

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.