

## REQUIRED NOTICES

### TABLE OF CONTENTS

<u>Notice</u>	<u>Description</u>	<u>Page</u>
	Table of Contents.....	1-2
	Required Notices Summary .....	3-5
1	60-Day Notice Proposing to Raise <u>RESIDENTIAL</u> Rates or Charges AND Customer's Right to Petition for PUC Rate Approval .....	6
	<b>Sample Notice #1</b> .....	7
1A	Notice of Customer Charges AND Customer's Right to Petition for Rate Regulation (for <b>unmetered</b> charges exceeding an average monthly rate threshold of <b>\$33</b> .....)	8
	<b>Sample Notice #1A</b> .....	9
1B	Notice of Customer Charges AND Customer's Right to Petition for Rate Regulation (for <b>metered</b> charges exceeding an average monthly rate threshold of <b>\$36</b> .....	10
	<b>Sample Notice #1B</b> .....	11
2	60-Day Notice Proposing to Raise <u>COMMERCIAL</u> Rates or Charges AND Customer's Right to Petition for PUC Rate Approval .....	12
	<b>Sample Notice #2</b> .....	13
3	Rate Regulated Utility Announcement of Rate Application Filed With PUC Requesting Tariff Changes Resulting in a General Rate Case .....	14
	<b>Sample Notice #3</b> .....	15-16
	All <i>UTILITIES</i> Seeking To Terminate, Abandon, or Dispose of the Water Utility (Requires Application to and Approval from the Commission).....	17
	<b>No customer notice required</b>	
	All <i>RATE REGULATED</i> Water Utilities seeking to Sell, Transfer, or Merge water utility (Requires Application to and Approval from the Commission).....	18
	<b>No customer notice required</b>	
4	Notice of Water Utility Sale, Transfer, or Merger (Does Not Apply to Rate Regulated OR Exempt Utilities).....	19
	<b>Sample Notice #4</b> .....	20
5	Exempt Water Utilities Charging in Excess of Threshold Level(s) Notice of Sale, Transfer, or Merger .....	21
	<b>Sample Notice #5</b> .....	22
6	Five-Day Disconnect Notice Pursuant to OAR 860-036-0245 .....	23
	<b>Sample Notice #6</b> .....	24
7	Five-Day Disconnect Notice to a "Tenant" .....	25
8	<u>Multilingual</u> Five-Day Disconnect Notice OAR 860-036-0235 Spanish, Vietnamese, Cambodian, Laotian, and Russian .....	26
	<b>Sample Notice #8</b> .....	27-28

### TABLE OF CONTENTS CONTINUED

9	15-Day Disconnect Notice for Customer Failure to Abide by a Time-Payment Agreement.....	29
10	Written Notice Describing Deposit Installment Payments .....	30
11	Written Notice Advising Customers of Right to Enter into a Time-Payment	31

	Agreement When the Customer has been Under Billed .....	
12	Letter of Refusal to Provide Service to Customer or Applicant's due to Noncompliance with State, Municipal, or Utility Rules and Regulations OR Unsafe Facilities .....	32
13	Letter of Refusal to Provide Service to Customer or Applicant due to Restricted Capacity .....	33
14	Advance Notification of Routine Water System Flushings .....	34
15	Written Results of Pressure Test.....	35
	<b>Sample Water Pressure Test Report</b> .....	36
16	Written Report Upon Completion of Meter Test .....	37
	<b>Sample Meter Test Report</b> .....	38
17	Notice to Conserve, Restrict, or Ration Water Use .....	39
C1	Notification to the Commission Specifying the Number of Requests for Notices in Languages Other Than English.....	40
C2	Five-Day Disconnection Notice to Tenants of a <u>Multi-Unit Dwelling</u> .....	40

## REQUIRED NOTICES FOR WATER UTILITIES

### SUMMARY

#### Required Notices from a Water Utility to Customers

##### Regarding Rates and Charges

1. 60-DAY NOTICE TO CUSTOMERS OF PROPOSED RATE INCREASE TO RESIDENTIAL CUSTOMERS FOR ALL WATER UTILITIES (EXCEPT RATE REGULATED)  
Notice of Proposed Rate or Charge Increase to Residential Customers Above Threshold by a Water Utility OR Proposed Rate or Charge Increase to Residential Customers by an Exempt Water Utility Currently Charging Above Threshold AND Customer's Right to Petition PUC for Rate Regulation: OAR 860-036-0405(1).  
Notification Requirements: OAR 860-036-0405(1)(a-m).
- 1A. NOTICE OF CUSTOMERS CHARGES AND CUSTOMER'S RIGHT TO PETITION FOR RATE REGULATION (UNMETERED)  
Notice that company is currently charging in excess of an average monthly rate of **\$33** AND notifies customers of right to petition PUC to investigate the current rate for reasonableness: OAR 860-036-0405 and OAR 860-036-0410  
Notification requirements: OAR 860-036-0405.
- 1B. NOTICE OF CUSTOMERS CHARGES AND CUSTOMER'S RIGHT TO PETITION FOR RATE REGULATION (METERED)  
Notice that company is currently charging in excess of an average monthly rate of **\$36** AND notifies customers of right to petition PUC to investigate the current rate for reasonableness: OAR 860-036-0405 and OAR 860-036-0410  
Notification requirements: OAR 860-036-0405.
2. 60-DAY NOTICE TO CUSTOMERS OF PROPOSED RATE INCREASE FOR COMMERCIAL CUSTOMERS FOR ALL WATER UTILITIES (EXCEPT RATE REGULATED)  
Notice of Proposed Rate or Charge Increase to Commercial Customers Above Threshold by a Water Utility OR Proposed Rate or Charge Increase to Commercial Customers by an Exempt Water Utility Currently Charging Above Threshold AND Customer's Right to Petition PUC for Rate Regulation: OAR 860-036-0407(1).  
Notification Requirements: OAR 860-036-0407(4)(a-m).
3. RATE-REGULATED UTILITIES INCREASING RATES  
Notice to Customers of Rate Application Filed with PUC by a Rate-Regulated Water Utility Requesting General Rate Changes (Announcement of Tariff Changes) filed within 15 days of PUC filing: OAR 860-036-0620.  
Notification Requirements: OAR 860-036-0620(4)(a-h).

##### Regarding Abandonment, Disposal, Sale, Transfer, or Merger of Water Utility

###### ALL WATER UTILITIES' APPLICATION REQUIRED TO:

Abandon, Terminate, or Otherwise Dispose of the Water Utility OAR 860-036-0710(1). Requires Utility to Submit Application (OAR 860-036-0715) for Commission Approval.  
NO CUSTOMER NOTICE REQUIRED

ALL RATE-REGULATED WATER UTILITIES' APPLICATION REQUIRED TO:

Sell, Transfer, or Merge Water Utility OAR 860-036-0710(2). Requires Utility to Submit Application (OAR 860-036-0715) for Commission Approval.  
NO CUSTOMER NOTICE REQUIRED

4. 60-DAY NOTICE TO CUSTOMERS OF SALE, TRANSFER, OR MERGER OF WATER UTILITY FOR ALL WATER UTILITIES (EXCEPT RATE REGULATED OR EXEMPT):  
60-Day Notice to Customers of Sale, Transfer, or Merger of Water Utility:  
OAR 860-036-0710(3).  
Notification Requirements: OAR 860-036-0710(3)(a-h).
5. 60-DAY NOTICE TO CUSTOMERS OF SALE, TRANSFER, OR MERGER OF WATER UTILITY FOR EXEMPT UTILITIES CURRENTLY CHARGING ABOVE THRESHOLD LEVEL(S)  
60-Day Notice to Customers of Sale, Transfer, or Merger of Water Utility and Customer's Right to Petition PUC for Regulation: OAR 860-036-0710(4).  
Notification Requirements: OAR 860-036-0710(5)(a-m).

Regarding Disconnecting Service

6. 5-DAY DISCONNECT NOTICE TO CUSTOMER FOR ALL WATER UTILITIES  
Five-Day Disconnection of Service Notice to Customer: OAR 860-036-0245.  
Notification Requirements: OAR 860-036-0245
7. 5-DAY DISCONNECT NOTICE TO TENANT CUSTOMER FOR ALL WATER UTILITIES  
Five-Day Disconnect Notice for a "Tenant" Customer: OAR 860-036-0230.  
Notification Requirements: OAR 860-036-0230 and OAR 860-036-0245.
8. 5-DAY MULTILINGUAL DISCONNECT NOTICE TO CUSTOMER FOR ALL WATER UTILITIES  
Customer Multilingual Five-Day Disconnect Notice: OAR 860-036-0235.  
[Utility May Request Waiver of Rule.]  
Notification Requirements: OAR 860-036-0235 and 0245.
9. 15-DAY DISCONNECT NOTICE TO CUSTOMER FOR NONPAYMENT OF TIME PAYMENT ARRANGEMENT FOR ALL WATER UTILITIES  
15-Day Disconnect Notice to Customer for Failure to Abide by a Time-Payment Agreement: OAR 860-036-0125(6).  
Notification Requirements: OAR 860-036-0245.

Regarding Customer Payments

10. ALL WATER UTILITIES  
Notification to Customer of Deposit Installment Payments: OAR 860-036-0045.  
Notification Requirements: OAR 860-036-0045(4-5) and OAR 860-036-0245.
11. ALL WATER UTILITIES  
Notification to Customer of Time-Payment Agreement Related to Underbilling:  
OAR 860-036-0135.  
Notification Requirements: OAR 860-036-0135(2).

Regarding Refusal to Provide Service

12. NOTICE TO CUSTOMER OF REFUSAL OF SERVICE FOR ALL WATER UTILITIES  
Notification to Applicant of Utility Refusal to Provide Service For Cause: OAR 860-036-0080, Noncompliance with Municipal/State/Utility Rules & Regulations, Applicant's Facilities.  
Notification Requirements: OAR 860-036-0080(6).
13. NOTICE TO CUSTOMER OF REFUSAL OF SERVICE FOR ALL WATER UTILITIES  
Notification to Customer of Utility Refusal to Provide Service For Cause: Utility Lack of Facilities or Water Resources to Provide Service to Applicant: OAR 860-036-0080(7). Notification Requirements: OAR 860-036-0080(7)(a)(A-D).

Regarding System Flushing, Pressure, Meters, Water Use Restrictions

14. ADVANCED NOTICE TO CUSTOMERS OF ROUTINE FLUSHING SCHEDULE FOR ALL WATER UTILITIES  
Advanced Notification to Customers of Routine Water Flushing Schedule:  
OAR 860-036-0305(4).  
Notification Requirements: OAR 860-036-0305(4).
15. NOTICE TO CUSTOMER OF PRESSURE TEST RESULTS FOR ALL WATER UTILITIES  
Notification to Customer of Pressure Test Results: OAR 860-036-0320.  
Notification Requirements: OAR 860-036-0320(5).
16. NOTICE TO CUSTOMER OF METER TEST RESULTS FOR ALL WATER UTILITIES  
Notification to Customer of Meter Test Results: OAR 860-036-0110(4).  
Notification Requirements: OAR 860-036-0115(3).
17. NOTICE TO CUSTOMER OF WATER USE RESTRICTION FOR ALL WATER UTILITIES  
Notice to Customers to Conserve, Restrict, or Ration Water Use: OAR 860-036-0325. Notification Requirements: OAR 860-036-0325(2).

**Required Notices from Utility to Commission**

- C1. NOTIFICATION TO THE COMMISSION SPECIFYING THE NUMBER OF REQUESTS FOR NOTICES IN LANGUAGES OTHER THAN ENGLISH. 860-036-0015 (8)  
This annual notification can be made by telephone to the PUC Consumer Services Section by calling 1-800-522-2404 if customers make such requests.
- C2. FIVE-DAY DISCONNECTION NOTICE TO TENANTS OF A MULTI-UNIT DWELLING.  
860-036-0230 (2)  
Notice must be provided to the Commission when a water utility plans to disconnect a residential master metered multi-unit dwelling at least five business days before disconnecting service.

**CUSTOMER NOTICE NO. 1**

**60-DAY NOTICE PROPOSING TO RAISE RESIDENTIAL RATES OR CHARGES AND CUSTOMER'S RIGHT TO PETITION FOR PUC RATE APPROVAL PURSUANT TO OAR 860-036-0405(1)**

Requirements: All water utilities (except rate regulated) proposing to raise rates or charges to **residential** customers above a threshold established by the Commission in OAR 860-036-0030, **OR** all otherwise exempt utilities currently charging above the threshold proposing to raise rates or charges to **residential** customers must provide written notice to **all** customers 60 days prior to the effective date of the proposed rate or charge.

In both cases, a copy of the notice and a current customer mailing list (names & addresses) must be provided to the Commission at the same time official notice is sent to the customers. The notice must be in letter form, delivered to all customers, and include the following information:

1. Name of the water utility.
2. A statement that the water utility intends to increase its residential rates or charges.
3. The current rates and charges to residential customers.
4. The proposed rates and charges to residential customers.
5. The date the proposed rates are to become effective (minimum of 60 days).
6. The reason(s) the utility is seeking the increase.
7. A statement informing customers of their right to petition the Commission to request that the proposed increase be investigated.
8. A statement that all customers may submit petitions to the Commission for 45 days from the date of the notice.
9. A statement informing customers that if 20 percent or more of the total customers petition, the water utility will be subject to rate regulation by the Commission.
10. A statement that individual letters may be submitted in lieu of a petition.
11. A statement that customer petitions must state the purpose of the petition and include the customer's name, address, telephone number, and signature.
12. A statement that customer petitions filed with the Commission requesting rate regulation may not be withdrawn or rescinded.
13. A statement that the water utility will provide a complete customer list within 10 days of a request from any customer.
14. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

**Street Address**

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

**Mailing Address**

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

**Additional Requirement OAR 860-036-0405(3)**

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

**Customer Notice #1 Sample:**

**NOTICE OF PROPOSED INCREASE IN RATES OR CHARGES  
TO RESIDENTIAL CUSTOMERS AND CUSTOMER'S RIGHT  
TO PETITION PUC FOR RATE REGULATION**

Date \_\_\_\_\_

\_\_\_\_\_ (*water utility*) intends to increase its water service rates or charges for RESIDENTIAL CUSTOMERS from the current rates or charges of \$\_\_\_\_\_ (*List Current Rates or Charges*) to \$\_\_\_\_\_ (*List Proposed Rates or Charges*), effective \_\_\_\_\_ (*Proposed Effective Date*).

CUSTOMER	CURRENT RATE		PROPOSED RATE	
	Base Rate	Usage Rate	Base Rate	Usage Rate
Residential 5/8	\$	\$ per	\$	\$ per
Residential 1"	\$	\$ per	\$	\$ per
Residential 1 ½"	\$	\$ per	\$	\$ per
Residential 2"	\$	\$ per	\$	\$ per

\_\_\_\_\_ (*water utility*) is seeking the rates or charges increase because: **State reasons for necessity of the increase(s)**.

You have the right to petition the PUC to investigate the proposed increase(s). Petitions must be filed with the PUC within 45 days from the date of this notice. If 20 percent or more of the customers petition PUC, the proposed rates will not go into effect. The utility will then be subject to PUC rate regulation, which means the utility must file tariffs (rate schedules) with the Commission for approval of its rates and charges. Absent such a petition, the proposed rates (above) will become lawful on the effective date (above).

The Utility will provide a complete customer list (names and addresses) within 10 days of receiving a request from any customer.

Customer petitions submitted to PUC must be in writing, state the purpose for the petition, and include the customer's name, address, telephone number, and signature. Customer petitions filed with the PUC cannot be withdrawn or rescinded. Petitions must be submitted by mail or delivered to PUC within 45 days of the date of this notice. Petitions will not be accepted by telephone.

Deliver Petitions to:

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mail Petitions to:

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

For further information you may call the PUC Consumer Services Section at 1-800-522-2404; TTY 711.

cc: PUC Water Program, PO Box 2148, Salem OR 97308-2148

[Copy of customer notice and current customer mailing list (names & addresses)]

**CUSTOMER NOTICE NO. 1A**

**NOTICE OF CUSTOMER CHARGES AND  
CUSTOMER'S RIGHT TO PETITION FOR RATE REGULATION  
PURSUANT TO OAR 860-036-0405 AND OAR 860-036-0410**

Requirements: Water utilities (except rate regulated and otherwise exempt water utilities<sup>1</sup>) currently charging above the threshold established by the Commission in OAR 860-036-0030 must provide written notice to **all** customers informing them of their right to petition the PUC for rate regulation. Petitioners must be current customers of the water utility.

A copy of the notice and a current customer mailing list (names & addresses) must be provided to the Commission at the same time official notice is sent to the customers. The notice must be in letter form, delivered to all customers, and include the following information:

1. Name of the water utility.
2. The current rates and charges to customers.
3. A statement informing customers of their right to petition the Commission to request that the rates and charges be investigated.
4. A statement that all customers may submit petitions to the Commission for 45 days from the date of the notice.
5. A statement informing customers that if 20 percent or more of the total customers petition, the water utility will be subject to rate regulation by the Commission.
6. A statement that customer petitions must be in writing, must state the purpose of the petition, and must include the customer's name, address, telephone number, and signature.
7. A statement that individual letters may be submitted in lieu of a petition.
8. A statement that customer petitions filed with the Commission requesting rate regulation may not be withdrawn or rescinded.
9. A statement that the water utility will provide a complete customer list within 10 days of a request from any customer.
10. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

Additional Requirement OAR 860-036-0405(3)

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

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<sup>1</sup> An otherwise exempt water utility is one that currently charges above the threshold, has previously notified customers of their right to petition, and 20 percent or more of customers did not file petitions. If such an exempt water utility raises its rates, it must provide notice to the customers of their right to petition the Commission to investigate the proposed rate increase. See Customer Notice #1A.

**Customer Notice #1A Sample:**

**NOTICE OF CHARGES TO CUSTOMERS AND  
CUSTOMER'S RIGHT TO PETITION PUC FOR RATE REGULATION**

Date \_\_\_\_\_

\_\_\_\_\_ (*name of company*) currently charges in excess of an average monthly rate threshold of **\$33**. Therefore, pursuant to Commission rules (OAR 860-036-0030, OAR 860-036-0405, and OAR 860-036-0410, you have the right to petition the PUC to investigate the current rate for reasonableness.

CURRENT RATE		
Meter Size	Base Rate	Usage Rate
	\$	\$ per
	\$	\$ per
	\$	\$ per
	\$	\$ per

Petitions must be filed with the PUC within 45 days from the date of this notice. If 20 percent or more of the customers petition the PUC, the utility will be subject to PUC rate regulation. The utility must then file tariffs (rate schedules) with the Commission for approval of its rates and charges. Absent such a petition, the current rates (above) become lawful.

The Utility will provide a complete customer list (names and addresses) within 10 days of receiving a request from any customer.

Customer petitions submitted to PUC must be in writing, state the purpose for the petition, and include the customer's name, address, telephone number, and signature. Individual letters may be submitted in lieu of a petition. Customer petitions filed with the PUC cannot be withdrawn or rescinded. Petitions must be submitted by mail or delivered to PUC within 45 days of the date of this notice. Petitions will not be accepted by telephone.

Deliver Petitions to:  
Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mail Petitions to:  
Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

You may call the PUC Consumer Services Section at 1-800-522-2404; TTY 711 for further information.

cc: PUC Water Program, PO Box 2148, Salem OR 97308-2148  
[Copy of customer notice and current customer mailing list (names & addresses)]

**CUSTOMER NOTICE NO. 1B**

**NOTICE OF CUSTOMER CHARGES AND  
CUSTOMER'S RIGHT TO PETITION FOR RATE REGULATION  
PURSUANT TO OAR 860-036-0405 AND OAR 860-036-0410**

Requirements: Water utilities (except rate regulated and otherwise exempt water utilities<sup>2</sup>) currently charging above the threshold established by the Commission in OAR 860-036-0030 must provide written notice to **all** customers informing them of their right to petition the PUC for rate regulation. Petitioners must be current customers of the water utility.

A copy of the notice and a current customer mailing list (names & addresses) must be provided to the Commission at the same time official notice is sent to the customers. The notice must be in letter form, delivered to all customers, and include the following information:

1. Name of the water utility.
2. The current rates and charges to customers.
3. A statement informing customers of their right to petition the Commission to request that the rates and charges be investigated.
4. A statement that all customers may submit petitions to the Commission for 45 days from the date of the notice.
5. A statement informing customers that if 20 percent or more of the total customers petition, the water utility will be subject to rate regulation by the Commission.
6. A statement that customer petitions must be in writing, must state the purpose of the petition, and must include the customer's name, address, telephone number, and signature.
7. A statement that individual letters may be submitted in lieu of a petition.
8. A statement that customer petitions filed with the Commission requesting rate regulation may not be withdrawn or rescinded.
9. A statement that the water utility will provide a complete customer list within 10 days of a request from any customer.
10. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

Additional Requirement OAR 860-036-0405(3)

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

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<sup>2</sup> An otherwise exempt water utility is one that currently charges above the threshold, has previously notified customers of their right to petition, and 20 percent or more of customers did not file petitions. If such an exempt water utility raises its rates, it must provide notice to the customers of their right to petition the Commission to investigate the proposed rate increase. See Customer Notice #1B.

**Customer Notice #1B Sample:**

**NOTICE OF CHARGES TO CUSTOMERS AND  
CUSTOMER'S RIGHT TO PETITION PUC FOR RATE REGULATION**

Date \_\_\_\_\_

\_\_\_\_\_ (*name of company*) currently charges in excess of an average monthly rate threshold of **\$36**. Therefore, pursuant to Commission rules (OAR 860-036-0030, OAR 860-036-0405, and OAR 860-036-0410), you have the right to petition the PUC to investigate the current rate for reasonableness.

CURRENT RATE		
Meter Size	Base Rate	Usage Rate
	\$	\$ per
	\$	\$ per
	\$	\$ per
	\$	\$ per

Petitions must be filed with the PUC within 45 days from the date of this notice. If 20 percent or more of the customers petition the PUC, the utility will be subject to PUC rate regulation. The utility must then file tariffs (rate schedules) with the Commission for approval of its rates and charges. Absent such a petition, the current rates (above) become lawful.

The Utility will provide a complete customer list (names and addresses) within 10 days of receiving a request from any customer.

Customer petitions submitted to PUC must be in writing, state the purpose for the petition, and include the customer's name, address, telephone number, and signature. Individual letters may be submitted in lieu of a petition. Customer petitions filed with the PUC cannot be withdrawn or rescinded. Petitions must be submitted by mail or delivered to PUC within 45 days of the date of this notice. Petitions will not be accepted by telephone.

Deliver Petitions to:  
Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mail Petitions to:  
Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

You may call the PUC Consumer Services Section at 1-800-522-2404; TTY 711 for further information.

cc: PUC Water Program, PO Box 2148, Salem OR 97308-2148  
[Copy of customer notice and current customer mailing list (names & addresses)]

## CUSTOMER NOTICE NO. 2

### 60-DAY NOTICE PROPOSING TO RAISE COMMERCIAL RATES OR CHARGES AND CUSTOMER'S RIGHT TO PETITION FOR PUC RATE APPROVAL PURSUANT TO OAR 860-036-0407(1)

Requirements: All water utilities (except rate regulated) proposing to raise rates or charges to **commercial** customers above a threshold established by the Commission in OAR 860-036-0030, **OR** all otherwise exempt utilities currently charging above the threshold proposing to raise rates or charges to **commercial** customers must provide written notice to **all** customers 60 days prior to the effective date of the proposed rate or charge.

In both cases, a copy of the notice and a current customer mailing list (names & addresses) must be provided to the Commission at the same time official notice is sent to the customers. The notice must be in letter form, delivered to all customers, and include the following information:

1. Name of the water utility.
2. A statement that the water utility intends to increase its commercial rates or charges.
3. The current rates and charges to commercial customers.
4. The proposed rates and charges to commercial customers.
5. The date the proposed rates are to become effective (minimum of 60 days).
6. The reason(s) the utility is seeking the increase.
7. A statement informing customers of their right to petition the Commission to request that the proposed increase be investigated.
8. A statement that all customers may submit petitions to the Commission for 45 days from the date of the notice.
9. A statement informing customers that if 20 percent or more of the total customers petition, the water utility will be subject to rate regulation by the Commission.
10. A statement that customer petitions must state the purpose of the petition and include the customer's name, address, telephone number, and signature.
11. A statement that customer petitions filed with the Commission requesting rate regulation may not be withdrawn or rescinded.
12. A statement that the water utility will provide a complete customer list within 10 days of a request from any customer.
13. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

Additional Requirement OAR 860-036-0407(2)

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

**Customer Notice #2 Sample:**

**NOTICE OF PROPOSED INCREASE TO RATES OR CHARGES OF  
COMMERCIAL CUSTOMERS AND CUSTOMER'S RIGHT  
 TO PETITION FOR RATE REGULATION**

Date \_\_\_\_\_

\_\_\_\_\_ (water utility) intends to increase its water service rates or charges for COMMERCIAL CUSTOMERS from the current rates or charges of \$\_\_\_\_\_ (List Current Rates or Charges) to \$\_\_\_\_\_ (List Proposed Rates or Charges), effective \_\_\_\_\_ (Proposed Effective Date).

CUSTOMER	CURRENT RATE		PROPOSED RATE	
	Base Rate	Usage Rate	Base Rate	Usage Rate
Commercial 5/8	\$	\$ per	\$	\$ per
Commercial 1"	\$	\$ per	\$	\$ per
Commercial 1 1/2"	\$	\$ per	\$	\$ per
Commercial 2"	\$	\$ per	\$	\$ per

**Water Utility** is seeking the rates or charges increase because: **State reasons for necessity of the increase(s)**.

You have the right to petition the PUC to investigate the proposed increase(s). Petitions must be filed with the PUC within 45 days from the date of this notice. If 20 percent or more of the customers petition PUC, the utility's proposed rates will not go into effect. The utility will then be subject to PUC rate regulation, which means the utility must file tariffs (rate schedules) with the Commission for approval of its rates and charges. Absent such a petition, the proposed rates (above) will become lawful on the effective date (above).

The Utility will provide a complete customer list (names and addresses) within 10 days of receiving a request from any customer.

Customer petitions submitted to PUC must be in writing, state the purpose for the petition, and include the customer's name, address, telephone number, and signature. Customer petitions filed with the PUC cannot be withdrawn or rescinded. Petitions must be submitted by mail or delivered to PUC within 45 days of the date of this notice. Petitions will not be accepted by telephone.

Deliver Petitions to:  
 Public Utility Commission of Oregon  
 Consumer Services Section  
 550 Capitol Street NE Suite 215  
 Salem, Oregon

Mail Petitions to:  
 Public Utility Commission of Oregon  
 Consumer Services Section  
 PO Box 2148  
 Salem OR 97308-2148

For further information you may call the PUC Consumer Services Section at 1-800-522-2404; TTY 711.

cc: PUC Water Program, PO Box 2148, Salem OR 97308-2148  
 [Copy of customer notice and current customer mailing list (names & addresses)]

### **CUSTOMER NOTICE NO. 3**

## **RATE REGULATED UTILITY ANNOUNCEMENT OF RATE APPLICATION FILED WITH PUC REQUESTING TARIFF CHANGES RESULTING IN A GENERAL RATE CASE PURSUANT TO OAR 860-036-0620**

Requirements: When a rate-regulated utility files new or revised tariff schedules with PUC resulting in a general rate revision (increase or decrease), the utility must provide written notice (announcement) to its customers within 15 days of filing with the PUC. Notice must be in either letter form delivered to the customers or printed in a newspaper of general circulation in the communities served by the water utility OAR 860-036-0620(3).

A copy of the customer notice, newspaper notice, or affidavit of proof of notice must be submitted to the PUC within 20 days of the announcement OAR 860-036-0620(6). At a minimum, the notice must include the following information (OAR 860-036-0620(4)):

1. The approximate current and proposed average monthly rates for each customer class expressed in dollar terms.
2. A brief statement of the reasons why the change in rates is sought.
3. Notification that copies of the utility's application, testimony, and exhibits are available at the utility's main office, include mailing address and office telephone number.
4. The mailing address and telephone number customers may use to contact the utility to receive additional information about the filing.
5. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and mailing address where customers can request to receive notice of the time and place of any hearing on the matter:

Public Utility Commission of Oregon  
Administrative Hearings Division  
PO Box 2148  
Salem OR 97308-2148

6. A statement that the purpose of the announcement is to provide customers with general information regarding the water utility's proposed tariffs and the effect the tariff filing may have on the customers.
7. A statement that "the calculations and statements contained in the water utility's announcement and filing are not binding on the Commission."

#### **Additional Requirement OAR 860-036-0620(5)**

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

**Customer Notice #3 Sample:**

**ANNOUNCEMENT OF PROPOSED CHANGES TO WATER SERVICE RATE TARIFFS FILED WITH THE PUC**

**DATE:**

\_\_\_\_\_ (*name of water utility*) submitted a general rate filing to the Commission on \_\_\_\_\_. We are seeking to increase our annual revenues by \$\_\_\_\_\_ above the \$\_\_\_\_\_ we collected in \_\_\_\_\_ (*insert test year*). The purpose of this announcement is to provide you with general information regarding the proposed rates and the effect the filing may have on you.

We anticipate the increase will change average monthly water service rates as follows:

<b>Line Size</b>	<b>Current Avg Monthly Bill</b>	<b>Proposed Avg Monthly Bill</b>
<b>Residential</b>		
5/8" & 3/4"	\$	\$
	\$	\$
	\$	\$
<b>Commercial</b>		
5/8" & 3/4"	\$	\$
	\$	\$
"	\$	\$
	\$	\$
<b>Irrigation</b>		
5/8" & 3/4"	\$	\$
	\$	\$
	\$	\$
	\$	\$
<b>Fire Protection</b>	\$	\$

1. \_\_\_\_\_ (*name of water utility*) is seeking the above changes (increase or decrease) in rates because: **LIST REASONS WHY UTILITY IS SEEKING RATE CHANGES.**
2. Copies of the utility's application, testimony, and exhibits are available at: \_\_\_\_\_ (utility's main office address and telephone number)
3. \_\_\_\_\_ (*name of water utility*) can provide additional information about the rate filing. If you are interested please contact: \_\_\_\_\_ (*name, mailing address, and telephone number where customers can request additional information regarding the utility's filing*).
4. To request to receive notices of the time and place of hearings on the matter, contact the PUC at 1-800-522-2404; TTY 711, or mail request to:

PUBLIC UTILITY COMMISSION OF OREGON  
 ADMINISTRATIVE HEARINGS DIVISION  
 PO BOX 2148  
 SALEM OR 97308-2148

5. The calculations and statements contained in the water utility's announcement and filing are not binding on the Commission.

cc: PUC Administrative Hearings Division, PO Box 2148, Salem OR 97308-2148  
**[ATTACH A COPY OF NOTICE, NEWSPAPER NOTICE, OR AFFIDAVIT OF NOTICE]**

ALL UTILITIES SEEKING TO TERMINATE, ABANDON, OR DISPOSE  
OF THE WATER UTILITY

**NO CUSTOMER NOTICE REQUIRED**

REQUIRES APPLICATION TO AND APPROVAL FROM THE COMMISSION  
OAR 860-036-0710(1)

Requirements: Any water utility must submit an application for approval to terminate, abandon, or dispose of a water utility. Application requirements are found in OAR 860-036-0715.

ALL RATE REGULATED WATER UTILITIES SEEKING TO SELL,  
TRANSFER, OR MERGE WATER UTILITY

**NO CUSTOMER NOTICE REQUIRED**

REQUIRES APPLICATION TO AND APPROVAL FROM THE COMMISSION  
OAR 860-036-0710(2)

Requirements: Rate-regulated utilities must submit an application for approval of the sale, transfer, or merger with the PUC. Application requirements are found in OAR 860-036-0715.

**CUSTOMER NOTICE NO. 4**

**NOTICE OF WATER UTILITY SALE, TRANSFER, OR MERGER  
(DOES NOT APPLY TO RATE REGULATED OR EXEMPT UTILITIES)  
OAR 860-036-0710(3)**

Requirements: When any water utility that is not a rate regulated or exempt intends to sell, transfer, or merge the water utility, it must provide written notice to all customers 60 days prior to executing the sale, transfer, or merger. The notice must include the following information:

1. The name, address, and telephone number of the water utility.
2. The purpose of the notice.
3. The proposed filing date: **Not Applicable.**
4. The proposed effective date of the sale, transfer, or merger (minimum of 60 days prior to closing date of transaction).
5. The name, address, and telephone number of the potential buyer.
6. The reason for the sale, transfer, or merger.
7. The effect the transaction will have upon the customers.
8. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

**Customer Notice #4 Sample:**

**NOTICE OF WATER UTILITY SALE, TRANSFER, OR MERGER**

Date \_\_\_\_\_

\_\_\_\_\_ (*Water Utility*)

\_\_\_\_\_ (*Address*)

\_\_\_\_\_ (*City State Zip*)

\_\_\_\_\_ (*Telephone Number*)

The purpose of this notice is to inform \_\_\_\_\_ (*Water Utility*) customers of the proposed  **sale**,  **transfer**, or  **merger** (transaction) of the water utility. The proposed effective date of the transaction is \_\_\_\_\_ (*Insert proposed effective date*).

The potential buyer of the water utility is:

\_\_\_\_\_ (*Name*)

\_\_\_\_\_ (*Address*)

\_\_\_\_\_ (*City State Zip*)

\_\_\_\_\_ (*Telephone Number*)

The reason for the property disposition transaction is (*Explain the reason for sale, transfer, or merger*):

The effect of the transaction on the customers (*Explain how the sale, transfer, or merger will affect customers*):

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

**CUSTOMER NOTICE NO. 5**

**EXEMPT WATER UTILITIES CHARGING IN EXCESS OF THRESHOLD  
LEVEL(S) NOTICE OF SALE, TRANSFER, OR MERGER  
OAR 860-036-0030 AND OAR 860-036-0710(4)**

Requirements: When an exempt water utility currently charging above a threshold established in OAR 860-036-0030 intends to sell, transfer, or merge the water utility, it must provide written notice to all customers 60 days prior to the closing date of the transaction. A copy of the notice must be provided to the PUC the same day official notice is provided to customers. Written notice must be in letter form and include the following:

1. The name, address, and telephone number of the water utility.
2. The purpose of the notice.
3. The proposed filing date, **if applicable**.
4. The proposed effective date of the sale, transfer, or merger.
5. The name, address, and telephone number of the potential buyer.
6. The reason for the sale, transfer, or merger.
7. The effect the transaction will have upon the customers.
8. A statement informing the customers of their right to petition the PUC for regulatory approval of the transaction.
9. A statement informing customers that if 20 percent or more of total customers petition the PUC, the water utility will be subject to rate regulation by the PUC.
10. A statement that customer petitions should state the purpose for the petition and include each customer's name, address, telephone number, and signature.
11. A statement that customers' petitions may be submitted to the Commission for 45 days from the date of the customer notice.
12. A statement that the water utility will provide a complete customer list within 10 days of a request from any customer.
13. The Commission's toll-free telephone number (1-800-522-2404; TTY 711) and address:

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

Additional Requirement OAR 860-036-0710(5)

At least seven (7) business days prior to sending notice to the customers, the utility must provide the Commission with a draft copy of the customer notice.

**Customer Notice #5 Sample:**

**NOTICE OF SALE, TRANSFER, OR MERGER AND  
CUSTOMER RIGHT TO PETITION**

Date \_\_\_\_\_

\_\_\_\_\_ (Water Utility)

\_\_\_\_\_ (Address)

\_\_\_\_\_ (City State Zip)

\_\_\_\_\_ (Telephone Number)

The purpose of this notice is to inform \_\_\_\_\_ (Water Utility) customers of the proposed  **sale**,  **transfer**, or  **merger** (transaction) of the water utility. The proposed effective date of the transaction is \_\_\_\_\_ (insert proposed effective date). The potential buyer of the water utility is (Name, Mailing Address, and Telephone Number):

The reason(s) for the property disposition transaction is (Explain the reason for sale, transfer, or merger):

The effect of the transaction on the customers (Explain how the sale, transfer, or merger will affect customers):

You have the right to petition the PUC to investigate the proposed transaction. Petitions must be filed with the PUC within 45 days from the date of this notice. If 20 percent or more of the customers petition PUC, the utility will then be subject to PUC rate regulation. This means that the PUC will investigate the above transaction and the utility must file tariffs (rate schedules) with the Commission for approval of its rates and charges. Absent such a petition, the utility will remain exempt from PUC rate regulation and the transaction above will proceed and become lawful on the effective date (above).

The water utility will provide a complete customer list (names and addresses) within 10 days of receiving a request from any customer. Customer petitions must be in writing, state the purpose for the petition, and include the customer's name, address, telephone number, and signature. Customer petitions filed with the PUC cannot be withdrawn or rescinded. Petitions must be submitted by mail or delivered to PUC within 45 days of the date of this notice. Petitions will not be accepted by telephone.

Street Address

Public Utility Commission of Oregon  
Consumer Services Section  
550 Capitol Street NE Suite 215  
Salem, Oregon

Mailing Address

Public Utility Commission of Oregon  
Consumer Services Section  
PO Box 2148  
Salem OR 97308-2148

You may call PUC Consumer Services Section at 1-800-522-2404; TTY 711 for further information.

cc: PUC Water Program, PO Box 2148, Salem OR 97308-2148  
[Copy of customer notice and customer mailing list (names & addresses)]

## CUSTOMER NOTICE NO. 6

### FIVE-DAY DISCONNECT NOTICE PURSUANT TO OAR 860-036-0245

Requirements: The notice must be provided to customers at least five (5) business days prior to scheduled disconnect.

1. The notice of disconnect cannot be sent prior to the due date for payments.
2. This notice will suffice as the five-day disconnect notice required for customers who fail to abide by a time payment agreement only after the required 15 day notice has been delivered as required in OAR 860-036-0245.

The notice must be printed in **bold face type** and state in easy-to-understand language:

1. The reason for the proposed disconnection  
(grounds for disconnection are found in OAR 860-036-0205).
2. The amount to be paid to avoid disconnection.
3. The earliest date (scheduled date) disconnection will take place.
4. An explanation of the time-payment agreement provisions of OAR 860-036-0125.
5. An explanation of PUC Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

#### Additional Requirement OAR 860-036-0245(9)(b)

On the day the utility expects to disconnect service and prior to the disconnection, the utility must make a good faith effort to personally contact the customer or an adult at the residence to be disconnected. If contact is not made, the utility must leave a notice in a conspicuous place informing the customer that service has been, or is about to be, disconnected.

- Note:
- For more information on disconnection due to customer's **failure to pay deposit**, see OAR 860-036-0045. Customer must pay full amount of deposit, any applicable reconnection and late payment fees, and past due amounts before service is restored.
  - For proper water services disconnect notice to "**tenant**," see Customer Notice No. 8.
  - All disconnect notices are require to include **multilingual disconnect** information [OAR 860-036-04245 (4)(a)], unless the requirement is waived by approval of the Commission. For proper water services disconnect notice for multilingual customers, see Customer Notice No. 9.

**Customer Notice #6 Sample:**

**FINAL 5-DAY NOTICE OF WATER DISCONNECTION**

Account No: \_\_\_\_\_

To: \_\_\_\_\_ (name of customer)  
\_\_\_\_\_ (customer address)  
\_\_\_\_\_ (city, state, zip)

From: \_\_\_\_\_ (name of utility)  
\_\_\_\_\_ (address)  
\_\_\_\_\_ (city, state, zip)  
\_\_\_\_\_ (telephone number)

**Date of Notice:** \_\_\_\_\_

**Date of Disconnection:** \_\_\_\_\_

**To Avoid Disconnection:**

**Our records indicate there is a past due balance of \$\_\_\_\_\_. To avoid a disconnection of your water services, you must pay the balance or request to enter into payment arrangements on your account by \_\_\_\_\_, 2005.**

Payment arrangements include a time payment agreement and there are two time payment plans to choose from; both allow you to repay the past due balance over several months. If your service is disconnected, a restoral charge and a security deposit may apply plus payment of at least one-half of any overdue amount, with the remaining overdue balance due within thirty days of the service being restored.

Oregon Public Utility Commission (PUC) Information: If you are unable to resolve a problem directly with us, you may file a complaint with the Public Utility Commission by calling its Consumer Services Section at: 503-378-6600 (Salem) or 1-800-522-2404, or TTY 711.

**If you have already made payment, please disregard this notice.**

If you have questions about this notice or your water service, you may contact:

\_\_\_\_\_ (name of utility)  
\_\_\_\_\_ (address)  
\_\_\_\_\_ (city, state, zip)  
\_\_\_\_\_ (telephone number)

**CUSTOMER NOTICE NO. 7**

**FIVE-DAY DISCONNECT NOTICE TO A "TENANT"  
OAR 860-036-0230 AND OAR 860-036-0245**

Requirements: When a utility plans to disconnect service to a customer, it must provide the tenant with a disconnect notice at least five (5) business days prior to scheduled disconnect. When a customer's billing address is different than the service address (unless the utility has evidence that the service address is NOT occupied by the customer) the utility will:

1. Provide a duplicate of the five-day notice to the occupants of the service address (it does not need to include the dollar amount).
2. Address the duplicate notice to "**TENANT.**" OAR 860-036-0245(2).
3. If the tenant is located in a **multifamily dwelling unit**, the utility must notify PUC Consumer Services Section (1-800-522-2404; TTY 711) five (5) days prior to sending the disconnect notice.

The envelope shall bear a **bold** notice stating:

**"Important Notice Regarding Disconnection of Utility Service."**

The notice must be printed in **bold face type** and state in easy-to-understand language:

1. The reason for the proposed disconnection (grounds for disconnection are found in OAR 860-036-0205).
2. The earliest date (scheduled date) disconnection will take place.
3. An explanation of the time-payment agreement provisions of OAR 860-036-0125 (available to residential customers only).
4. An explanation of PUC Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

**Additional Requirement OAR 860-036-0245(9)(b)**

On the day the utility expects to disconnect service and prior to the disconnection, the utility must make a good faith effort to personally contact the customer or an adult at the residence to be disconnected. If contact is not made, the utility must leave a notice in a conspicuous place informing the customer that service has been, or is about to be, disconnected.

**CUSTOMER NOTICE NO. 8**

**MULTILINGUAL FIVE-DAY DISCONNECT NOTICE OAR 860-036-0235  
SPANISH, VIETNAMESE, CAMBODIAN, LAOTIAN, AND RUSSIAN.  
FOREIGN LANGUAGE NOTICES AVAILABLE FROM PUC.**

**(CALL CONSUMER SERVICES 1-800-522-2404)**

**Requirements:** All disconnect notices delivered by all water utilities must provide (in addition to the disconnect notice) a multilingual disconnect notice, unless the requirement is waived by approval of the Commission. The multilingual notice must provide the following information in five foreign languages (**the foreign translations are available from PUC**).

The Foreign Language Notice states:

**IMPORTANT NOTICE**

Your water services will be shut off because of 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 **insert utility contact name** at **telephone number** who will try to help you. Information on customer's rights and responsibilities printed in this language is also available by calling that telephone number.

**YOU MUST ACT NOW TO AVOID DISCONNECTION  
OF YOUR WATER SERVICE.**



550 Capitol Street, NE; Salem, OR 97310-1380  
1 800 522-2404 (Voice); 1 800 735-2900 (TTY)

**IMPORTANT NOTICE**

Your water 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

\_\_\_\_\_ at \_\_\_\_\_  
Company Phone #

who will try and 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**

**ВАЖНОЕ УВЕДОМЛЕНИЕ**

В Вашем доме будет отключена вода, поскольку Вы не уплатили по предыдущему счёту. Для того, чтобы избежать отключения, Вам необходимо немедленно отреагировать.

В прилагаемой инструкции, напечатанной на английском языке, содержится важная информация о том, каким образом Вы сможете избежать отключения.

Если Вы не читаете по-английски, найдите, пожалуйста, кого-нибудь, кто сможет перевести Вам эту инструкцию. Если никто не сможет Вам в этом помочь, пожалуйста, звоните в

\_\_\_\_\_ По телефону  
Название Фирмы

Это лицо постарается Вам помочь.

По этому же телефону Вы можете заказать инструкцию о правах и обязанностях потребителя коммунальных услуг, напечатанную на русском языке.

**ЧТОБЫ ИЗБЕЖАТЬ ОТКЛЮЧЕНИЯ, РЕАГИРУЙТЕ НЕМЕДЛЕННО**

**AVISO IMPORTANTE**

Su servicio de agua se suspenderá debido a que existe un saldo pendiente en su cuenta. Debe actuar inmediatamente para evitar la **suspensión del servicio**.

En el aviso anexo, se imprime en inglés información importante de cómo puede evitar la suspensión del servicio.

Si usted no entiende inglés, por favor busque a alguien para que le traduzca este aviso. Si nadie le puede ayudar, por favor comuníquese

\_\_\_\_\_ al \_\_\_\_\_  
Compañía N°de Teléfono

para que alguien le ayude.

También se dispone en este idioma, llamando a ese número, de información impresa acerca de los derechos y responsabilidades del suscriptor.

**DEBE ACTUAR AHORA MISMO PARA EVITA LA SUSPENSIÓN DEL SERVICIO**

Russian

Spanish

## សំបុត្រដំណឹងសំខាន់

កិច្ចបំរើខាងទឹករបស់អ្នកនឹងត្រូវគេបិទផ្តាច់ដោយហេតុមិនបានបង់ថ្លៃទឹករបស់អ្នក ។ អ្នកត្រូវធ្វើសកម្មភាពជាបន្ទាន់ដើម្បីចៀសវាងការបិទផ្តាច់នេះ ។

ព័ត៌មានសំខាន់ស្តីពីរបៀបដែលអ្នកអាចចៀសវាងការបិទផ្តាច់នេះ ត្រូវគេបោះពុម្ពជាភាសាអង់គ្លេសដែលធ្វើក្លាយមកជាមួយសំបុត្រដំណឹងនេះ ។

បើអ្នកមិនអាចយល់សំបុត្រជាភាសាអង់គ្លេសទេ សូមរកគេជួយបកប្រែសំបុត្រដំណឹងនេះ ។ បើគ្មានគេជួយបកប្រែទេ សូមទាក់ទង

\_\_\_\_\_ នៅលេខ \_\_\_\_\_  
ក្រុមហ៊ុន \_\_\_\_\_ លេខទូរស័ព្ទ \_\_\_\_\_

គេនឹងព្យាយាមជួយអ្នក ។

ព័ត៌មានស្តីពីសិទ្ធិនិងការទទួលខុសត្រូវរបស់អ្នកប្រើប្រាស់មាត់បោះពុម្ពជាភាសានេះ សូមទូរស័ព្ទទៅលេខដូចបានដំរាបដើម្បីសុំវា ។

**អ្នកត្រូវដោះស្រាយនៅពេលនេះដើម្បី  
ចៀសវាងការបិទផ្តាច់**

## CÁO THỊ QUAN TRỌNG

Hệ thống nước của bạn sẽ bị cúp bởi vì bạn không thanh toán tiền nợ trong công của bạn. Bạn phải trả ngay tức khắc để tránh bị cúp nước.

Những dữ kiện quan trọng cần biết để giúp bạn tránh bị cúp nước được in bằng Anh ngữ đính kèm theo bản cáo thị này.

Nếu bạn không hiểu Anh ngữ, hãy nhờ người khác thông dịch cho bạn bản cáo thị này. Nếu bạn không được ai giúp đỡ trong việc thông dịch, xin hãy liên lạc

\_\_\_\_\_ tại \_\_\_\_\_  
Công ty \_\_\_\_\_ Số điện thoại \_\_\_\_\_

họ sẽ cố gắng giúp đỡ bạn.

Qua số điện thoại này bạn cũng có thể xin được những dữ kiện về quyền lợi và trách nhiệm của khách hàng bằng ngôn ngữ Việt Nam.

**BẠN PHẢI HÀNH ĐỘNG NGAY ĐỂ  
TRÁNH TÌNH TRẠNG BỊ CÚP NƯỚC**

## ຄໍາຕື່ອນສໍາຄັນ

ການបំរើការណ៍បំរើខ្លួនរបស់អ្នកនឹងត្រូវគេបិទផ្តាច់ដោយហេតុមិនបានបង់ថ្លៃបំរើខ្លួន ។ អ្នកត្រូវធ្វើសកម្មភាពជាបន្ទាន់ដើម្បីចៀសវាងការបិទផ្តាច់នេះ ។

ខ្ញុំប្តូរសំខាន់ស្តីពីរបៀបដែលអ្នកអាចចៀសវាងការបិទផ្តាច់នេះ ត្រូវគេបោះពុម្ពជាភាសាអង់គ្លេសដែលធ្វើក្លាយមកជាមួយសំបុត្រដំណឹងនេះ ។

បើអ្នកមិនអាចយល់សំបុត្រជាភាសាអង់គ្លេសទេ សូមរកគេជួយបកប្រែសំបុត្រដំណឹងនេះ ។ បើគ្មានគេជួយបកប្រែទេ សូមទាក់ទង

\_\_\_\_\_ ថ្ងៃ \_\_\_\_\_  
\_\_\_\_\_ ប៊ុនស៊ីត \_\_\_\_\_ លោក/លោកស្រី \_\_\_\_\_

អ្នកនឹងព្យាយាមជួយអ្នក ។

ព័ត៌មានស្តីពីសិទ្ធិនិងការទទួលខុសត្រូវរបស់អ្នកប្រើប្រាស់មាត់បោះពុម្ពជាភាសានេះ សូមទូរស័ព្ទទៅលេខដូចបានដំរាបដើម្បីសុំវា ។

**បញ្ជាក់ការបិទផ្តាច់  
ដើម្បីចៀសវាងការបិទផ្តាច់**

**CUSTOMER NOTICE NO. 9**

**15-DAY DISCONNECT NOTICE FOR CUSTOMER FAILURE TO  
ABIDE BY A TIME-PAYMENT AGREEMENT PURSUANT TO  
OAR 860-036-0125(6)**

Requirements: When a customer fails to make payments according to a time-payment agreement with the utility, the utility must provide a disconnect notice at least 15 days prior to scheduled disconnect. Notice requirements OAR 860-036-0245. The notice must be printed in **bold face type** and state in easy-to-understand language:

1. The reason for the proposed disconnection (grounds for disconnection are found in OAR 860-036-0205).
2. The amount to be paid to avoid disconnection.
3. The earliest date (scheduled date) disconnection will take place.
4. An explanation of PUC Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

**The 15-day disconnect notice must be followed up with a 5-day disconnect notice pursuant to OAR 860-036-0245.**

Additional Requirement OAR 860-036-0245(9)(b)

On the day the utility expects to disconnect service and prior to the disconnection, the utility must make a good faith effort to personally contact the customer or an adult at the residence to be disconnected. If contact is not made, the utility must leave a notice in a conspicuous place informing the customer that service has been or is about to be, disconnected.

Note: For proper water services disconnect notice for multilingual customers, see Customer Notice No. 8.

**CUSTOMER NOTICE NO. 10**

WRITTEN NOTICE DESCRIBING DEPOSIT INSTALLMENT PAYMENTS  
[OAR 860-036-0045\(5\)](#)

**Requirements:** Written notice must be in letter form and explain deposit requirements and the specific date each payment is due. Include a statement in **bold face type** that the customer's water service will be disconnected if payment is not received when due. See notice requirements for disconnection [OAR 860-026-0245](#). See sample below:

**NOTICE OF INSTALLMENT PAYMENTS OF DEPOSIT**

You are required to pay a total deposit of \$ . You must pay \$ , 1/3 of your total deposit, today. On , (*30 days from 1<sup>st</sup> payment*) you will be required to pay \$ (1/3 of total deposit). On (*60 days from 1<sup>st</sup> payment*) you will be required to pay the remaining balance of \$ .

**PAYMENTS MUST BE RECEIVED NO LATER THAN THE DATES LISTED ABOVE TO AVOID SERVICE DISCONNECTION.**

**CUSTOMER NOTICE NO. 11**

**WRITTEN NOTICE ADVISING CUSTOMERS OF RIGHT TO ENTER  
INTO A TIME-PAYMENT AGREEMENT WHEN THE CUSTOMER  
HAS BEEN UNDER BILLED OAR 860-036-0135**

Requirements: When a utility must adjust a customer's bill due to an underbilling on the part of the utility, it must provide the customer with written notice and include the following:

1. Details of circumstances that resulted in an underbilling to a customer.
2. When the underbilling took place.
3. Amount of adjustment due to the utility.
4. Explanation of the customer's right to enter into a time-payment agreement.
5. An explanation of Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

No billing adjustment shall be allowed for meter errors that register less than 2 percent error (fast or slow) under conditions of normal use.

**CUSTOMER NOTICE NO. 12**

**LETTER OF REFUSAL TO PROVIDE SERVICE TO  
CUSTOMER OR APPLICANT DUE TO NONCOMPLIANCE  
WITH STATE, MUNICIPAL, OR UTILITY RULES AND REGULATIONS  
OR UNSAFE FACILITIES OAR 860-036-0080(6)**

Requirements: This notice is required when a water utility refuses service to a customer or applicant (applicant) due to the applicant's noncompliance with codes, rules, and regulations governing service or because the applicant's facilities are such that safe and satisfactory service cannot be given. OAR 860-036-0080 (4-5).

The utility must provide written notice to customer or applicant within 10 business days of receiving the request for service. The notice should be in letter form and a copy of the notice must be provided to the Commission at the same time it is provided to the applicant. The notice should include:

1. Applicant or customer's name, address, and telephone number.
2. The reason for refusing service to applicant.
  - a. A detailed explanation of the applicant's violation of state or municipal codes and utility regulations governing service, or
  - b. A detailed explanation of why the facilities are considered unsafe.
3. An explanation of Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

cc: Consumer Services Section, PO Box 2148, Salem OR 97308-2148  
[Copy of letter refusing service]

**CUSTOMER NOTICE NO. 13**

**LETTER OF REFUSAL TO PROVIDE SERVICE TO CUSTOMER  
OR APPLICANT DUE TO UTILITY'S RESTRICTED CAPACITY  
OAR 860-036-0080 (7)(A)(1)(A-D)**

Requirements: Written notice must be in letter form and provided to the customer or applicant within 10 business days of the utility receiving the application for service. A copy of the letter of refusal must be sent to the Commission. The letter must include:

1. The reason for refusing service to applicant or customer (either inadequate facilities or water resources on the part of the utility).
2. A statement that the customer or applicant may request the details upon which the utility based its decision, including but not limited to, current capacity and load measured in gallons or cubic feet per minute and pounds per square inch.
3. If denial is for lack of capacity, the costs to provide adequate capacity to serve the customer or applicant.
4. A statement that the customer or applicant may challenge the utility's refusal of service through the Consumer Services Section's dispute resolution process pursuant to OAR 860-036-0025.

cc: PUC Consumer Services Section, PO Box 2148, Salem, OR 97308-2148  
[Copy of letter refusing service]

**CUSTOMER NOTICE NO. 14**

**ADVANCE NOTIFICATION OF ROUTINE WATER SYSTEM FLUSHINGS  
OAR 860-036-0305(4)**

Requirements: A utility must provide prior written notice of its routine flushing schedule to its customers. The notice must include the following:

1. The dates routine flushings will occur.
2. The times of the routine flushings will take place.
3. The duration of the routine flushings.
4. A statement cautioning customers to avoid using water during flushing.

**CUSTOMER NOTICE NO. 15**

**WRITTEN RESULTS OF PRESSURE TEST  
OAR 860-036-0320(5)**

Requirements: When a customer requests a water pressure test, the utility must provide a written pressure test report to the customer within 10 business days of test date. The report must include the following:

1. Customer name.
2. Date customer requested pressure test.
3. Address where test was conducted.
4. Identify the actual test site(s).
5. Date of test.
6. Test results.

See Sample Form

**Customer Notice #15 Sample:**

\_\_\_\_\_  
Name of Utility

**WATER PRESSURE TEST REPORT**

Customer Name \_\_\_\_\_

Service Address \_\_\_\_\_  
Street City State Zip

Mailing Address (If Different) \_\_\_\_\_  
Street City State Zip

WATER SERVICE PRESSURE TEST DATA

Type of Pressure Test Performed:	<input type="checkbox"/> Fixed	<input type="checkbox"/> Extended
Fixed Test:	Date _____	Time _____ <input type="checkbox"/> AM <input type="checkbox"/> PM
Extended Test:	From Date _____	Time _____ <input type="checkbox"/> AM <input type="checkbox"/> PM
	To Date _____	Time _____ <input type="checkbox"/> AM <input type="checkbox"/> PM

Test Performed by _____	Company Name _____
Test equipment used _____	Type, Make, and Model _____

<b>TEST RESULTS</b>		
Pressure at Full Flow _____	Psig	<i>Should not be less than 20 Psig</i>
Pressure at Zero Flow _____	Psig	<i>Should not exceed 125 Psig</i>

METER TESTED BY: \_\_\_\_\_  
Signature Date

METER TEST WITNESSED BY: \_\_\_\_\_  
Signature if Witnessed Date

**CUSTOMER NOTICE NO. 16**

**WRITTEN REPORT UPON COMPLETION OF METER TEST  
OAR 860-036-0110(4) & OAR 860-036-0115(3)**

Requirements: When a customer requests a meter test, the utility must provide a written meter test report to the customer within 10 business days of test date. The report must include the following:

1. Customer name.
2. Date customer requested meter test.
3. Address where meter is installed.
4. Meter identification number.
5. Date of test.
6. Test results.

See Sample Form

**Customer Notice #16 Sample:**

METER TEST REPORT	
CUSTOMER NAME	_____
CUSTOMER ADDRESS	_____
	Street _____
	City _____ State _____ Zip _____
SERVICE ADDRESS	_____
If Different	Street _____
	City _____ State _____ Zip _____
SERVICE METER	
MAKE AND MODEL	_____
METER NUMBER	_____
REMOVED FROM SERVICE	
DATE	_____ TIME _____ <input type="checkbox"/> AM <input type="checkbox"/> PM
-----	
METER TEST DATA	
DATE OF METER TEST	_____
LOCATION OF METER TEST	_____
METER TESTED:	
MAKE AND MODEL	_____
METER NUMBER	_____
TEST RESULTS	_____
	_____
	_____
2% OR MORE FAST?	<input type="checkbox"/> YES <input type="checkbox"/> NO
METER TESTED BY	_____

**CUSTOMER NOTICE NO. 17**

**NOTICE TO CONSERVE, RESTRICT, OR RATION WATER USE  
OAR 860-036-0325(2)**

Requirements: When a utility determines it is necessary to conserve or restrict water use, it must provide written notice to all customers and the Commission prior to the restriction(s) becoming effective. Notice must be in letter form and include the following:

1. The reason for restriction.
2. A description of the type and extent of the restriction.
3. Date restriction goes into effect.
4. Probable restriction termination date.

cc: PUC Consumer Services Section, PO Box 2148, Salem OR 97308-2148  
[Copy of customer notice]

REQUIRED NOTICES FROM UTILITY TO COMMISSION

**COMMISSION NOTICE NO. 1**

NOTIFICATION TO THE COMMISSION SPECIFYING THE NUMBER OF  
REQUESTS FOR NOTICES IN LANGUAGES OTHER THAN ENGLISH  
OAR 860-036-0015(8)

Requirements: This notification can be made by telephone to Consumer Services Section by calling 1-800-522-2404. This information is reported to the Commission annually if customers make such requests. The information must specify how many requests for each language.

**COMMISSION NOTICE NO. 2**

FIVE-DAY DISCONNECTION NOTICE TO TENANTS  
OF A MULTI-UNIT DWELLING  
OAR 860-036-0230(2)

Requirements: When a water utility plans to disconnect a residential master metered multi-unit dwelling, the utility must notify the Commission Consumer Services Section at least five business days before disconnecting service. Call, fax, or email the following information to PUC:

1. Amount Due.
2. Number of Tenants.
3. Number of Notices to Tenants.
4. Date of Notices.
5. Due Date of Payment.

**PUC Consumer Services Section Contact Information:**

Telephone Number: 1-800-522-2404

Fax Number: 503-378-5743

Email Address: [puc.consumer@state.or.us](mailto:puc.consumer@state.or.us)