

860-036-1630

### Unscheduled Interruptions of Service

(1) A water utility may perform an unscheduled interruption of service as necessary to protect the health and safety of its customers or to maintain the integrity of its system.

(2) If an unscheduled interruption of service is required, the water utility must:

(a) Make a reasonable effort to notify the customers affected and the Consumer Services Section in advance of the interruption;

(b) Report the unscheduled interruption to the Consumer Services Section at the contact information provided in OAR 860-001-0020(2), and

(c) Restore service as soon as it is reasonably possible after resolving the issue, unless other arrangements are agreed to by the affected customers.

**Statutory/Other Authority:** ORS 183, 756 & 757

**Statutes/Other Implemented:** 756.040

**History:**

PUC 1-2017, f. & cert. ef. 1-24-17

860-036-1640

### Scheduled Interruptions of Service

(1) A water utility may schedule water service interruptions for maintenance and repairs. A water utility must schedule service interruptions to reasonably minimize customer inconvenience.

(2) A water utility must provide advance written notice to all customers affected by any scheduled service interruption. In addition, the notice must be posted in the utility's office and on its website, if available. The notice must include:

(a) The information required by OAR 860-036-1100(2);

(b) The date, time, and estimated duration of the scheduled interruption;

(c) The purpose of the interruption;

(d) A statement cautioning customers to avoid using water during service interruptions to prevent debris in the customers' service lines; and

(e) The contact information for the Consumer Services Section provided in OAR 860 001-0020(2).

(3) Notices of scheduled interruptions of service must be served by:

(a) A door hanger or personal delivery to an adult at the affected premises at least five calendar days in advance of the service interruption; or

(b) US Mail at least ten calendar days prior to the service interruption.

(4) In addition to the notice requirements in section (3), the water utility must provide an electronic notice to customers who requested to receive notices electronically.

(5) A water utility must keep a record of all scheduled service interruptions. The record must include the time, duration, and cause of the planned service interruption. The record must be retained consistent with the Commission's Guide for the Preservation of Records for Public Water Utilities available at <http://www.puc.state.or.us/Pages/General-Information-for-Water-Utilities.aspx>.

**Statutory/Other Authority:** ORS 183, 756 & 757

**Statutes/Other Implemented:** ORS 756.040 & 757.125

**History:**

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*For OAR 860-036-1100(2) referenced above see below*

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 <http://www.puc.state.or.us/consumer/Customer%20Rights%20and%20Responsibilities.pdf>, 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 & 757

**Statutes/Other Implemented:** ORS 756.040

**History:**

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