

WRITTEN NOTICE ADVISING CUSTOMERS OF RIGHT TO ENTER
INTO A TIME-PAYMENT AGREEMENT WHEN THE CUSTOMER
HAS BEEN UNDER BILLED
[OAR 860-036-0135](#)

Requirements: When a utility must adjust a customer's bill due to an underbilling on the part of the utility, it must provide the customer with written notice and include the following:

1. Details of circumstances that resulted in an underbilling to a customer.
2. When the underbilling took place.
3. Amount of adjustment due to the utility.
4. Explanation of the customer's right to enter into a time-payment agreement.
5. An explanation of Consumer Services' dispute resolution process and toll-free number (1-800-522-2404; TTY 711).

No billing adjustment shall be allowed for meter errors that register less than 2 percent error (fast or slow) under conditions of normal use.