

Chair Taylor, Vice-Chair Bonham, and Members of the Committee,

I wanted to briefly provide testimony in support of HB 3156, which seeks to strengthen consumer protections by creating awareness of the existing consumer complaint process provided by the Public Utility Commission (PUC). As you heard from the Citizens Utility Board (CUB), there is very little awareness of this existing protection mechanism. **HB 3156 offers a simple step to ensure customers know there is support available: including on customer's bills the phone number and website for the PUC's consumer complaint service.**

This bill is the result of some constituents having substantial problems with their utility providers. Despite their best efforts to navigate the hoops the utility presented them with, they were unable to reach any reasonable solution apart from "footing the bill" for the entirety of repairs they felt weren't their responsibility in order to restore service. When some of these complaints finally reached me as their State Representative, my office reached out to the PUC and were **surprised to learn there actually is a process in place for customers just like my constituents to seek intervention and resolution in these situations.**

There is no telling if the PUC would have sided with my constituents and compelled a different agreement with their energy providers, but I know **they would have appreciated knowing they had another avenue for pursuing an agreeable solution** against a power provider they have no choice but to do business with – due to the monopolistic nature of our utility providers in Oregon.

I urge your support of HB 3156 to help inform Oregonians that this option exists when conflicts with their provider arise.

Respectfully,

A handwritten signature in cursive script that reads "Jami Cate".

Jami Cate
State Representative
Oregon House District 11