

LETTER OF REFUSAL TO PROVIDE SERVICE
UTILITY'S LACK OF ADEQUATE FACILITIES OR WATER SUPPLY
[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]