

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 required 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.