

**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.**