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Commission's Rules

- The rules governing Commission proceedings and the regulatory process are set forth in Oregon Administrative Rules (OAR) Chapter 860, while the Commission's Internal Operating Guidelines inform our decision-making process and describes the responsibilities of the Commission.
- These rules and guidelines help the Commission to:
 - Ensure the safety, reliability, and quality of essential utility services
 - Scrutinize utility costs, risks, and performance to ensure just and reasonable rates
 - Manage customer and community choices to ensure value for all customers
 - Encourage the community to be engaged and better informed on utility-related issues by participating in regular public meetings or submitting comments on topics of interest

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Commission Regulation - Water

- The Commission regulates a portion of the state's many water systems. The Commission oversees investor-owned water utilities, as well as select mobile home parks and associations providing water service, that charge at least \$25 a month for service. The Commission does not regulate any of the 1,100 municipalities and publicly-owned water systems that serve a majority of Oregonians.
- All regulated water utilities must comply with Commission service rules and regulations (Service Regulation), such as water quality, pressure, customer service, plant repair, and maintenance. The Commission investigates complaints to ensure customers are receiving safe and adequate water service.
- A number of these regulated water utilities must also comply with Commission rules governing rates to ensure residents are receiving service at just and reasonable rates (Rate Regulation).
- There are approximately 52 service regulated systems and 33 fully regulated (service and rates) systems.
- Currently these range in size from a few customers to as many as 17,000.

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Big Picture

- The Commission is a part of the bigger regulation landscape in Oregon. We maintain ties with OHA, Water Rights, DOJ Consumer Protection, and the Counties, among others.
- Our ultimate objective is to work with the many interconnected entities to help protect Oregon's water and customers safety.
 - Examples:
 - Parkdale Water
 - Sun Country Water
 - Elderberry Nehalem Water

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Questions?

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Commission Water Contacts:

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Consumer Services (Customer referrals):
PUC.consumer@PUC.oregon.gov - 503-378-6600

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Oregon Public Utility Commission – Regulated Systems

SERVICE REGULATED *		
ALDRIDGE DITCH CO WATER SYSTEM	HAPPY HOLLOW WATER COMPANY	PARKDALE WATER COMPANY INC
ARK RV PARK	HAT ROCK WATER COMPANY INC	PENTICTON ESTATES WATER COMPANY LLC (HILAND)
BARGER WATER SERVICE LLC (HILAND)	HERITAGE WATER COMPANY LLC (HILAND)	PRAIRIEVIEW WATER COMPANY
BEAR CREEK WATER SERVICE LLC (HILAND)	HIGH PRAIRIE VILLA WATER (SYSTEM)	QUAKER MEADOWS WATER SERVICE LLC (HILAND)
BOULDER CREEK WATER SERVICE (HILAND)	HORIZON VIEW HILLS WATER INC	RIVERBEND WATER SYSTEM LLC (HILAND)
BRIGHTWOOD WATER WORKS	JACKSON CREEK WATER ASSOCIATION INC	SHADY COVE WATERWORKS LLC (HILAND)
BROOKS RD WATER DISTRICT	JJ WATER SERVICE LLC (HILAND)	SNO CAP WATER SYSTEM
CAROLINA WATER COMPANY	LAKEWOOD HOMEOWNER'S, INC.	STABLES AT COYOTE RUN WATER LLC (HILAND)
CASCADE COMMUNITY WATER SYSTEM	LAKEWOODS WATER DISTRICT, INC.	STEWARTS ADDITION
CHARLES TRACTS WATER COMPANY	LAURELWOOD WATER SERVICE LLC (HILAND)	SUN MOUNTAIN WATER SYSTEM LLC
CLOVERCREST COMMUNITY WATER SYSTEM LLC	LOMBARD WATER COMPANY LLC (HILAND)	SUNSET HILLS DOMESTIC WATER ASSOCIATION INC
COLLEGE PARK WATER COMPANY LLC (HILAND)	LORNA DOMESTIC WATER, LLC (HILAND)	TIMBERLINE RIM WATER COMPANY
DEER ISLAND WATERWORKS	LUNNVILLE WATER DISTRICT	WES LINN WATER CO INC
ECHO MOUNTAIN WATER SYSTEM LLC (HILAND)	MEADOW CREEK SUBDIVISION	WESTERN HILLS MOBILE HOME ESTATES
ELDERBERRY NEHALEM WATER SYSTEM	MEDART WATER COMPANY	WI-NE-MA CHRISTIAN CAMP
FRUITDALE HEIGHTS WATER COMPANY	MOUNTAIN SHADOWS UTILITIES	WYLAND WATER SERVICE LLC (HILAND)
FRYER HILL WATER SERVICE LLC (HILAND)	NANTUCKET SHORES WATER CO	
GILCHRIST WATER COMPANY LLC	OXBERG WATER COMPANY	

*as of 5/12/2025

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Oregon Public Utility Commission – Regulated Systems



FULLY REGULATED*	
AGATE WATER COMPANY	OLD SHEEP RANCH WATER ASSOCIATION
AIR ACRES WATER SYSTEM	OREGON WATER UTILITIES - CLINE BUTTE INC
ANGLER'S COVE SHADY COVE HEIGHTS WATER COMPANY	OREGON WATER UTILITIES - MOUNTAIN LAKES INC
ASPEN LAKES UTILITY COMPANY LLC	ROATS WATER SYSTEM INC
AVION WATER COMPANY, INC.	SALMON VALLEY WATER COMPANY
BETHEL PARK WATER	SEAVEY LOOP WATER HOLDINGS, LLC
CHARBONNEAU WATER COMPANY LLC	SEVENTH MTN GOLF VLG WATER COMPANY
CLEARWATER SOURCE LLC	SHADOW WOOD WATER SERVICE, LLC (HILAND)
CROOKED RIVER RANCH WATER COMPANY	SOUTH COAST WATER COMPANY, LLC
DWF ROUND LAKE PARK & UTILITIES LLC	SOUTH HILLS WATER SYSTEM
GOVERNMENT CAMP WATER COMPANY	STORLIE WATER COMPANY
HELTON WATER COMPANY LLC (HILAND)	SUNRIVER WATER LLC
HILLVIEW WATER SERVICE LLC (HILAND)	TIERRA DEL MAR WATER COMPANY
ILLAHIE ESTATES WATER SYSTEM LLC (HILAND)	WESTWOOD WATER SYSTEM LLC (HILAND)
LAKESHORE WATER COMPANY LLC	WILDERNESS CANYON WATER LLC (HILAND)
METOLIUS MEADOWS PROPERTY OWNER'S ASSOCIATION	WILLAMETTE WATER COMPANY
NORTH HILL WATER CORPORATION	

*as of 5/12/2025