

Chair Sosa, Vice Chairs Chaichi and Osborne, Members of the Committee,

My name is Conner Booth and I am testifying in support of HB 3156 with the -1 amendment on behalf of Representative Jami Cate, as she was unable to be here today.

This bill takes a simple yet meaningful step toward improving consumer awareness of the Public Utility Commission's complaint process by requiring that information on how to file a complaint be printed on all utility bills.

This includes a shortened url of the online Complaint Form at the bottom of every physical and digital utility bill, as well as a phone number to the PUCs complaint division, to ensure broader public knowledge of its existence when there is an unresolved dispute between an individual and their utility provider.

Right now, this complaint process is hugely underutilized. In instances when our office has provided this information to constituents facing difficulties with their utility provider, they expressed surprise that there was someone they could talk to beyond the company.

HB 3156 ensures that when utility providers come to the PUC for rate increases, the agency has a clearer, more accurate picture of how a provider is serving their customers. This is something that is especially critical as utility costs continue to skyrocket and ratepayers feel left out of the conversation.

Importantly, this measure has no fiscal impact, yet it enhances transparency and accountability in a way that benefits Oregon ratepayers. I urge your support for HB 3156 with the -1 amendment and I appreciate your time and consideration.