

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UM 2457

In the Matter of

PARKDALE WATER COMPANY, INC.,

Request to Open an Investigation Regarding  
the Provision of Service.

ORDER

**DISPOSITION: STAFF’S RECOMMENDATION ADOPTED**

This order memorializes our decision, made and effective at our July 7, 2026 Regular Public Meeting, to adopt Staff’s recommendation in this matter. The Staff Report with the recommendation is attached as Appendix A.

Made, entered, and effective Jul 08 2026.



**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 this order by filing a petition for review with the Circuit Court for Marion County in compliance with ORS 183.484.



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the time of the call or message and promptly take appropriate action to resolve the failure or emergency.”

ORS 756.105 and ORS 756.115 require water utilities to furnish information, facilitate access to records, and provide responses to Commission inquiries.

Per ORS 756.515(1), the Commission may, on motion, and without notice, summarily investigate any matter when the Commission “believes that any rate may be unreasonable or unjustly discriminatory, or that any service is unsafe or inadequate, or is not afforded, or that an investigation of any matter relating to any public utility or telecommunications utility or other person should be made.” Upon investigation, without notice or hearing, the Commission may make any findings and orders it deems justified or necessary, as provided in ORS 756.515(4).

### Analysis

#### *Background*

Parkdale Water Company is a service regulated water system that provides water service to approximately 165 customers in the Parkdale Community area in Hood River County, Oregon. In August 2025, Staff received a consumer complaint submitted by a Parkdale customer, reporting issues ongoing since 2024. Among other issues, the complaint described general community dissatisfaction with Parkdale’s service as well as the utility’s failure to repair a system leak that impacted multiple customers for over a year.

Staff contacted the company on November 6, 2025, via email to request information and records related to Parkdale’s 2024 rates, metering practices, and compliance with customer billing rules.<sup>1</sup> In its request Staff cited the need for an expedited response from Parkdale. After receiving no response Staff sent additional correspondence, on November 19, 2025, seeking to understand when they should expect the requested information. Following repeated attempts to contact the company, the Department of Justice issued a letter to Parkdale in December 2025 outlining the company’s obligation to respond to inquiries from Public Utility Commission Staff. Ultimately, Parkdale did respond. Nevertheless, the lack of responsiveness evident in both the company’s handling of consumer inquiries and delayed responses to PUC Staff demonstrates an ongoing disregard of Parkdale Water Company’s obligation to respond to non-emergency inquiries, complaints, and services problems within one business day. This pattern has raised questions as to whether Parkdale is fulfilling its obligations as a service regulated water utility.

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<sup>1</sup> OAR 860-036-1400.

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Additionally, Staff met with representatives from Hood River County in May of 2026 to discuss the ongoing leak complaint it filed with Consumer Services. The County reported the leak to Parkdale Water in December 2025 because the leak was causing damage to a roadway. Staff later learned that Parkdale identified the leak in October 2025. After declining to take any action on repairing the leak for several months, Parkdale attempted to make temporary repairs in February of 2026. As of May 2026, Parkdale had not made permanent repairs. The company's failure to make timely repairs resulted in customers and the community bearing the negative consequences of damage to sidewalks, roadways, and other community infrastructure.

The meeting with Hood River County along with information gained from the Consumer Services section raises questions as to whether Parkdale is meeting its obligation to provide safe and adequate service and make timely repairs.

Conclusion

Due to historical and ongoing complaints and issues Staff recommends the Commission open an investigation into these service issues.

**PROPOSED COMMISSION MOTION:**

Open an investigation into the provision of water service in Parkdale's service territory.