



Fact Sheet

Utility Regulation in Oregon

About the Oregon Public Utility Commission (PUC)

For more than 150 years, the Oregon Public Utility Commission (PUC) has played a central role in ensuring safe, reliable, and fairly priced utility services for Oregonians. The PUC regulates rates and services for Oregon's investor-owned electric, natural gas, and telephone utilities, as well as select water companies. The agency also enforces electric and natural gas safety standards and helps resolve utility-related disputes for Oregon residents.

Our Mission

To ensure Oregonians have access to safe, reliable, and fairly priced utility services that advance state policy and promote the public interest. We use an inclusive, transparent process to evaluate differing viewpoints and reach balanced, well-reasoned decisions grounded in fact and law.

How the PUC Works for You

The PUC's regulatory processes are guided by Oregon Administrative Rules (OARs) Chapter 860 and the agency's Internal Operating Guidelines. These frameworks help the PUC:

- Ensure safety, reliability, and quality of essential utility services
- Review utility costs, risks, and performance to ensure rates are just and reasonable
- Support customer and community choices while ensuring value for all customers
- Encourage public participation through open meetings, comment opportunities, and transparent decision-making

The Commissioners

The PUC is led by three Commissioners, appointed by the Governor to four-year terms. One Commissioner is designated as Chair. Commissioners make all policy and regulatory decisions, typically meeting twice a month to vote on items listed on the public meeting agenda.

Public Participation Encouraged

The PUC values public involvement in the utility regulatory process and encourages Oregonians to participate. Customers can attend or watch regularly scheduled public meetings or submit comments on any open docket of interest. In addition, several organizations represent customer interests in PUC processes to ensure the customer voice is always part of the decision-making process.

Contact Us

- By email at puc.consumer@puc.oregon.gov
- By phone at 503-378-6600 or 800-522-2404 (all relay calls accepted)
- [Submit a question or complaint online](#)
- [Comment on a docket of interest](#)