

Whether you are a new or existing customer of Portland General Electric, we welcome the opportunity to connect with you. Your satisfaction is important to us. If you have questions about your electric service, call us at **800-542-8818**. TTY users, please call **711**.

The following summary was reviewed by the Oregon Public Utility Commission (OPUC). The topics described in this mailing are about PGE's residential electricity services, which are regulated by the OPUC.

Portland General Electric is here to provide you with safe, reliable and cleaner energy at prices approved by the OPUC.

As a valued PGE customer, we trust you will: pay for the services you use, avoid tampering with or damaging PGE facilities, notify PGE five days before you move, contact us in advance of adding electrical appliances or changing out equipment that could increase your electrical usage, and reach out to us if you have a concern about your service.



Find more information online:  
[portlandgeneral.com](http://portlandgeneral.com)

## Your rights and responsibilities as a PGE customer



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 800-542-8818

Una versión impresa en español del resumen de los derechos y responsabilidades del consumidor, está disponible si llama a Portland General Electric al 800-542-8818

Перечень прав и обязанностей потребителя на русском языке можно получить, позвонив в компанию «Портленд Джeneral Электрик» по телефону: 800-542-8818

ບົດສະຫຼຸບໂດຍສັ້ງຂຽນກ່ຽວກັບສິດທິແລະຄວາມຮັບຜິດຊອບຂອງຜູ້  
ຊົມໃຊ້ບັນລາກສາວາວ ແມ່ນມີໃຫ້ທ່ານພາງແຕ່ໃຫ້ຫາ  
Portland General Electric ທີ່ເບີໂທ: 800-542-8818

កំណែនៃសិទ្ធិនិងការទទួលខុសត្រូវរបស់អតិថិជនដែលបានបោះពុម្ព  
ដាក់ជាភាសានេះគឺមាន ផ្តល់ជូនដោយការហៅទូរស័ព្ទទៅកាន់  
Portland General Electric តាមរយៈ លេខ 800-542-8818។



11/2019 ©2019 Portland General Electric. Printed on recycled paper. Please recycle.

## Deposits

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

## Third-party notices

You have the option to ask that another person receive duplicate copies of your bills and notices.

## For owners of tenant-occupied rentals

If you are the owner of a tenant-occupied rental property and pay the electricity bill in your name, you must notify us of this arrangement. We are obligated under the Oregon Administrative Rules to provide advance notice of a service disconnect to the primary billing address as well as the service address. The duplicate notice to the tenant at the service address does not contain detailed account information or dollar amounts, only that they should contact their landlord to discuss the service.

## Payment plans

We offer payment plans, such as the Equal Payment Plan, to help make paying your bill easier. If you are unable to pay your bill, you may also enter into a special payment plan that allows you to pay the overdue amount over a period of time.

## Financial assistance

Sometimes it can be difficult to pay your energy bill. You may qualify to receive help. Visit [portlandgeneral.com/energy](http://portlandgeneral.com/energy) for ways to save, PGE payment options and local programs that offer bill payment assistance to qualifying customers. You can also call **211** or visit [211info.org](http://211info.org) and download their free mobile app to find resources and helping agencies in your area.

## Telephone communication consent

By providing your cell phone number(s), you agree and consent that contacting you at that number is a good way for PGE and its contractors to communicate with you. This includes text messages, auto-dialed or recorded messages to tell you about outages, collection of payments or other account-related matters.

## Disconnection notices

Except for emergency disconnections, we'll typically provide you with both a 15-day notice and a five-day notice prior to disconnection. We'll also try to contact you by phone or in person prior to disconnecting your power. If you should receive one of these notices, instructions in Spanish, Vietnamese, Cambodian (Khmer), Lao and Russian will be included in each notice.

## Medical certificates

If you or a member of your household have a serious medical condition requiring electrical equipment, you may request a medical certificate form from PGE and have it completed by a licensed physician, nurse practitioner or authorized physician assistant. Once PGE receives a completed medical certificate form, your account may qualify for more lenient payment terms. Medical certificate customers are expected to enter into a payment plan when an overdue balance exists.

## Late charges

You are responsible for paying your electricity bills on time. A late-payment charge may be applied if the bill is not paid in full.

## Preferred billing dates

If you would like to have more control over when your monthly payment is due, you can. This option allows you to make a change to your billing date up to two times within a rolling 12-month period, so your payment becomes due each month at a time that's more convenient for you. The actual due date of your bill can vary from month to month, but will never be earlier than the due date you've requested using this option.

## PGE equipment access

You are responsible for allowing PGE free and unrestricted access to PGE equipment, such as the meter, on your property. Power may be disconnected if PGE is not allowed access following reasonable notice.

## Resolving disputes

If you have a dispute with PGE that is not resolved by contacting us, the Consumer Services Section of the Oregon Public Utility Commission (OPUC) is available to help you. You may call toll-free at **800-522-2404**. TTY users, please dial **711**.

## Consumer organizations

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

If you have questions about any of this information, please contact us at **800-542-8818**.