



Oregon Citizens' Utility Board

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March 29, 2025

To: Chair Sosa, Vice Chair Chaichi, Vice Chair Osborne, and members of the House
Commerce and Consumer Protection Committee

From: Jennifer Hill-Hart, Policy and Program Director, Oregon Citizens' Utility Board (CUB)

Re: CUB Supports HB 3156-1

The Oregon Citizens' Utility Board (CUB) is a statewide nonprofit consumer advocacy organization developed by citizens' initiative in 1984. CUB represents the interests of Oregon households by advocating for utility regulations and policies that protect your wallet. To date, we have saved Oregon ratepayers over \$10 billion. **We ask for your support on HB 3156 with the -1 amendment.**

CUB often gets calls from our members with complaints about their utility bills and utility service, including telephone service. Many are unaware that the Public Utility Commission has a consumer services division that can help them address their issues directly. This department helps customers address bill errors they have been able to resolve with the utility. The PUC consumer services staff also answer customer questions about their utility service, including rules around when a utility can come on their property and read, replace, or adjust their meter. This department provides an essential service in helping customers address service quality issues with the utility and helps the PUC know when a utility is not in compliance with safety and reliability requirements.

CUB supports making the PUC's consumer services information transparent and accessible by putting it on every utility bill. Please support HB 3156 with -1 amendment. Thank you for your consideration.