



Media Release

FOR IMMEDIATE RELEASE

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PUBLIC UTILITY COMMISSION PROVIDES OPPORTUNITIES TO HEAR FROM OREGONIANS

Topics include telecommunications services and utility customer impacts due to COVID-19 pandemic

SALEM, Ore. – The Oregon Public Utility Commission (PUC) is holding two events on June 9 to help inform decisions on utility service to residential customers.

Residential Telephone and Cellular Services

The PUC is hosting a public comment hearing via conference call on Tuesday, June 9 at 6 p.m. to hear directly from residential telephone customers on telecommunications services, and what alternative communications services they have access to in their community. To participate in this meeting, call 866-390-1828, enter passcode 2252868#. [View the meeting agenda](#) for additional details. To register in advance to comment, email HB3065Process@state.or.us or call 503-551-5290.

Oregon telecommunications customers are also encouraged to participate in a survey on their services and needs online at: <https://arcg.is/1CHbz>. For assistance with the survey, call 800-522-2404 or TTY 800-648-3458.

The information received from the public comment hearing and survey will help inform the PUC's response to House Bill 3065 that passed in the 2019 Legislative session. This bill directed the PUC to investigate the continuing relevance of the 'carrier of last resort' (COLR) obligation placed on the state's telecommunication service providers. The COLR obligation was created to ensure that service providers allocated exclusive service territory would serve all customers in that territory without discrimination.

Comments may also be submitted to the PUC by email at HB3065Process@state.or.us or by calling 503-378-6600 or TTY 800-522-2404 (or dial 711).

Impacts to Residential Utility Customers during Pandemic and Future Recovery

Oregonians are encouraged to attend a public meeting by conference call on Tuesday, June 9 from 9 a.m. to 12 p.m. (or later if needed to accommodate public comment) to learn about available low income programs, the impacts of the Covid-19 pandemic to residential customers, and anticipated challenges during the economic recovery, including discussions about moratoriums on the disconnection of services. [View the agenda](#) for additional information.

To participate in this public meeting, call 866-390-1828, then enter passcode 2252868#. Public comments will be invited at the end of the meeting. To help manage this portion of the meeting, we ask that those wishing to make public comment register in advance, by emailing puc.publiccomments@state.or.us or calling 503-378-6611.

Comments may also be submitted to the PUC by:

- Email at puc.publiccomments@state.or.us
- Calling 503-378-6600 or 800-522-2404 or TTY 800-648-3458 weekdays from 8 a.m. – 4 p.m.
- Mail to Oregon Public Utility Commission, Attn: Executive Office, PO Box 1088, Salem OR 97308-1088

The PUC is engaging utility customers to ensure regulatory actions are fully evaluated in terms of affordability and energy burden for customers throughout Oregon.

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The Oregon Public Utility Commission (PUC) regulates customer rates and services of the state's investor-owned electric, natural gas and telephone utilities, as well as select water companies. The PUC mission is to ensure Oregon utility customers have access to safe, reliable, and high quality utility services at just and reasonable rates, which is accomplished through thorough analysis and independent decision-making conducted in an open and fair process.