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STATUTORY MINOR CORRECTION

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CHAPTER 860

PUBLIC UTILITY COMMISSION

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ARCHIVES DIVISION
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FILING CAPTION: Correction to URL address

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AGENCY ATTESTS THE FOLLOWING CHANGES HAVE BEEN MADE, ACCORDING TO ORS 183.335(7):

Correcting addresses or telephone numbers referred to in the rules

AMEND: 860-036-1100

RULE SUMMARY: This is a correction to the URL address where Customer Rights and Responsibilities are found.

CHANGES TO RULE:

860-036-1100

Information for Applicants and Customers ¶

(1) When service is initiated and not less than once a year thereafter, a water utility must provide its residential customers with a copy of the Customer Rights and Responsibilities available on the Commission's website at

<https://www.puc.state.or.us/consumer/Customer%20Rights%20and%20Responsibilities.pdf> oregon.gov/puc/Pages/default.aspx or a Commission-approved version prepared by the utility. A copy of the Customer Rights and Responsibilities summary must be posted in a conspicuous place in the water utility's business office. Upon request, the Commission will provide a translation of the Commission's Customer Rights and Responsibilities summary in Spanish, Vietnamese, Cambodian, Laotian, or Russian. ¶

(2) All required notices and filings must include the water utility's legal name, name of the water system, mailing address, telephone number, emergency telephone number, and email address or website. ¶

(3) Upon request by an applicant or a customer, a water utility must provide: ¶

(a) A copy of its approved tariffs or statement of rates; ¶

(b) A copy of the utility's rules and regulations applicable to the type of service being provided; and ¶

(c) The option to receive electronic copies of all written notices to be issued on the customer's account under these rules.

Statutory/Other Authority: ORS 183, ~~756~~, ORS 756, ORS 757

Statutes/Other Implemented: ORS 756.040