

Customer Complaint Process



DISCONNECTIONS: If you are currently without service or concerned your service may be disconnected, please call the Consumer Services Section at 503-378-6600 or toll free within Oregon 1-800-522-2404.

If you have an issue with a regulated utility that you have been unable to resolve with them, you may write, call or email the Consumer Services Section of the Oregon Public Utility Commission at the address below or use the online [Consumer Complaint Form](#). You will be assigned to a representative who will investigate and respond. If your issue is not resolved through this process, you may make a formal complaint filing that will be processed by our Administrative Hearings Division.

Please provide the following information in your letter, fax, or e-mail:

- Name of the company involved
- Full name of the customer of record (**NOTE: inquiries must be submitted by the customer of record or a party authorized with the utility company to discuss the account.**)
- Service address
- Mailing address if different
- Telephone number(s) involved or gas/electric account number
- Home telephone number
- A telephone number where the representative can reach you during the day
- Details of the dispute including:
 - The company's response
 - Names/phone numbers of the company representatives you have spoken to

Oregon Public Utility Commission, P.O. Box 1088, Salem, OR 97308-1088;
(800) 522-2404; TTY users call 7-1-1.

Complaint Process (cont.)

Inquiry Procedure:

If you have a question regarding utility service, you may write, call, fax, or e-mail the Consumer Services Section of the Oregon Public Utility Commission. Your inquiry will be assigned to a representative for response.

Please provide the following information in your letter, fax or e-mail.

- Type of utility service (telephone, natural gas, electric, water)
- Name of utility company (if known)
- Service location
- Mailing address if different
- Your full name
- A telephone number where a representative can reach you during the day
- Details of the inquiry (please be specific and provide as much information as possible)

For Consumer Information Contact PUC Consumer Services.

Office Hours: 8 am to 5 pm, Monday through Friday...[more](#)

Telephone:

- **Salem:** 503-378-6600
 - **Toll Free:** 1-800-522-2404
- FAX:** 503-378-5743

Email: puc.consumer@state.or.us

Mailing Address

Oregon Public Utility Commission
Consumer Services Section
PO Box 1088
Salem OR 97308-1088

Street Address

Oregon Public Utility Commission
Consumer Services Section
201 High St SE Suite 100
Salem, Oregon 97301