Field Visit Charge

RULE SUMMARY: This rule establishes the circumstances under which an energy utility may charge a fee for visits to a residential service address.

A Commission approved fee may be charged whenever an energy utility visits a residential service address intending to reconnect or disconnect service, but due to customer action, the energy utility is unable to complete the reconnection or disconnection at the time of the visit. An energy utility shall waive the first field visit charge within a 12-month window to ~~low-income~~ **income-qualified** residential customers.

Statutory/Other Authority: ORS 183, ORS 756 & ORS 757

Statutes/Other Implemented: ORS 756.040 & ORS 757.225

OAR 860-021-XXXX

Residential Customer Arrearage and Bill Relief Program

Energy utilities must establish and operate a Commission approved Arrearage or Bill Relief program for residential customers enrolled in the utility's income-qualified bill discount program earning 0-15 percent of the Oregon State Median Income (SMI).

Statutory/Other Authority: ORS 183, ORS 756.040, ORS 756.060 & ORS 757.035

Statutes/Other Implemented: ORS 757.035, ORS 757.230 & ORS 757

OAR 860-021-XXXX

Energy Utility Notification of Enhanced Protections

(1) Electric utilities must provide information to residential customers of disconnection protections and of reconnection request and waiver options. The notice must be included in a monthly bill insert or in other materials distributed to all residential customers. At a minimum, such notice must be provided in May and October of each year.

(2) Natural gas utilities must provide notice to residential customers of disconnection protections and of reconnection request and waiver options. The notice must be included in a monthly bill insert or in other materials distributed to all residential customers. At a minimum, such notice must be provided in October of each year.

(3) Energy utilities must:

- (a) Notify partnering community action agencies of available residential customer protections for qualifying customers and provide digital or paper reference materials to assist with outreach efforts. Such notice must be provided at least once annually.
- (b) Include accessible, up-to-date information on their websites regarding the availability and terms of disconnection protections and other related programs.
- (c) Train its customer service representatives on all existing disconnection protections.

Statutory/Other Authority: ORS 183, ORS 756.040, ORS 756.060 & ORS 757.035

Statutes/Other Implemented: ORS 757.035, ORS 757.230 & ORS 757.695

Attachment 2

List of materials relied upon, in compliance with ORS 183.335(5)(d)

- Stakeholder comments on the Division 21 Rulemaking:
 - Cascade Natural Gas¹²
 - Portland General Electric (PGE)¹³
 - Avista¹⁴
 - NW Natural¹⁵
 - Idaho Power¹⁶
 - Joint Electric Utilities¹⁷
 - Energy Justice Advocates¹⁸
 - Community Action Partnership of Oregon (CAPO)¹⁹
 - PacifiCorp²⁰
- Staff's Updated Draft Proposal (v2)²¹ and Stakeholder comments:
 - Avista²²
 - Idaho Power²³
 - PGE²⁴
 - Cascade Natural Gas²⁵
 - NW Natural²⁶
 - PacifiCorp²⁷
 - Energy Justice Advocates²⁸
 - CAPO²⁹
 - Members of the public³⁰
 - Jackson County Fuel Committee (JCFC)³¹

¹² [Docket No. AR 671, Cascade Natural Gas Comments, July 11, 2025.](#)

¹³ [Docket No. AR 671, PGE Comments, July 11, 2025.](#)

¹⁴ [Docket No. AR 671, Avista Comments, July 11, 2025.](#)

¹⁵ [Docket No. AR 671, NW Natural Comments, July 11, 2025.](#)

¹⁶ [Docket No. AR 671, Idaho Power Comments, July 11, 2025.](#)

¹⁷ [Docket No. AR 671, Joint Utilities Comments, July 11, 2025.](#)

¹⁸ [Docket No. AR 671, Energy Justice Advocate Comments, July 11, 2025.](#)

¹⁹ [Docket No. AR 671, Community Action Partnership of Oregon's Comments, July 11, 2025.](#)

²⁰ [Docket No. AR 671, PacifiCorp Comments, July 11, 2025.](#)

²¹ [Docket No. AR 671, Staff's v2 proposal, informal phase, July 17, 2025.](#)

²² [Docket No. AR 671, Avista Comments, August 7, 2025.](#)

²³ [Docket No. AR 671, Idaho Power Comments, August 7, 2025.](#)

²⁴ [Docket No. AR 671, PGE Comments, August 7, 2025.](#)

²⁵ [Docket No. AR 671, Cascade Natural Gas Comments, August 7, 2025.](#)

²⁶ [Docket No. AR 671, NW Natural Comments, August 7, 2025.](#)

²⁷ [Docket No. AR 671, PacifiCorp Comments, August 7, 2025.](#)

²⁸ [Docket No. AR 671, Energy Justice Advocate Comments, August 7, 2025.](#)

²⁹ [Docket No. AR 671, CAPO Comments, August 11, 2025.](#)

³⁰ [Docket No. AR 671, Public Comment 1, Public Comment 2, Public Comment 3, August 13, 2025.](#)

³¹ [Docket No. AR 671, JCFC Comments, August 14, 2025.](#)

- Staff's Updated Draft Proposal (v3)³²
- Staff's Update Draft Proposal (v4)³³ and Stakeholder Comments:
 - Cascade Natural Gas³⁴
 - Portland General Electric (PGE)³⁵
 - Avista³⁶
 - NW Natural³⁷
 - Idaho Power³⁸
 - Energy Justice Advocates³⁹
 - Energy Justice Advocates documented community member concerns⁴⁰
 - Community Action Partnership of Oregon (CAPO)⁴¹
 - PacifiCorp⁴²
- Staff's Update Draft Proposal (v5)⁴³ and Stakeholder Comments:
 - Cascade Natural Gas⁴⁴
 - Portland General Electric (PGE)⁴⁵
 - Avista⁴⁶
 - NW Natural⁴⁷
 - Idaho Power⁴⁸
 - Energy Justice Advocates⁴⁹
 - Joint Wildfire Advocates⁵⁰
- Feedback and Discussions During Staff AR 671 Workshops and Office Hours:
 - [Workshop 1 notes](#): June 25, 2025 and June 30, 2025
 - [Workshop 2 notes](#): July 24, 2025
 - [Workshop 3 notes](#): August 20, 2025
 - [Workshop 4 notes](#): September 29, 2025
 - [August 22 office hour notes](#)

³² Docket No. AR 671, [Staff's v3 proposal](#), August 19, 2025.

³³ Docket No. AR 671, [Staff's v4 proposal](#), August 21, 2025.

³⁴ [Docket No. AR 671, Cascade Natural Gas Comments, August 28, 2025.](#)

³⁵ [Docket No. AR 671, PGE Comments, August 28, 2025.](#)

³⁶ [Docket No. AR 671, Avista Comments, August 28, 2025.](#)

³⁷ [Docket No. AR 671, NW Natural Comments, August 28, 2025.](#)

³⁸ [Docket No. AR 671, Idaho Power Comments, August 28, 2025.](#)

³⁹ [Docket No. AR 671, Energy Justice Advocate Comments, August 28, 2025.](#)

⁴⁰ [Docket No. AR 671, EJA documented member concerns, August 28, 2025.](#)

⁴¹ [Docket No. AR 671, Community Action Partnership of Oregon's Comments, September 3, 2025.](#)

⁴² [Docket No. AR 671, PacifiCorp Comments, August 28, 2025.](#)

⁴³ [Docket No. AR 671, Staff's v5 proposal, September 10, 2025.](#)

⁴⁴ [Docket No. AR 671, Cascade Natural Gas Comments, September 23, 2025.](#)

⁴⁵ [Docket No. AR 671, PGE Comments, September 23, 2025.](#)

⁴⁶ [Docket No. AR 671, Avista Comments, September 23, 2025.](#)

⁴⁷ [Docket No. AR 671, NW Natural Comments, September 23, 2025.](#)

⁴⁸ [Docket No. AR 671, Idaho Power Comments, September 23, 2025.](#)

⁴⁹ [Docket No. AR 671, Energy Justice Advocate Comments, September 23, 2025.](#)

⁵⁰ [Docket No. AR 671, Joint Wildfire Advocate Comments, September 23, 2025.](#)

- [September 11 office hour notes](#)
*** additional office hours were held throughout the process that did not necessitate filed notes*
- Responses to Staff issued Informational Requests to the IOUs. Information requested included the following:

Severe Weather Moratorium

By applicable OAR, for calendar years 2023, 2024 and the months available for 2025 up to July 1, 2025, please provide the total count of the following, by month:

- Unique moratorium trigger events/conditions/temperatures,
- Days in moratorium, and
- Cancelled/rescheduled residential disconnections for nonpayment required by moratorium including the total count of EA and/or bill discount accounts.

Reconnection Fees

Regarding customers that were disconnected for nonpayment at any time in the 12-month period, ending July 1, 2025, please provide the total count of the following, by month:

- Disconnections (need only report for months where RO 12 was not active),
- Reconnection fee waivers issued,
- Accounts receiving more than one reconnection fee waiver,
- Requested reconnections under OAR 860-021-407(10),
- Reconnections that occurred after seven days,
- Bill discount participants, by discount tier/income bracket that have been previously disconnected for non-payment, and
- Bill discount participants, by discount tier/income bracket that received a reconnection waiver.

Arrears¹

Regarding residential arrears balances as of July 1, 2025, please provide the following:

- Total arrears (\$),
- Maximum arrearage balance on a single account (\$),
- Average arrearage balance (\$), and
- Total arrears >90 days past due (\$).

Regarding residential customers in arrears as of July 1, 2025, please provide the following:

- Total count of customers, and

- Total count of customers that have been previously disconnected for non-payment in the previous 12-month period.

Time Payment Arrangements

Regarding residential customers enrolled in a time payment arrangement, please provide the following as of July 1, 2025:

- Total amount of past due balances in TPA (\$),
- Total count of accounts in active TPA,
- Average total balance in TPA,
- Average monthly payment in TPA,
- Total count of customers enrolled in HB 2475 interim bill discount program,
- Successful completion rate of TPA across the previous 12-month period,
- In the previous 12-months, by month, count of cancelled TPAs with remaining balance, and
- Total count of accounts in active TPA that were disconnected for non-payment at any point in the previous 12-month period.

Late-Payment Charges

If the responding utility applies late-payment charges against residential accounts under the authority provided by OAR 860-021-026, please provide the following, by month, for the 12-month period, ending July 1, 2025:

- Total late-payment charge collections (\$),
- Total count of accounts that paid a late-payment charge,
- Average late-payment charge, and
- Total count of customers where a late-payment charge was applied that were disconnected for non-payment at any point in the same 12-month period.

HB 2475 Interim Bill Discount Programs

Regarding bill discount participants, please provide the following by discount tier/income bracket, as of July 1, 2025:

- Total count of enrolled accounts;
- Total count of auto-enrolled accounts;
- Total count of self-attested enrolled accounts;
- Total count of customer accounts that are known by the responding utility to have received any of the following energy assistance grants in the most recent/current program year: LIHEAP, OEAP, OLGA, GAP, OLIBA, and/or LIRAP AMP/AF;

- Total count of med-cert accounts;
 - Average pre-discount monthly bill (\$);
 - Average post-discount monthly bill (\$);
 - Average monthly discount (\$);
 - Count of accounts in arrears; and
 - Average arrearage balance (\$).
- Oregon Utility Energy Burden Metric Report filings, [RO 16](#) (2024 and 2025 data)
- Oregon Utility Disconnection Reports, [RO 12](#)
- AR 667 Utility Reporting:
 - Idaho Power⁵¹
 - Cascade⁵²
 - PGE⁵³
 - PacifiCorp⁵⁴
 - Avista⁵⁵
 - NW Natural⁵⁶
- Other documents and data sources consulted:
 - Oregon Department of Energy (ODOE) 2023 Oregon Cooling Needs Study.⁵⁷
 - ODOE Interactive Heat Vulnerability Index.⁵⁸
 - Resources and archived event records available through the National Oceanic and Atmospheric Administration's (NOAA) National Weather Service (NWS).⁵⁹
 - Oregon Health Authority (OHA), ODOE and Oregon Housing and Community Service (OHCS) interagency consultations
 - OHA report on Climate and Health in Oregon.⁶⁰
 - OHA resources on Extreme Heat.⁶¹
 - Weather outlook for the Summer Season 2025.⁶²
 - A 2021 study on how households cope with disconnections.⁶³

⁵¹ Docket No. AR 667, [Idaho Power Temporary Customer Protections Report](#), July 15, 2025.

⁵² Docket No. AR 667, [Cascade Temporary Customer Protections Report](#), July 15, 2025.

⁵³ Docket No. AR 667, [PGE Temporary Customer Protections Report](#), July 15, 2025.

⁵⁴ Docket No. AR 667, [PacifiCorp Temporary Customer Protections Report](#), July 15, 2025.

⁵⁵ Docket No. AR 667, [Avista Temporary Customer Protections Report](#), July 15, 2025.

⁵⁶ Docket No. AR 667, [NW Natural Temporary Customer Protections Report](#), July 15, 2025.

⁵⁷ Oregon Department of Energy, [Oregon Cooling Needs Study](#), 2023.

⁵⁸ Oregon Department of Energy, [Interactive Heat Vulnerability Index](#), 2023.

⁵⁹ NWS, <https://www.weather.gov/>.

⁶⁰ Oregon Health Authority, [Climate and Health in Oregon](#), 2023.

⁶¹ Oregon Health Authority, [Extreme Heat](#), December 2, 2024.

⁶² Alix Martichoux, ["Hot start to summer predicted for Oregon, Washington; map shows where it'll be warmest"](#) from KOIN, April 18, 2025.

⁶³ Diana Hernández and Jennifer Laird, ["Surviving a Shut-Off: U.S. Households at Greatest Risk of Utility Disconnections and How They Cope,"](#) in American Behavioral Scientist, Volume 66 (7), May 8, 2021.

- A 2003 Study on the relationship between cold weather, heating expenses, and nutrition expenses.⁶⁴
 - Oregon Department of Environmental Quality (DEQ) Oregon Wildfire Smoke Protocol.⁶⁵
- Related filings and Staff resource citations⁶⁶ provided in UM 2211, AR 667, AR 670.

⁶⁴ Jayanta Bhattacharya et al., [“Heat or Eat? Cold-Weather Shocks and Nutrition in Poor American Families,”](#) in American Journal of Public Health, Volume 93 (7), July 2003.

⁶⁵ <https://www.oregon.gov/deq/FilterDocs/WFresponse.pdf>.

⁶⁶ See UM 2211 - Staff Report for the November 26, 2024 Public Meeting.