

FIVE-DAY DISCONNECT NOTICE TO A "TENANT"
OAR 860-036-0230 AND OAR 860-036-0245

Requirements: When a utility plans to disconnect service to a customer, it **must provide the tenant with a disconnect notice at least five (5) business days prior to scheduled disconnect**. When a customer's billing address is different than the service address (unless the utility has evidence that the service address is NOT occupied by the customer) the utility will:

1. Provide a duplicate of the five-day notice to the occupants of the service address (it does not need to include the dollar amount).
2. Address the duplicate notice to "**TENANT.**" [OAR 860-036-0245\(2\)](#).
3. If the tenant is located in a **multifamily dwelling unit**, the utility must notify PUC Consumer Services Section (1-800-522-2404; TTY 711) five (5) days prior to sending the disconnect notice.

The envelope shall bear a **bold** notice stating:
"Important Notice Regarding Disconnection of Utility Service."

The notice must be printed in **bold face type** and state in easy-to-understand language:

1. The reason for the proposed disconnection (grounds for disconnection are found in OAR 860-036-0205).
2. The earliest date (scheduled date) disconnection will take place.
3. An explanation of the time-payment agreement provisions of [OAR 860-036-0125](#) (available to residential customers only).
4. An explanation of PUC Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

Additional Requirement [OAR 860-036-0245\(9\)\(b\)](#)

On the day the utility expects to disconnect service and prior to the disconnection, the utility must make a good faith effort to personally contact the customer or an adult at the residence to be disconnected. If contact is not made, the utility must leave a notice in a conspicuous place informing the customer that service has been, or is about to be, disconnected.