

Llame al 1-800-542-8818 y solicite la versión impresa del resumen de los derechos y responsabilidades del usuario disponible en este idioma.

Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc về: 1-800-542-8818

Если Вы желаете получить Инструкцию о правах и обязанностях потребителя, напечатанную на русском языке, звоните по следующему телефону: 1-800-542-8818

សេចក្តីសង្ខេបស្តីពីការទទួលខុសត្រូវគ្រប់យ៉ាងសំរាប់អ្នកប្រើប្រាស់
មានសរសេរជាភាសានេះ សូមទាក់ទងទូរស័ព្ទ : 1-800-542-8818

ขอรับคำอธิบายสิทธิและหน้าที่ของลูกค้าอย่างย่อที่พิมพ์
เป็นภาษาไทย โดยโทรศัพท์ติดต่อได้ที่: 1-800-542-8818

Know your **rights** and **responsibilities**

*Here is a summary of your rights
and responsibilities as an Oregon
utility customer.*



121 S.W. Salmon Street • Portland, Oregon 97204
PortlandGeneral.com

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Portland General Electric

Here is a summary of your rights and responsibilities as an Oregon utility customer. Whether you are a new or existing customer of Portland General Electric, we welcome the opportunity to serve you. Your satisfaction is important to us.

If you have questions about your electric service, in Portland call us at **503-228-6322**, in Salem call **503-399-7717** and in other areas call **800-542-8818**. The TTY Relay for the hearing impaired is **800-735-2900**.

The following summary was reviewed by the Oregon Public Utility Commission (OPUC). The matters described here apply to the electricity services the Commission regulates.

Portland General Electric's main obligation is to provide you with safe and reliable services at rates approved by the OPUC. Your main obligations are to pay for the services you use, to not damage or tamper with PGE facilities, to notify PGE five days before you move, to contact us if you wish to change or add to your services or if you have a concern about your service.

Deposits

You could be asked to pay a deposit. If a deposit is required, you may have the right to pay the deposit in several installments.

Third Party Notices

You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices.

Financial Assistance

Several programs provide financial help, depending on your circumstances. The *Low-Income Energy Assistance Program* and the *Oregon Energy Assistance Program* provide funding to qualified customers who may need help with their electric bill. Oregon HEAT, a nonprofit organization, distributes funds through local agencies to assist customers with bill payment in emergency situations.

Disconnection Notices

Before PGE can disconnect your service, we must notify you. PGE is required to give you a 15-day notice and another notice five days before disconnection. PGE must try to contact you in person or by phone prior to disconnection. Important information for non-English speaking customers is furnished with notices.

Medical Certificates

If you or a member of your household has a serious medical condition and your electric service is threatened, you may obtain a medical certificate from a qualified medical professional who provides your health care, such as a licensed physician, nurse practitioner or a physician's assistant. A newly issued medical certificate will prevent immediate disconnection of your service and requires that you enter into a time payment plan to pay any overdue bill. Medical certificates will not be accepted if your service has been disconnected.

Payment Plans

You may select payment plans that will even out your payments over the year. If you are unable to pay your electricity bills, and PGE intends to disconnect your service, you may enter into a special payment agreement where you pay the overdue amount over a period of time.

Late Charges

You are responsible for paying your electricity bills on time. Under certain circumstances, PGE may add late payment charges to bills not paid on time.

Meter Access

You are responsible for allowing PGE regular access to the company's meter on your property. If access is not allowed at reasonable times after receiving reasonable notice, your service may be disconnected.

Resolving Disputes

If you have a dispute with PGE that is not resolved by contacting the company, the Consumer Services Section of the OPUC is available to help you. You may call toll-free at **800-522-2404**. TTY customers can dial **711** or call **800-735-2900**.

Consumer Organizations

The utility commission's Consumer Services Section maintains a list of organizations that represent customers in matters before the commission. That list is available by calling toll-free, **800-522-2404**. TTY customers can dial **711** or call **800-735-2900**.

If you have questions about any of this information, please contact PGE. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the OPUC are sensitive to the special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.