



Oregon

Tina Kotek, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

Mailing Address: PO Box 1088

Salem, OR 97308-1088

503-373-7394

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House Bill 3156 – PUC Consumer Services information on utility bills
Testimony From Laura Tabor, Legislative Affairs Director - Neutral



Senate Committee on Labor and Business

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

The Public Utility Commission (PUC) offers this neutral testimony on HB 3156. HB 3156 would require public utilities to include contact information for the PUC's Consumer Services Unit on customer bills, which will likely increase consumers' awareness of the services this unit provides.

The PUC's Consumer Services Unit staff investigate and resolve consumer complaints, working in partnership with other parts of the agency as needed. The unit assists consumers in their disputes with regulated utilities and certain non-regulated companies, such as wireless and broadband providers. In cases of numerous or severe complaints, staff can elevate potential compliance issues within the agency to initiate formal investigations when necessary. Staff also administer the Emergency Medical Certificates (EMC) program, which helps protect at-risk consumers from utility service disconnection if their physician certifies that the loss of utility service could pose a danger to the life of the consumer.

Information collected through the Consumer Services Unit also provides valuable data points for staff and Commissioners to consider in investigations, including requests for rate increases.

Thank you for the opportunity to provide testimony and please reach out with any questions.

Laura Tabor
Legislative Affairs Director
Oregon Public Utility Commission